



ACCESSING OUR INFORMATION

**Our Manual in terms of Section 51 of the
Promotion of Access to Information Act**

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Preamble

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 we as a private body compile a manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.

Introduction to this private body

The Johannesburg Zoo has served the citizens of Johannesburg for 100 years. Herman Eckstein donated the land in Saxonwold in 1904, with a small animal collection donated by Sir Percy Fitzpatrick. Over time, the nature and operation of the Zoo has changed dramatically. Current Zoo philosophy places importance on four key pillars – conservation, education, research and recreation. The Johannesburg Zoo is well placed to deliver on these core pillars.

The Zoo houses 2050 animals of 380 species in 54 hectares. The Zoo has placed an emphasis on ensuring the best husbandry of the animals including their nutrition, accommodation, enrichment, husbandry and medical care. The gardens and setting of the Zoo are critical to the visitor enjoyment and receive ongoing attention. The Zoo focuses on plants that are indigenous and water wise.

The Zoo has a role to play in educating the public on the protection of the environment and sustainable utilisation. To support this, the Zoo recycles all water, campaigns against litter and reuses biological waste.

Strong educational projects reach thousands of learners annually. Alignment with the Department of Education and the school curriculum ensures that Zoo educational progress remains relevant. Research projects are undertaken in the Zoo and by staff in the field. Research is an area that will receive ongoing attention in the future.

As a commercial operation the Zoo has expanded into other activities related to the recreational, entertainment, hospitality and tourism markets to ensure survival and future growth. The Johannesburg Zoo is one of the premier tourism and recreation destinations in Johannesburg. As such, the focus and the strategic direction of the Zoo is to grow and develop in a way that will capture the hearts and minds of the residents of Johannesburg and ensure that they enjoy the many delights that await them at the Zoo.

Comment: This focus has to change to being in the recreation /entertainment business with core products being supported by all other activities

We as a private body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

Inside these pages you will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

A copy of this manual is also available on our website www.jhbzoo.org.za

Section A – Our details

Full Name : The Johannesburg Zoo (Section 21 Company)

Registration Number : 2000/022951/08

Registered Address : Jan Smuts Avenue
Parkview
2193

Postal Address : Private Bag X13
Parkview
2122

Telephone Number : 011 646 2000

Fax Number : 011 486 2866

Head/CEO : Ms Jennifer Gray
Chief Executive Officer

Designated Information Officer : Ms Elmarie Loubser
General Manager: Marketing

Email Address of Information Officer : Elmarie@jhbzoo.org.za

Website : www.jhbzoo.org.za

Section B – The official guide

Section 10 of the Act requires the South African Human Rights Commission (SAHRC) to publish a Guide containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act.

The Guide will contain the following information:

1. The objects of the Act;
2. Particulars of the information officer of every public body;
3. Particulars of every private body as are practicable;
4. The manner and form of a request for access to information held by a body;
5. Assistance available from both the information officers and the Human Rights Commission in terms of this Act;
6. All remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a court application;
7. Schedules of fees to be paid in relation to requests for access to information;
8. Regulations made in terms of the Act.

Copies of this Guide will be available as soon as it is published by the SAHRC. Enquiries regarding the Guide can be addressed to the SAHRC, the contact details of which are as follows:

Post: South African Human Rights Commission
Promotion of Access to Information Act Unit
Research and Documentation Department
Private Bag 2700
Houghton
2041

Telephone: (011) 484-8300

Fax: (011) 484-0582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

Section C – Information available in terms of the Act

Categories of information

(a) STATUTORY COMPANY INFORMATION

- (i) Certificate of Incorporation; (ii) Memorandum and Articles of Association;
- (iii) Minute File, CM25 and CM26, as well as Resolutions passed at general meetings;
- (iv) Register of Directors and Certain Officers; (v) Directors' Attendance Register;
- (a) Annual accounts; (b) Directors' reports; (c) Auditor's report.
Books of Account regarding information required by the Companies Act, 1973;
Supporting schedules to books of account and ancillary books of account;

(b) ACCOUNTING RECORDS

- (i) Books of Account including journals and ledgers;
- (ii) Delivery notes, orders, invoices, statements, receipts, vouchers

(c) STATUTORY EMPLOYEE RECORDS

- (i) Employees' names and occupations; (ii) Time worked by each employee;
- (iii) Remuneration paid to each employee. (iv) Date of birth of each employee;
- (v) Wages register; (vi) Attendance register;
- (vii) Employment Equity plan; (viii) Skills Development Report
- (ix) Arbitration Awards
- (x) Records of strikes, lockouts or protest action.
- (xii) Staff records (for 5 years after date of employment ceases);

(e) OTHER EMPLOYEE RECORDS

- (i) Employee contracts; (ii) Study assistance schemes;
- (iii) Maternity leave policy;

(f) PENSION AND RETIREMENT FUNDING RECORDS

- (i) Pension Fund Rules; (ii) Pension Fund account records;
- (iii) Minutes of Meetings of trustees and members;
- (iv) Contribution Reports; (v) Annual accounts.

(g) ENVIRONMENTAL HEALTH AND SAFETY

- (ii) Water quality monitoring programme records;
- (iii) Waste water assessment and monitoring records;

- (iv) Records of waste water storage and waste water disposal;
- (v) Permits to keep animals
- (vi) Registered Veterinary Hospital
- (vii) Emergency response plans; (viii) Environmental impact assessments;

(h) FIXED PROPERTY

- (i) Title Deeds; (ii) Leases; (iii) Building plans;

(i) MOVABLE PROPERTY

- (i) Asset register; (ii) Finance and Lease Agreements;

- (i) Service level Agreement with the Shareholder (ii) Agreements with contractors and suppliers;
- (iii) Purchase or lease agreements.

(k) TAXATION

- (i) The Zoo is not a registered VAT vendor.

(l) LEGAL

- (i) Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation;
- (ii) Settlement agreements;
- (iii) Permits and authorisations;

(m) INSURANCE

- (i) Insurance policies; (ii) Claim records; (iii) Details of insurance coverages, limits and insurers.

(n) INFORMATION TECHNOLOGY

- (i) Hardware; (ii) Operating Systems; (iii) Telephone Exchange Equipment;
- (iv) Telephone Lines, Leased Lines and Data Lines; (v) LAN Installations;
- (vi) Software Packages; (vii) Disaster Recovery;
- (viii) Systems Support and Programming / Development (ix) Licences
- (x) Capacity and Utilization of Current Systems;
- (xi) Agreements; (xii) Audits.

(o) SALES AND MARKETING

- (i) Customers;
- (ii) Brochures, Newsletters and Advertising Materials;
- (iii) Marketing Strategy
- (iv) Events Policy

2. Procedure for requesting access to the above information

If you wish to request access to any of the above categories of information, you are required to complete a request form as set out in annexure "A" hereto. These forms are available from:

- our information officer (whose contact details are in section A of this manual);
- the SAHRC website (www.sahrc.org.za)
- the Department of Justice and Constitutional Development website (www.doj.gov.za).

There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in the request form.

You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges.

It is important to note that access is not automatic – you must identify the right you are seeking to exercise or protect and explain why the record you request is required for the exercise or protection of that right. You will be notified in the manner indicated by you on the request form whether your request has been approved.

Section D – Information available in terms of other legislation

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

- Basic Conditions of Employment Act No. 75 of 1997
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Employment Equity Act No. 55 of 1998
- Labour Relations Act No. 66 of 1995
- Long-term Insurance Act No. 52 of 1998
- National Environmental Management Act No. 107 of 1998
- Occupational Health and Safety Act No. 85 of 1993
- Public Finance Management Act No. 1 of 1999
- Companies Act No. 61 of 1973
- Prevention of Organised Crime Act No. 121 of 1998
- Unemployment Insurance Act No. 63

Where applicable to our operations, we also retain records and documents in terms of the following statutes:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 61 of 1973
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Employment Equity Act No. 55 of 1998
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993

Section E – Information automatically available

The following categories of records are automatically available for inspection, purchase or photocopying. In other words you do not need to request this information in terms of the Promotion of Access to Information Act.

Request forms for these categories of information are also available from our information officer, whose contact details appear in section A of this manual.

1. Newsletters.
2. Booklets.
3. Pamphlets / Brochures.
4. Reports.
5. Posters.
6. Other literature intended for public viewing.

Section F – General

[This section may be used for comments by the information officer or for industry-specific information which you may wish to add]

ANNEXURE "A"

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) <i>The particulars of the person who requests access to the record must be given below.</i></p> <p>(b) <i>The address and/or fax number in the Republic to which the information is to be sent must be given.</i></p> <p>(c) <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></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><i>This section must be completed ONLY if a request for information is made on behalf of another person.</i></p>

Full names and surname:

.....

Identity number:

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:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	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?			<input type="checkbox"/> YES
Postage is payable.			<input type="checkbox"/> 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:
.....
.....

.....

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 20

.....
SIGNATURE OF REQUESTER/PERSON ON WHOSE
BEHALF REQUEST IS MADE

ANNEXURE “B”

AN EXPLANATORY NOTE ON FEES TO BE CHARGED BY A PRIVATE BODY WHEN GRANTING A REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000.

The fees chargeable by private bodies are contained in Part III of Annexure “A” of the Regulations. A copy of Part III is attached for your convenience. The present charges are as follows:

1. Copies of a manual

Should an individual require a copy of the private body’s manual, a fee of R1,10 is chargeable for every photocopy of an A4 page or part thereof.

2. Reproduction fees¹

Reproduction fees apply to obtaining copies or transcriptions of information which is automatically available from the private body. The fees are listed in paragraph 2 of Part III of Annexure “A” to the Regulations.

3. Access fees²

Access fees are chargeable for copies or transcriptions of information requested under this Act. The fees are listed in paragraph 4 of Part III of Annexure “A” to the Regulations.

4. Other fees

- 4.1 A request fee³ of R50,00 is payable by a requester who is seeking access to a record containing information which is not personal to the requester. See paragraph 6 of Part 1 of this Work.
- 4.2 A search fee⁴ may be charged at a rate of R30,00 per hour or part thereof for searching and preparing the record for disclosure provided such time was reasonably required for that purpose.
- 4.3 If the request is not limited to records containing information which is personal to the requester and if the head of the private body is of the opinion that the time taken to give effect to the request will exceed six hours the requester can be called upon to pay a deposit of not more than one third of an estimate of the access fee which will become payable.⁵
- 4.4 If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

PART III
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 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) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record.....	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
(1) (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) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 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.	
(3) The actual postage is payable when a copy of a record must be posted to a requester.	