



HEATHMANS KOKSTAD (PTY) LTD

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000 (AS AMENDED) (hereinafter “PAIA”)

1. INTRODUCTION

- 1.1. The aim of the manual is to assist requestors of information as to the procedure to be followed when requesting access to information / documents from Heathmans Kokstad (Pty) Ltd (hereinafter “Heathmans Kokstad”) as contemplated in terms of PAIA.
- 1.2. The manual may be amended from time to time and as soon as any amendments have been finalised, the latest version of the manual will be made public on the Heathmans Kokstad website.
- 1.3. Any requestor is advised to contact the Information Manager should he/she require any assistance in respect of the utilisation of this manual and/or the requesting of information / documents from Heathmans Kokstad.

2. INFORMATION OFFICER PARTICULARS (SECTION 51(1)(a) OF PAIA)

Name of Body	Heathmans Kokstad (Pty) Ltd
Appointed Information Officer	Kristen Disa Marshall-Smith
Appointed Deputy Information Officer	Melissa Melinda Balie
Physical Address	Heathmans Building Hamewith Farm R56 South of Kokstad Kwa-Zulu Natal 4700

Postal Address	P.O Box 371 Kokstad Kwa-Zulu Natal 4700
Telephone Number	039 727 2146/7
Fax Number	039 727 3027
Email	admin@heathmans.co.za
Website Address	https://heathmans.co.za/

3. GUIDE ON PAIA (SECTION 51(1)(b) OF PAIA)

3.1. A guide has been compiled by the South African Human Rights Commission (“SAHRC”) (In terms of section 10 of PAIA) containing such information as may be required by a person who wishes to exercise any right contemplated in the Act.

3.2. The Guide is available the SAHRC website at <http://www.sahrc.org.za>.

3.3. A copy of the guide may be requested from the Information Officer of Heathmans Kokstad.

4. NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT (SECTION 51(1)(c) OF PAIA)

At this stage no notice has been published on any record or category of records that are automatically available without a person having to request it in terms of PAIA.

5. INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION (SECTION 51(1)(d) OF PAIA)

Heathmans Kokstad keeps information / documents in accordance with the following legislation (please note that this is not an exhaustive list): –

No.	Act	Act Number and year (as amended)
1	The Basic Conditions of Employment Act	No. 75 of 1997
2	The Companies Act	No. 71 of 2008

3	Compensation for Occupational Injuries and Diseases Act	No. 130 of 1993
4	Copyright Act	No. 98 of 1978
5	Employment Equity Act	No. 55 of 1998
6	Income Tax Act	No. 58 of 1962
7	Labour Relations Act	No. 66 of 1995
8	Medical Schemes Act	No. 131 of 1998
9	Occupation Health and Safety Act	No. 85 of 1993
10	Pension Funds Act	No. 24 of 1956
11	The Protection of Personal Information Act	No. 4 of 2013
12	Skills Development Act	No. 97 of 1998
13	Skills Development Levies Act	No. 9 of 1999
14	Unemployment Insurance Act	No. 63 of 2001
15	Value Added Tax Act	No. 89 of 1991

The above records, in so far as it being of a public nature, are available automatically without a person having to request access thereto in terms of PAIA, as envisaged in Section 52 of PAIA.

6. SUBJECTS AND CATEGORIES OF RECORDS HELD BY HEATHMANS KOKSTAD IN TERMS OF THE ACT (SECTION 51(1)(e) OF PAIA)

6.1. The information / documents listed herein below:

6.1.1. Companies Records

6.1.1.1. Heathmans Kokstad's Memorandum of Incorporation

6.1.1.2. Director Details

6.1.1.3. Registration Documentation.

6.1.2. Financial Records

6.1.2.1. Financial Statements

6.1.2.2. Tax records

6.1.2.3. Asset register

6.1.2.4. Banking details

6.1.3. Human Resources Records

- 6.1.3.1. Employee records
- 6.1.3.2. Employee Contracts
- 6.1.3.3. Internal Policies and Procedures

6.1.4. Website

- 6.1.4.1. Organisation and personal profiles
- 6.1.4.2. Publications

7. PROCESS TO APPLY FOR ACCESS TO INFORMATION (SECTION 51(1)(e) OF PAIA

7.1. A requester must complete the application form and submit same to the Company's information officer, at the particulars indicated above.

7.2. The application form is available [here](#).

7.3. The completed form must be accompanied by proof of payment of the prescribed application fee, as described below.

7.4. Upon receipt of the application form and proof of payment, as aforesaid, the Information Officer will consider the request. If the request is approved, the Information Officer will provide the applicant with a summary of fees payable in respect of the application. Upon receipt of payment the requested information will be supplied.

7.5. In the event of the application being denied, the Information Officer will inform the applicant and provide reasons for the decision.

8. GROUNDINGS FOR REFUSAL OF ACCESS

8.1. All proper requests for access to information are received and considered but may be refused on valid grounds which include:

- 8.1.1. Privacy,
- 8.1.2. Privilege,
- 8.1.3. Confidentiality of client records,

- 8.1.4. Trade secrets,
- 8.1.5. Copyright,
- 8.1.6. Protected Information Technology,
- 8.1.7. Unreasonable nature of request,
- 8.1.8. Vexatious or frivolous request.

9. REMEDIES WHEN ACCESS HAS BEEN REFUSED

- 9.1. If access has been in any way refused or not replied to, the internal remedy is to make an appeal to the Board of Directors at the firms address.
- 9.2. The external remedies are to comply with PAIA, and the procedures provided for and ultimately, the relevant court.

10. FEES (SECTION 51(1)(e) OF PAIA)

- 10.1. The fees applicable to an application for information shall be as per the prescribed fees. The schedule is subject to change.
- 10.2. An application fee of R50.00 (fifty Rand) is payable in respect of each application for information. Proof of payment of the said fee must accompany the completed application form.
- 10.3. No fees are payable by persons who request information pertaining to their own affairs.