This manual is protected by copyright law and International treaties and unauthorised reproduction or distribution of this manual, or any portion of it may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent under the law. Any person who uses or has access to this manual shall by virtue of such use or access be bound to hold all information contained in this manual as absolutely secret and confidential at all times and shall not disclose in any manner whatsoever any of the contents of this manual to any other party, person or entity whatsoever.
# ACCEPTANCE & APPROVAL

## LIST OF EFFECTIVE PAGES

The list below indicates the contents of the manual which contain a true and accurate reflection of the policies and manuals of Lanseria International Airport.

It shows the number of pages, the date and revision status of said manual. This document is individually controlled and any amendment of this document shall be in accordance to the Document Control Procedure (QSP001). Revisions carried out on any page within this manual will result in the entire document being raised to the next revision number.

<table>
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<tr>
<th>Manual</th>
<th>Pages</th>
<th>Dated</th>
<th>Revision</th>
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<tbody>
<tr>
<td>Promotion of Access to Information Manual</td>
<td>1 to 12</td>
<td>September, 2017</td>
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Users of this manual must note the following:

- The manual is written to reflect the requirements and guidance material contained in:
  - Promotion of Access to Information Act, 2000; and
  - Companies Act, 71 of 2008

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<table>
<thead>
<tr>
<th>Revision No.</th>
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RECORD OF REVISIONS
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1. Preamble and Introduction

1.1. Lanseria International Airport (Pty) Ltd is a private airport mainly regulated by SA Civil Aviation Authority and the applicable aviation legislation which is contained in the Civil Aviation Regulations and Technical Standards.

1.2. The Promotion of Access to Information Act No. 2 of 2000, (“the Act”) came into operation on 23 November 2001. Section 51 of this Act requires that Lanseria, as a private body, compile a manual giving information to the public regarding the procedure to be followed in requesting information for the purpose of exercising or protecting rights.

2. Company Contact Details [Section 51(1)(a)]

All requests pursuant to the Act should be directed to the CEO. In terms of the act the CEO is the Head of the private body and therefore the Information Officer, unless otherwise designated.

2.1. Company Name : Lanseria International Airport (Pty) Ltd
2.2. Registration Number : 1991/001749/07
2.3. Physical Address : Main terminal building
                      2nd Floor, Management Offices
                      Lanseria International Airport
                      1748
2.4. Postal Address : Private Bag X1
                     Lanseria
                     1748
2.5. Telephone Number : +27 11 367 0300
2.6. Fax Number : +27 11 701 3261
2.7. Head/CEO : Mr P R Rammopo
2.8. Designated Information Officer : TBA
2.9. Email Address of Information Officer : info@lanseria.co.za
2.10. Website : http://www.lanseria.co.za
3. The official guide [Section 51(1)(b)]

3.1. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional rights. The Guide is available from the SAHRC.

3.1.1. The South African Human Rights Commission:
   PAIA Unit
   The Research and Documentation Department

3.1.2. Postal address: Private Bag 2700
        Houghton
        2041

3.1.3. Telephone: +27 11 484 8300

3.1.4. Fax: +27 11 484 1360

3.1.5. Website: www.sahrc.org.za

3.1.6. E-mail: PAIA@sahrc.org.za

4. Records freely available [Section 51(1)(c)]

4.1. Lanseria has not submitted any notice regarding the categories of records available without a person having to request access in terms of this Act in terms of section 52(2).

4.2. Interested parties are requested to make an appointment with the Information Officer.

5. List of other legislation of which records are kept [Section 51(1)(d)]

5.1. Lanseria to assess regulatory universe to determine applicability of records to PAIA. List is not extensive.

5.2. Where applicable to our operations, information is also available in terms of certain provisions of the following statutes:

   5.2.1. Aviation Act No. 74 of 1962
   5.2.2. Banks Act No 94 of 1990
   5.2.3. Basic Conditions of Employment No. 75 of 1997
   5.2.4. Bills of Exchange Act No 34 of 1964
   5.2.5. Civil Aviation Act No 13 of 2009
   5.2.6. Companies Act no 71 of 2008
   5.2.7. Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
5.2.8. Competition Act No 89 of 1998
5.2.9. Copyright Act No 98 of 1978
5.2.10. Credit Agreements Act No 75 of 1980
5.2.11. Currency and Exchanges Act No 9 of 1933
5.2.12. Customs and Excise Act No 91 of 1964
5.2.13. Designs Act No 195 of 1993
5.2.14. Disaster Management Act 57 of 2002
5.2.15. Employment Equity Act (Act 55 of 1998)
5.2.16. Environment Conservation Act 73 of 1986
5.2.17. Fire Brigade Services Act
5.2.18. General Pensions Act No 29 of 1979
5.2.19. Harmful Business Practices Act No 71 of 1988
5.2.20. Hazardous Substances Act 15 of 1973
5.2.21. Immovable Property (removal of Modification of Restrictions) Act No 94 of 1965
5.2.22. Import and Export Control Act No 45 of 1963
5.2.23. International Air Service Act No. 60 of 1993
5.2.25. Insider Trading Act No 135 of 1998
5.2.26. Insolvency Act No 24 of 1936
5.2.27. Labour Relations Act (Act 6 of 1995)
5.2.28. National Building Regulations and Building Standards Act 103 or 1997
5.2.29. National Credit Act (Act 34 of 2005)
5.2.31. National Environmental Management Air Quality Act 39 of 2004
5.2.33. National Road Traffic Act 93 of 1996
5.2.34. National Water Act 36 of 1998
5.2.35. Occupational Health & Safety Act 85 of 1993
5.2.36. Pension Funds Act no 24 of 1956
5.2.37. Promotion of Access to Information Act No 2 of 2000
5.2.38. Protected Disclosures Act No 26 of 2006
5.2.39. Protection of Businesses Act No 99 of 1978
5.2.40. Public Finance and Management Act No 1 of 1999
5.2.41. Regional Services Councils Act No 109 of 1985
5.2.42. Skills Development Act No 97 of 1998
5.2.43. Skills Development Amendment Act (Act 26 of 2011)
5.2.44. The Adult Basic Education and Training Act, 2000
5.2.45. The South African Qualifications Authority Act, 1995 (Act No. 58 pf 1995)
5.2.46. Unemployment Insurance Act No 63 of 2001
5.2.47. Unemployment Insurance Contributions Act No 4 of 2002
5.2.48. Value-Added Tax Act No 89 of 1991

6. Schedule of Records in terms of provisions of the Act [Section 51(1)(d)]

The following categories of information are held at Lanseria:

6.1. Accounting and Finance

6.1.1. Books of account;
6.1.2. Invoices and statements;
6.1.3. Fixed asset registers;
6.1.4. Inventories;
6.1.5. Agreements and correspondence;
6.1.6. Banking details and bank account records;
6.1.7. Reports;
6.1.8. Statutory returns.

6.2. Branding

6.2.1. Nil

6.3. Communications

6.3.1. Notes and memoranda;
6.3.2. Correspondence;
6.3.3. Company Quality System and Internal Processes;

6.4. Company Secretarial Services and Administration

6.4.1. Agreements;
6.4.2. Annual Reports;
6.4.3. Board Agendas;
6.4.4. Minutes of meetings;
6.4.5. Registers required in terms of Companies Act;
6.4.6. Share Certificates;
6.4.7. Statutory returns;
6.4.8. Statutory documents such as memoranda, articles of association and certificates of incorporation;

6.5. Corporate Social Responsibility

6.5.1. Nil

6.6. Human Resources

6.6.1. Agreements;
6.6.2. Policies and procedures;
6.6.3. Employee information: Leave, salaries, payroll, bonuses;
6.6.4. Forms and applications;
6.6.5. Documents relation to appointments, promotions, dismissals, suspensions, demotions and disciplinary actions;
6.6.6. Returns in respect of skills development levies, UIF etc.
6.6.7. Employment equity reports;
6.6.8. Training Schedules and Material.

6.7. Information Management and Technology

6.7.1. Nil

6.8. Insurance

6.8.1. Insurance Policies;
6.8.2. Underwriting documentation;
6.8.3. Claim documentation
6.8.4. Intellectual Property
6.8.5. Nil

6.9. Logistics

6.9.1. Agreements relating to transportation;
6.10. Core Business Services and Products

6.10.1. Manufacturer’s material and guidelines;
6.10.2. Services and product procedures and processes
6.10.3. Supplier agreements and processes

6.11. Marketing

6.11.1. Marketing plans

6.12. Procurement and Supply Chain Management

6.12.1. Documents and agreements relating to procurement and supply of commodities and services;

6.13. Property Rights

6.13.1. Lease agreements


6.14.2. Risk Register and corrective action plans

6.15. Safety, Health and the Environment

6.15.1. Environmental Management Plans,
6.15.2. Safety, health and environmental audits, inspections and procedures;
6.15.3. Environmental policy;
6.15.4. Safety and health policy;
6.15.5. Documents relating to reporting and investigation of safety, health and environmental incidents.

6.16. Taxation

6.16.1. Records and returns pertaining to company tax, STC, PAYE, VAT, RSC levies and capital gains.
7. The request procedures

7.1. The requester must use the following prescribed forms to make the request for access to a record:
   7.1.1. Annexure A: CoR24 for any request in terms of the Companies Act No. 71 of 2008;
   7.1.2. Annexure B: J752 for any other request in terms of this Act.

7.2. This must be addressed to the Information Officer.

7.3. This request must be made to the address, fax number or electronic mail address as set out in Section 2.

7.4. Provide sufficient detail on the request form to enable the Information Officer to identify
   7.4.1. The record(s) requested;
   7.4.2. The requester (and if an agent is lodging the request, proof of capacity);
   7.4.3. The form of access required;
   7.4.4. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed

7.5. The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

8. Prescribed Fees

8.1. The following applies to requests (other than personal requests):
   8.1.1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
   8.1.2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
   8.1.3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
   8.1.4. Records may be withheld until the fees have been paid.
   8.1.5. The fees structure is available as Annexure C.

9. Refusal of access and protection of information

9.1. In terms of Chapter 4 of the Act, Lanseria must refuse access to information falling into the following categories, save in circumstances provided for in the Act:
   9.1.1. Information relating to the privacy of natural persons;
   9.1.2. Information consisting of commercial or confidential information of third parties;
   9.1.3. Information for the protection of the safety of individuals and the protection of property;
   9.1.4. Information privileged from production in legal proceeding; and
   9.1.5. Third party research information.

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10. Availability of the manual [Section 51(3)]

10.1. This manual is available for inspection at our offices, the address details of which appear in section 2 of this manual, free of charge.

10.2. Copies are also available from:
   10.2.1. The South African Human Rights Commission (see section 3), or
   10.2.2. http://www.lanseria.co.za
Request for Access to Company Information

Date: __________________________________________ _________________________

Customer Code: _________________________________________________________

To: (Name and Registration Number of Company)

Name:_______________________________________________________________
Registration No: _______________________________________________________

The person named above claims a right of access to the following records of the above named company:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

The person named above claims a right of access on the grounds of being -

☐ a holder of beneficial interest in securities of the company, or a member of a non-profit company, as the case may be, as contemplated in section 26 (1).

☐ a person other than a person contemplated in section 26 (1).

The person named above may be contacted about this request at:

(Insert contact details)
A. Particulars of private body
The Head:

B. Particulars of person requesting access to the record

(a) The particulars of the person who requests access to the record must be given below.
(b) The address and/or fax number in the Republic to which the information is to be sent must be given.
(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: ........................................................................................................................................................................
Identity number: ...............................................................................................................................................................................
Postal address: ..................................................................................................................................................................................
Telephone number: (………) ………………………….… Fax number: (………) ……………………….......
E-mail address: ..................................................................................................................................................................................
Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: ........................................................................................................................................................................
Identity number: ...............................................................................................................................................................................

### D. Particulars of record

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<tbody>
<tr>
<td><strong>a)</strong></td>
<td>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.</td>
</tr>
<tr>
<td><strong>b)</strong></td>
<td>If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.</td>
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</table>

1. **Description of record or relevant part of the record:**

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2. **Reference number, if available:**

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3. **Any further particulars of record:**

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### E. Fees

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<tr>
<td><strong>a)</strong></td>
<td>A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.</td>
</tr>
<tr>
<td><strong>b)</strong></td>
<td>You will be notified of the amount required to be paid as the request fee.</td>
</tr>
<tr>
<td><strong>c)</strong></td>
<td>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</td>
</tr>
<tr>
<td><strong>d)</strong></td>
<td>If you qualify for exemption of the payment of any fee, please state the reason for exemption.</td>
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**Reason for exemption from payment of fees:**

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F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

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<tr>
<th>Disability:</th>
<th>Form in which record is required:</th>
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<td>Mark the appropriate box with an X.</td>
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</tbody>
</table>

NOTES:
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:
   - copy of record*
   - inspection of record

2. If record consists of visual images -
   (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):
   - view the images
   - copy of the images*
   - transcription of the images*

3. If record consists of recorded words or information which can be reproduced in sound:
   - listen to the soundtrack (audio cassette)
   - transcription of soundtrack*
   - transcription of soundtrack* (written or printed document)

4. If record is held on computer or in an electronic or machine-readable form:
   - printed copy of record*
   - printed copy of information derived from the record*
   - copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable. YES NO

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:
   ………………………………………………………………………………………………………………………………………………..
   ………………………………………………………………………………………………………………………………………………..
   ………………………………………………………………………………………………………………………………………………..

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:
   ………………………………………………………………………………………………………………………………………………..
   ………………………………………………………………………………………………………………………………………………..
   ………………………………………………………………………………………………………………………………………………..

3
H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

……………………………………………………………………………………………………………………………………………..

Signed at .................................................. this day......... of .................................................year ........

..............................................................
SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE
# Fees for Records of Lanseria International Airport

<table>
<thead>
<tr>
<th>Request Fee</th>
<th>PAIA</th>
<th>CoR</th>
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<tbody>
<tr>
<td>Request Fee</td>
<td>R 50,00</td>
<td>TBA</td>
</tr>
</tbody>
</table>

| Reproduction Fee                                                            |        |     |
| For every photocopy of an A4-size page or part hereof                      | R 1,10 | TBA |
| For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | R 0,75 | TBA |
| For a copy in a computer-readable form on a stifty disc                     | R 7,50 | TBA |
| For a copy in a computer-readable form on a compact disc/USB                | R70,00 | TBA |
| For a transcription of visual images, for an A4-size page or part thereof   | R40,00 | TBA |
| For a copy of visual images                                                 | R60,00 | TBA |
| For a transcription of an audio record, for an A4-size page or part thereof | R20,00 | TBA |
| For a copy of an audio record                                               | R30,00 | TBA |

| Access Fee                                                                 |        |     |
| For every photocopy of an A4-size page or part hereof                      | R 1,10 | TBA |
| For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | R 0,75 | TBA |
| For a copy in a computer-readable form on a stifty disc                     | R 7,50 | TBA |
| For a copy in a computer-readable form on a compact disc/USB                | R70,00 | TBA |
| For a transcription of visual images, for an A4-size page or part thereof   | R40,00 | TBA |
| For a copy of visual images                                                 | R60,00 | TBA |
| For a transcription of an audio record, for an A4-size page or part thereof | R20,00 | TBA |
| For a copy of an audio record                                               | R30,00 | TBA |
| To search for the record for disclosure for each hour or part of an hour reasonably required for such search (If more than six hours be exceeded for the search of a document, one third of the access fee is payable as deposit). | R30,00 | TBA |

VAT to be charged on all amounts.