

ACCESS TO INFORMATION MANUAL



As required by Section 51 of the Promotion of Access to Information
Act No 2 of 2000 (PROATIA)

SHILOH SYNERGY
6 DIRKIE UYS STREET
PROTEA HEIGHTS
BRACKENFELL
7560

Visit our website: www.shiloh.org.za



SHILOH SYNERGY

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NPC 2004/034268/08
Fully B-BBEE compliant

PROATIA MANUAL

(Manual in terms of Section 51 of the Promotion of Access to Information Act no 2 of 2000)

FOR

SHILOH SYNERGY

Business Name

1. INTRODUCTION

The object of PROATIA is to give a requester access to any records of the private body/company under the following circumstances. PROATIA seeks to promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all of their rights and to foster a culture of transparency and accountability in public and private bodies. The above stated entity is a private body and therefore this manual has been compiled in terms of and in order to comply with Section 51 of PROATIA.

A requester may request access to any records under the following circumstances in terms of Section 50(1) of the Act:

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements of the Act relating to a request for access to that record; and
- c) Access to that record is not refused in terms of any ground for refusal as contemplated in chapter 4 of the Act.

2. GENERAL DETAILS: Section 51(1)(a)

Name of Private Body:	SHILOH SYNERGY
Registration Number:	005-048-NPO (2004/034268/08 Sec 21)
Street Address:	6 Dirkie Uys Street, Protea Heights Brackenfell

	7560
Telephone Number:	+27 21 981 8241/36
Facsimile Number:	+27 21 981 81 86
General Email address for the Private Body	admin@shiloh.org.za
Email address for Heads of the Private Body	hr@shiloh.org.za
Website	www.shiloh.org.za

3. HUMAN RIGHTS COMMISSION'S PROATIA GUIDE: Section 51(1)(b)

In terms of Section 10 of PROATIA, the South African Human Rights Commission ('SAHRC') is required to compile a guide, in each official language, containing information for any person who wishes to exercise any right contemplated in PROATIA. This guide has been compiled by the Human Rights Commission. Should you wish to obtain access to the abovementioned guide, please direct your enquiries to:

The South African Human Rights Commission

Postal address:	Private Bag 2700, Houghton, 2041
Telephone:	+27 11 877 3600
Fax:	+27 11 403 0625
Website:	www.sahrc.org.za

4. LATEST NOTICE IN TERMS OF SECTION 52(2): Section 51(1)(c)

Shiloh Synergy has not published any notices on the categories of records that are automatically available without a person having to request access in terms of Section 52(2) of the Act.

5. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: Section 51(1)(d)

The company holds information in accordance with the following legislation:

1. Basic Conditions of Employment Act No. 75 of 1997
2. Labour Relations Act No. 66 of 1995
3. Employment Equity Act No. 55 of 1998
4. Occupational Health and Safety Act No. 85 of 1993
5. Compensation for Occupational Injuries and Disease Act No. 130 of 1993
6. Unemployment Insurance Act No. 63 of 2001
7. Unemployment Contributions Act No. 4 of 2002
8. Skills Development Act No. 97 of 1998
9. Skills Development Levies Act No. 9 of 1999
10. Medical Schemes Act No. 131 of 1998
11. Companies Act No. 71 of 2008
12. Companies Amendment Act no 3 Of 2011

13. Protection of Personal Information Act no 4 of 2013
14. Promotion of Access to Information Act no 2 of 2000
15. Compensation for Occupational Injuries and Diseases Act no 130 of 1993 (Amended)
16. Employments Services Act No 4 of 2014
17. Consumer Protection Act No 68 of 2008
18. Electronic Communications and Transactions Act No. 25 of 2002
19. Insolvency Act No. 24 of 1936
20. Income Tax Act No 58 of 1962
21. Non Profit Organizations Act No 17 of 1997

6. SUBJECT AND CATEGORIES OF RECORDS HELD BY SHILOH SYNERGY: Section 51(1)(e)

A description of the records held by the company as, required by section 51(1)(e) of PROATIA, is set out in Annexure A: Description of Records Table which is attached to this manual or could be requested from the Information Officer.

7. PROCEDURE TO REQUEST ACCESS TO A RECORD: Section 51(1)(e)

Any person including a department of state and a person acting on behalf of another person may request access to records. In order to comply with the requirements in terms of PROATIA the company has authorised and designated **Sarina Koekemoer**, as Information Officer to deal with all matters relating to PROATIA. In order to request access to a record please complete Annexure B: Request for Access to Record Form, which is attached to this manual and is available from reception at our company premises or from the above stated Information Officer.

Please submit this form together with payment of the prescribed fee as set out in Annexure C, to the Information Officer at **6 Dirkie Uys Street, Brackenfell, 7560** or fax it to **+27 21 981 81 86** or email it to **mdpa@shiloh.org.za**

8. DECISION REGARDING REQUEST

PROATIA provides for numerous grounds upon which the company may refuse to grant you access to a record of the company. These grounds for refusal are to protect -

- The privacy of another person'
- Commercial information of another company
- Confidential information of another person
- The safety of individuals and property
- Records privileged from production in legal proceedings
- Research Information

You will be notified in writing whether your request has been approved or denied within 30 calendar days after receipt by the company of the completed Request for Access to Records Form.

Should the application to access records be denied the requester will have the right to lodge an internal appeal to the Information Officer, subject to paying the applicable appeal fee as set out in Annexure C and meeting the requirements of section 75 of the Act. Should the application for appeal be denied the requester may apply to the court for appropriate relief in terms of section 82 of the act and after the requester has exhausted the internal appeal procedure.

If your request for access to records of **Shiloh Synergy** was approved, access will be provided in the form as the company reasonably determines, unless you have requested access in a specific form.

9. AVAILABILITY OF THE MANUAL: Section 51(3)

Copies of this manual are available for inspection from:

- Reception at our company premises , or
- Office of the Information Officer
- South African Human Rights Commission

Signed at Brackenfell on this 15 th day of May 2015

Allifer Plaatjies

Print Name



Signature

ANNEXURE A

CATEGORIES OF RECORD ON EACH SUBJECT	FORM HELD	AUTOMATICALLY AVAILABLE AND FROM
COMPANY RECORDS		
Documents of Incorporation	Electronic and Physical	No
NPO / Art 21 Registration	Electronic	Yes, www.shiloh.org.za
Name of Owner, Directors	Electronic and Physical	No
Salaries of Directors	Electronic and Physical	No
Memorandum and Articles of Association	Electronic and Physical	No
Minutes of Board Meetings	Electronic and Physical	No
Records relating to appointment of Directors	Electronic and Physical	No
FINANCIAL RECORDS		
Annual Financial Statements	Electronic and Physical	Yes, www.shiloh.org.za
Accounting Records	Electronic and Physical	No
Banking Records	Electronic	No
Asset Register	Electronic	No
Invoices	Electronic and Physical	No
Banking Details	Electronic and Physical	Yes, www.shiloh.org.za
Financial Agreements	Electronic and Physical	No
INCOME TAX RECORDS		
PAYE Records	Electronic and Physical	No
Documents Issued to Employees for Income Tax	Electronic and Physical	No
Records of Payments made to SARS	Electronic	No
All other statutory compliances: VAT, SDL, UIF, COIDA	Electronic	No
INSURANCE OF COMPANY		
Insurance Policies Held	Electronic and Physical	No
Register of Immovable Property	Electronic and Physical	No
EMPLOYEES		
List of Employees	Electronic and Physical	No
Employee Contract of Employment	Electronic and Physical	No
Personal Information of Employees	Electronic	No
Salaries of Employees	Electronic	No
Medical Aid Records	Electronic	No

Disciplinary Records	Electronic and Physical	No
Disciplinary Code	Electronic and Physical	No
Leave Records	Electronic and Physical	No
Training Records	Electronic	No
Training Manuals	Electronic and Physical	No
Employment Equity Plan	Electronic and Physical	No
BBBEE	Electronic	Yes, www.shiloh.org.za
AGREEMENTS OR CONTRACTS		
Standard Agreements	Electronic and Physical	No
Contracts Concluded with Customers	Physical	No
Letters of Intent	Electronic and Physical	No
Third Party Contracts	Electronic and Physical	No
Supplier Contracts	Electronic	No
Independent Contractor Agreements	Electronic	No
CUSTOMER RELATED RECORDS		
Sales and Marketing	Electronic	Yes, www.shiloh.org.za
Field Records	Electronic and Physical	Yes, www.shiloh.org.za
Public Customer Information	Electronic	Yes, www.shiloh.org.za
Customer Correspondence and Standard Forms	Electronic	No
PUBLIC AFFAIRS		
Public Product Information	Electronic and Physical	Yes, www.shiloh.org.za
Public Corporate Records	Electronic	Yes, www.shiloh.org.za
Media Releases	Electronic	Yes, www.shiloh.org.za
OTHER RELEVANT RECORDS		
18 A - Certificates	Electronic and Physical	No

ANNEXURE B
REQUEST FOR ACCESS TO RECORD FORM

SHILOH SYNERGY

NAME OF COMPANY TO WHOM THE REQUEST IS MADE

Head / Information Officer	Sarina Koekemoer		
PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD			
Surname		Telephone no.	
First names		Facsimile no.	
Identity number		Postal Address	
Email address		Capacity of requester	
PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE			
Surname			
First names			
Identity number			
PARTICULARS OF RECORDS REQUESTED			
Reference (if applicable)			
FORM OF ACCESS TO RECORD			
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 maybe 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.			
FEES			
(a) A request for access to a record, other than a record containing personal information about yourself, will be processed 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 farm 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 therefor.			
Reason for exemption from payment of fees:			
Mark the appropriate box with an X			
1. If the record is in written or printed form:			
	Copy of Record		Inspection of Record
2. If the record consists of visual images:			
	View the Images		Copy of the Images
	Transcription of the Images		

3. If the record consists of recorded words or information which can be reproduced in sound:			
	Listen to the sound track		Transcription of soundtrack (written or printed)
4. If record is held on computer or in electronic or machine-readable form:			
	Printed copy of record		Printed copy of information derived from the record*
	Copy in computer readable form* (Compact disc or USB)		
*If you requested a copy or transcription of a record (above), do you wish the Copy or transactions to be posted to you?			Yes
			No
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 above, state your disability and indicate in which from the record is required.			
Disability			
Form in which record is required:			
PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED			
EXPLANATION OF WHY RECORD IS REQUIRED FOR EXERCISE OR PROTECTION OF ABOVEMENTIONED RIGHT			
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.			
SIGNATURE			
Signed at		Date	
Signature of the Requester			

ANNEXURE C
PRESCRIBED FEE SCHEDULE

DUPLICATION FEES	
For every photocopy of an A4 page or part thereof	R1,70
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine - readable form	R1,30
For a copy in a computer-readable form on compact disc	R70,00
For a transcription of visual images per A4 page or part thereof	R40,00
For a copy of visual Images	R60,00
For a transcription of an audio record per A4 page or part thereof	R20,00
For a copy of an audio record	R30,00
REQUEST FEE	
For a person requesting access to information other than a personal requester, referred to in section 54(1) of the Act is	R50,00
SEARCH FEE	
Per hour or part thereof required to search for and prepare the record for disclosure	R80,00
DEPOSIT	
A deposit of one third of the access fee is payable as a deposit if the search for a record requires more than six hours.	
APPEAL FEES	
The appeal fee payable in respect of the lodging of an internal appeal by a requester against the refusal of his/her request for access	R50,00