

# **NASHUA LIMPOPO**

# **MANUAL OF NASHUA LIMPOPO**

In terms of

Section 51(1) of the Promotion of Access to  
Information Act 2 of 2000 (“the Act”)

## **THE PURPOSE**

The purpose of this document is to serve as the Manual of NASHUA LIMPOPO as required in terms of the Act, and to provide a reference as to the records held and the procedures that needs to be followed to request access to such records.

**SECTION 1:  
CONTACT PERSON AND ADDRESS DETAILS OF NASHUA LIMPOPO**

(as required by Section 51(1)(a))

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Contact Person: MARTIN BOCHNIG

Physical Address: 11 Pierre Street  
Bendor  
Polokwane  
Limpopo Province  
0700

Postal Address: P.O. Box 716  
Polokwane  
Limpopo Province  
0700

Telephone: (015) 291 0800  
Fax: (015) 291 0801  
e-mail address: [Nashua@nashua.co.za](mailto:Nashua@nashua.co.za)

**SECTION II:  
GUIDE ON HOW TO USE THE ACT**

(as required by Section 51(1)(b), as read with Section 10)

The Human Rights Commission will compile a guide, in terms of Section 10 of the Act, containing information which may reasonably be required by a person who wishes to exercise any right contemplated in the Act. This guide will be published in August 2003 and copies thereof, or details relating thereto will be available from the Human Rights Commission.

**The Human Rights Commission may be contacted directly at:**

The South African Human Rights Commission  
EAIA UNIT  
The Research and Documentation Department

Postal address: Private Bag 2700  
Houghton  
2041

Telephone: (011) 484 8300  
Fax: (011) 484 0582  
e-mail address: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)  
Web site: [www.sahrc.org.za](http://www.sahrc.org.za)

### **SECTION III:**

#### **RECORD AVAILABLE IN ACCORDANCE WITH LEGISLATION**

(as required by Section 51(1)(d))

Records are available in accordance with the following current South African legislation (only to the extent that the relevant Act makes disclosure of records compulsory):

- The Compensation for Occupation Injuries and Diseases Act No. 130 of 1993;
- The Value Added Tax No. 89 of 1991;
- The Income Tax Act No. 58 of 1962;
- Basic Conditions of Employment Act No. 75 of 1997;
- Employment Equity Act No. 55 of 1998;
- The Labour Relations Act No. 66 of 1985;
- Skills Development Act No. 97 of 1998;
- The Medical Schemes Act No. 131 of 1998;
- The Pension Funds Act No. 24 of 1956.

### **SECTION IV:**

#### **DETAIL TO FACILITATE A REQUEST FOR ACCESS TO RECORDS**

(as required by Section 51(1)(e))

Any request for access to records should be submitted on the prescribed form C (a copy of which is attached) which should be sent to the Head of BTG whose name and address details appear in Section I hereof.

NASHUA LIMPOPO has in its possession the following categories of records on the subject matters referred to hereunder.

#### **CATEGORIES AND RECORD SUBJECTS**

##### **MANAGEMENT INFORMATION**

<b>INFORMATION</b>	<b>DESCRIPTION</b>
Management Meetings	Minutes of management meetings
Company Goals & Objectives	Departmental Goals

##### **CUSTOMER INFORMATION**

<b>INFORMATION</b>	<b>DESCRIPTION</b>
Customer records	Records received from principals on contracts
Customer Details	Contact details of principals
Payment History	Records of payments made & received
Customer type	Records of various customers
Customer requirements	Records of annual client surveys

##### **FINANCIAL INFORMATION**

<b>INFORMATION</b>	<b>DESCRIPTION</b>
Debtor Information	Details of debtors
Creditors Information	Details of creditors
Financial Transactions	Record of cash / bank etc transactions

Fixed Property Information	Information relating property owned and rented
Moveable Property Information	Information relating to moveable assets
Maintenance	Maintenance and alteration records
Inventory	Inventory records
Stock	Record of items in stock
Annual Budget	Annual: Company & Departmental Budget Reports
Staff Debtors	Annual: Staff debtors Reports
Tax Pack	Annual: 2 Monthly tax payment / Tax returns

### EMPLOYEE RECORDS

INFORMATION	DESCRIPTION
Employee Records	Employment contracts & history
Application Detail	CV and application detail
Disciplinary records	Record of all disciplinary Actions
Salary / Wage record	Record of salary related issues
Job Descriptions	Responsibilities associated with the position the employee occupies
Performance Analysis	6 Monthly evaluation reports
Training Program	Annual: Internal & External Training Program
Employment Equity Reports	Minutes of meetings per year
Recruitment	Annual recruitment reports

### SALES AND MARKETING OFFICE AUTOMATION / CONSUMABLES / CELLULARS

INFORMATION	DESCRIPTION
Price Lists	Price lists of items in stock
Product performance	Records of performance of different stock items
Sponsorships	External requests and official annual sponsors from community
Cash Sale	All cash deals
Commission Sheets	Monthly commission report
Contracts & In-house Deals	Rental contract reports
Corporate A Clients	Tap corporate client base
Prospecting & Calling	Weekly & Monthly analysis
Sales Analysis	Overall monthly sales
Sales Demonstrations	Demo machine for customers
Sales Meetings	Minutes of meetings
Service Agreement	Technical service agreement reports
Area Management	Areas allocated to reps
Stock Take	Monthly & annual reports

### DISTRIBUTION

INFORMATION	DESCRIPTION
Vehicle records	Record of vehicles i.e. maintenance. Operating cost, service schedules etc.
Orders	Records of goods received and dispatched

### SECTION V:

#### ACCESS REQUEST PROCEDURE AND PRESCRIBED FEES

A request for access to records must be made in the prescribed Form C (a copy of which is attached) which should be sent the address, fax number or electronic mail address.

Please note that an initial, non-refundable request fee of R57,00 (inclusive of VAT) is payable on submission. This fee is not applicable to personal requests, i.e. individual seeking access to records pertaining to those individuals themselves.

In the event that a request for access is successful an access fee will be payable for the search, reproduction and /or preparation of records and will be calculated based on the fee prescribed under the Act. The access fee must be paid prior to access being given to the requested record.

Request for information will be evaluated and the applicant will be notified within 30 days after receipts of the request in the prescribed format of the following:

***Notification of extension period (if required)***

Applicants must take note that in terms of the Act the 30 days period mentioned above may be extended for a further period of not more than 30 days under certain circumstances (details will be provided together with the notification of such extension)

***The access fee and/or deposit***

The fee relevant to an application for information is detailed below as authorized by Sec 54 of the Act. Payment must be made in full prior to a request for information will be processed and handed over.

***The fees payable by the requested, other than a personal requester for reproduction are:***

For every photocopy of an A4 – size page or part thereof	1,10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form.	0,75
For a copy in a computer-readable form on a:-	
- floppy disc	7,50
- compact disc	70,00
For a transcription of visual images, for A4-size page or part thereof	40,00
For a copy of visual images	60,00
For a transcription of an audio record, for an A4-size page or part thereof	20,00
For a copy of an audio record	30,00
The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	50,00
To search for and prepare the record for disclosure per hour or part of an hour Reasonably required for the search and preparation	30,00

A deposit of 33 % of the access fee is payable if six hours is exceeded in the search for the requested information.

Private bodies registered for VAT as vendors, may add VAT to all the abovementioned fees.

The actual postage is payable when a copy of a record must be posted to the requester.

***Decision on request***

The applicant will be informed whether or not the application for access has been denied, or granted. In the event that it is granted the information referred to above pertaining to the access fee, any deposit payable and any other relevant matters will be advised. In the event that the applicant is refused the applicant will be given adequate reason for the refusal and will be informed that the applicant may lodge an application with a Court against the refusal of the application, as well as the procedure (including the period) for lodging such application.

### ***Grounds for refusal***

NASHUA LIMPOPO may legitimately refuse to grant access to a requested record that falls within a certain category.

Grounds on which the NASHUA LIMPOPO may refuse include:

- Protecting personal information that NASHUA LIMPOPO holds about a third person (who is a natural person), including a deceased person, from unreasonable disclosure;
- Protecting commercial information that NASHUA LIMPOPO holds about a third party or NASHUA LIMPOPO (for example trade secrets, financial, commercial, scientific or technical information that may harm the commercial or financial interests of the NASHUA LIMPOPO or the third party);
- If disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
- If disclosure of the record would endanger the life or physical safety of an individual;
- If disclosure of the record would prejudice or impair the security of property or means of transport;
- If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- If disclosure of the record would prejudice or impair the protection or safety of the public;
- The record privileged from production in legal proceedings, unless the legal privilege has been waived;
- Disclosure of the record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of NASHUA LIMPOPO;
- Disclosure of the record would put NASHUA LIMPOPO at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- The record is a computer programme; and
- The record contains information about research being carried out or about to be carried out on behalf of a third party of NASHUA LIMPOPO.

### ***Records that cannot be found or do not exist***

If NASHUA LIMPOPO has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include steps that were taken to try to locate the record.

### ***Third party information***

If access is requested to a record that contains information about a third party, NASHUA LIMPOPO is obliged to attempt to contact this third party to inform them of the request. This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied.

In event of the third party furnishing reasons for the support or denial of access, our designated contact person will consider these reasons in determining whether access should be granted, or not.

## **FORM C**

### **REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

(Section 53(1) of the Promotion of Access to Information Act, 2000)

(Act No. 2 of 2000 )

**(Regulation 10)**

**A. PARTICULARS OF PRIVATE BODY**

The Head:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

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

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Fax number: \_\_\_\_\_ Telephone 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**

<p>This section must be completed ONLY if a request for information is made on behalf of another person</p>
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Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

**D. PARTICULARS OF RECORD**

- |  |
|--|
| <p>(a) 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.<br/>(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. <b>The requester must sign all the additional folios.</b></p> |
|--|

1. Description of record or relevant part of the record: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Reference number, if applicable: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Any further particulars of record: \_\_\_\_\_

**E. FEES**

- (a) A request for access to a record, other than record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) 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.
- (d) If you qualify for exemption of the payment of any fee, please state the reason therefore.

Reason for exemption of payment for the fee: \_\_\_\_\_

**F. FORM OF ACCESS TO THE 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 hereunder, state you disability and indicate in which form the record is required.

Disability \_\_\_\_\_ Form in which record is required \_\_\_\_\_

Mark the appropriate box with an "X"

NOTES:

- (a) Compliance with your request 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	
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**2. If the 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*	
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**3. If the record consist of recorded words or information which can be reproduced in sound:**

Listen to the soundtrack (audio cassette)		Transcription of soundtrack* (written or printed document)	
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**4. If the 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)	
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*if you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?  <b>Postage is payable</b>	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.  <b>The requester must sign all the additional folios</b>
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1. Indicate which right is to be exercised or protected: \_\_\_\_\_  
\_\_\_\_\_
2. Explain why the record requested is required for the exercise of protection of the aforementioned right: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 200 \_\_\_\_\_

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**Signature of requester/person on whose behalf request is made.**