

PROMOTION OF ACCESS TO INFORMATION ACT, ACT 2 OF 2000 (THE ACT)
SECTION 51 MANUAL FOR SERVEST (PROPRIETARY) LIMITED
(REGISTRATION NUMBER 2002/012895/07) AND ITS SUBSIDIARIES (SEE APPENDIX)
(VERSION 3, 2010)

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INTRODUCTION

Introduction to Servest (Pty) Ltd (Servest).

A support services group focused on providing lowtech integrated outsources services as follows:

- Cleaning
- Hygiene
- Pest Control
- Security
- Parking Management
- Landscaping
- Grounds Maintenance
- Office Plants
- Office Automation
- Marine Services

PARTICULARS IN TERMS OF SECTION 51

1. CONTACT DETAILS

[Section 51(1)(a)]

The Board of Directors of Servest has duly authorised the Group Legal Manager of Servest to deal with all matters in connection with requests for information in terms of The Act.

Postal address:	P O Box 3082 Saxonwold 2132
Registered office:	1 Cosmic Street Linbro Business Park Linbro Park Johannesburg
Telephone:	+27 11 608 3377
Fax:	+27 11 608 3379
E-mail:	info@servest.co.za

2. THE GUIDE AS DESCRIBED IN SECTION 10

[Section 51(1)(b)]

The guide will be available from the Human Rights Commission. Please direct any queries to:

The Human Rights Commission

Postal address:	Private Bag 2700 Houghton 2041
Telephone:	+27 11 484 8300
Fax:	+27 11 484 0582



3. CATEGORIES OF RECORDS

[Section 51(1)(c)]

No notice of such records has been made by the Minister.

4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

[Section 51(1)(d)]

Records are kept in accordance with such other legislation as is applicable to Servest, which includes but is not limited to, the following legislation:

- The Constitution of the Republic of South Africa, 1996
- Basic Conditions of Employment Act, No 75 of 1997
- Broad-Based Black Economic Empowerment Act, No 53 of 2003
- Companies Act, No 61 of 1973
- Companies Act No 71 of 2008
- Compensation for Occupational Injuries and Disease Act, No 130 of 1993
- Competition Act, No 89 of 1998
- Consumer Protection Act, No 68 of 2008
- Copyright Act, No 98 of 1987
- Deeds Registries Act, No 47 of 1937
- Disaster Management Act, No 57 of 2002
- Dumping at Sea Control Amendment Act, No 73 of 1995
- Electronic Communications Act, No 36 of 2005
- Electronic Communications and Transmissions Act, No 25 of 2002
- Employment Equity Act, No 55 of 1998
- Financial Intelligence Centre Act, No 34 of 2001
- Firearms Control Act, No 60 of 2000
- Formalities in respect of Leases of Land Act, No 18 of 1969
- Harmful Business Practices Act, No 23 of 1999
- Health Act, No 63 of 1977
- Immovable Property (Removal or Modification of Restrictions) Act, No 94 of 1965
- Income Tax Act, No 58 of 1962
- Intellectual Property Laws Amendments Act, No 38 of 1997
- Labour Relations Act, No 66 of 1995
- Manpower Training Act, No 56 of 1981
- National Building Regulations and Building Standards Act, No 103 of 1997
- National Credit Act, No 34 of 2005
- National Key Points Act, No 29 of 1989
- National Road Traffic Act, No 93 of 1996
- Occupational Health and Safety Act, No 85 of 1993
- Pension Fund Act, No 24 of 1956
- Preferential Procurement Policy Framework, Act No 5 of 2000
- Prevention of Organised Crimes Act, No 121 of 1998
- Prevention and Combating of Corrupt Activities Act, No 12 of 2004
- Promotion of Access to Information Act, No 2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act, No 4 of 2000
- Protected Disclosures Act, No 26 of 2000
- Private Security Regulation Act, No 56 of 2001
- Regulation of Inception of Communication and Provision of Communication Related Information Act No 48 of 2008
- Road Transport Act, No 74 of 1977
- Sea Transport Documents Act, No 65 of 2000
- Second-Hand Goods Act, No 6 of 2009
- Securities Transfer Act, No 25 of 2007
- Short-Term Insurance Act, No 53 of 1998
- Skills Development Act, No 97 of 1998
- Skills Development Levy Act, No 9 of 1999
- South African Reserve Bank Act, No 90 of 1989
- Stamp Duties Act, No 77 of 1968
- Standards Act, No 8 of 2008
- Tobacco Products Control Act, No 12 of 1999
- Trademarks Act, No 194 of 1993



- Unemployment Insurance Contributions Act, No 4 of 2002
- Unemployment Insurance Act, No 63 of 2001
- Value Added Tax Act, No 89 of 1991
- Wages Act, No 5 of 1997
- Witness Protection Act, No 112 of 1998
- Workmen's Compensation Act, No 30 of 1941
- Wreck and Salvage Act, No 94 of 1996

5. HOW TO REQUEST A RECORD. A DESCRIPTION OF THE SUBJECTS OF THE RECORDS HELD BY SERVEST AND THE CATEGORIES IN WHICH THESE SUBJECTS ARE CLASSED

[Section 51(1)(e)]

5.1 How to request a record

(See pro forma request form in Section 9)

- Section 53 prescribes that the requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body, or his duly authorised deputy. This request must be made to the address, fax number or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.
- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The fee for private bodies is R50. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- If the request is granted then a further access fee must be paid for the reproduction and the search and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- The head of the private body will then make a decision on the request and notify the requester in the required form.

5.2 Categories of records held by Servest

5.2.1 Web page

The web page, www.servest.co.za, is accessible to anyone who has access to the Internet. Servest's website has the following categories:

Company information
Directors
News
Divisions
Contact us

5.2.2 Other records

- Operational information

This information can be defined as information needed in the day to day running of the organisation and is generally of little or no use to persons outside the organisation

- Customer database
- Customer contracts
- Company secretarial records
- Employee records
- Financial records
- Internal audit and risk management
- Information Technology
 - Hardware
 - Software packages
 - Operating systems
 - Telephone Exchange Equipment
 - Licences
- Insurance records
- Intellectual Property
 - Trade marks
- Marketing Material
- Policies and procedures manual
- Minutes of management and board meetings
- Employment Equity Manuals
- Agreements
 - Finance agreements
 - Acquisition agreements
 - Shareholders agreements
 - Disposal agreements
 - Joint venture agreements
 - Property lease agreements
 - Service level agreements

6. OTHER INFORMATION AS MAY BE PRESCRIBED

[Section 51(1)(f)]

Not applicable.

7. AVAILABILITY OF THE MANUAL

[Section 51(3)]

This manual is available from the South Africa Human Rights Commission (see details above), Servest (see details above) and in electronic format at <http://www.servest.co.za>

8. FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1.10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction are as referred to in regulation 11(1) are as follows:

		R
a.	For every photocopy of an A4-size page or part thereof	1.10
b.	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
c.	For a copy in a computer-readable form on	
	i) Stiffy disc	7.50
	ii) Compact disc	70.00

d.	For a transcription of visual images, for an A4-size page or part thereof i) For a copy of visual images	40.00 60.00
e.	For a transcription of an audio record for an A4-size page or part thereof i) For a copy of an audio record	20.00 30.00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50.00
4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

		R
1a.	For every photocopy of an A4-size page or part thereof	1.10
b.	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
c.	For a copy in a computer-readable form on iii) Stiffy disc iv) Compact disc	7.50 70.00
d.	For a transcription of visual images, for an A4-size page or part thereof ii) For a copy of visual images	40.00 60.00
e.	For a transcription of an audio record for an A4-size page or part thereof ii) For a copy of an audio record	20.00 30.00
f.	To search for and prepare the record for disclosure, R30 for each hour or part of an hour reasonably required for such search and preparation.	
2.	For purposes of section 54(2) of the Act, the following applies: a. Six hours as the hours to be exceeded before a deposit is payable; and b. one third of the access fee is payable as a deposit by the requester.	

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

9. PRESCRIBED REQUEST FORM

[Section 51(1)(c)]

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)

[Regulation 10]7

A. Particulars of private body

The Group Legal Manager
Servest (Pty) Ltd

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.</p> <p>(b) The address and/or fax number in the Republic to which the information is to be sent must be given.</p> <p>(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
E-mail address
Capacity in which request is made, when made on behalf of another person

Telephone number

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

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

1. Description of record or relevant part of the record
2. Reference number, if available
3. Any further particulars of record

E. Fees

(a) 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.
(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 qualified for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

<i>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 your disability and indicate in which form the record is required.</i>				
Disability		Form in which record is required		
<p>Mark the appropriate box with an X</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available</p> <p>(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.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>				
1. If the record is written or printed form:				
Copy of record		Inspection of record		
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		
3. If record consists of recorded words or information which can be reproduced in sound:				
Listen to the soundtrack (audio cassette)		Transcription of soundtrack (written or printed document)		
4. If record consists of recorded words or information which can be reproduced in sound:				
Printed copy of record	Printed copy of information derived from the record	Copy of computer readable form (stiffy or compact disc)		
If you requested a copy or transcription of a record (above), do you wish the copy of 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 and protected
2. Explain why the record requested is required for the exercise or 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.

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

A handwritten signature in black ink, appearing to be 'J. H. B.', written in a cursive style.

Signed at JOHANNESBURG this 22nd day of DECEMBER 2011

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

A handwritten signature in black ink, appearing to be 'J. H. B.', written in a cursive style.

APPENDIX
LIST OF SUBSIDIARIES OF SERVEST (PTY) LTD
TO WHICH THIS MANUAL PERTAINS

<u>NAME</u>	<u>REG. NO</u>
ACADEMY OF ADVANCED SECURITY SKILLS (PTY) LTD	2001/008197/07
CLIPPER MARINE SERVICES (PTY) LTD	1995/003596/07
CODI MARINE SERVICES (PTY) LTD	1995/002692/07
EASIHOLD (PTY) LTD	1998/000896/07
EASICLEAN (PTY) LTD	2006/001687/07
EASICLEAN KZN (PTY) LTD	2007/012182/07
EASISERVE MANAGEMENT SERVICES	2003/013416/07
GLOBAL FACILITIES SERVICES (PTY) LTD	1999/007218/07
GLOWGETTERS (PTY) LTD	1993/006281/07
KHUTHALANI CLEANING SERVICES (PTY) LTD	2004/010473/07
KULINGANA CLEANING SERVICES (PTY) LTD	2000/010681/07
LONE CREEK FARMS (PTY) LTD	1994/001606/07
NAMKWA HORTICULTURAL SERVICES (PTY) LTD	1998/011282/07
PILUSA GARDEN SERVICES (PTY) LTD	1999/025347/07
PORTION 38 OF THE FARM MALELANE (PTY) LTD	1996/008081/07
REALLY USEFUL PARKING COMPANY (PTY) LTD	1992/005499/07
SERVEST (PTY) LTD	1997/006391/07
SERVEST GROUP (PTY) LTD	2002/012895/07
COPICOR (PTY) LTD	2001/015652/07
SERVPROP (PTY) LTD	1996/016674/07
SERVEST TECHNOLOGIES (PTY) LTD	2004/024248/07
SONKE PLANTSCAPERS (PTY) LTD	1995/004693/07
SUDS LAUNDRIES (PTY) LTD	1998/007617/07
VAN GUARD SECURITY SERVICES cc	2005/185345/23

