

MANUAL
OF
Quality and Safety Risk
Professional Services
International (Pty) Ltd
(“QPRO”)

Prepared in terms of Section 51 of
the Promotion of Access to
Information Act 2 of 2000

Introduction

The Promotion of Access to Information Act, 2 of 2000 (“the Act”) was enacted on 3 February 2000, giving effect to the Constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information may or must not be released. The Act sets out the requisite procedural issues attached to such request.

Purpose of the Manual

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to public and private bodies.

Section 9 of the Act however recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance;

and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

Introduction to QPRO

QPRO is a company duly registered and incorporated in terms of the company laws of the Republic of South Africa, which specialises in the provision of food services in relation to audits, training, consultancy and outsourced Quality Management program, and the services related thereto.

Julie Woods has been duly appointed by the head of QPRO, to act as the person to whom requests for access to information must be made in terms of the Act.

1. Contact details

Information officer

Julie Woods

Managing Director

Postal address: QPRO
P.O. Box 1095
Somerset West

7130
South Africa

Physical address: 3 Almond drive
Somerset West

Telephone: +27 21 855 5465

Facsimile: +27 21 855 5141

E-Mail: info@myqpro.com

General Information

Name of Private Body: QPRO International
 Head of Private Body: Julie Woods (Managing Director)
 Registration No: 2002/016110/07
 VAT Registration No: 4310203163
 Physical Address: 3 Almond drive, Somerset West
 Postal address: P.O. Box 1095
 Somerset West
 7130
 South Africa
 Telephone: +27 21 855 5465
 Facsimile +27 21 855 5141
 E-mail: info@myqpro.com
 Website: www.myqpro.com

2. The Guide

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the Act to assist people to exercise their rights under the Act.

The Guide will, according to the South African Human Rights Commission, be available by no later than August 2005.

Please direct any enquiries to:

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

Postal address: Private Bag 2700
 Houghton
 2041

Telephone: +27 11 484-8300

Facsimile: +27 11 484-0582
 Website: www.sahrc.org.za
 E-Mail: PAIA@sahrc.org.za

3. Access to records held by QPRO

(i) Subjects and categories of records held by QPRO

Note: This section of the Manual sets out the subject and categories of records held by QPRO. The inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/or categories will be made available under the Act. In particular, certain grounds of refusal as set out in the Act may be applicable to a request for such records.

3.1 Incorporation Documents and Records

- 3.1.1 Copies of documents of incorporation.
- 3.1.2 Copies of Memorandum and Articles of Association.
- 3.1.3 Copies of Shareholder's agreements.

3.2 Financial Records and Documents

- 3.2.1 Annual financial reports and statements.
- 3.2.2 General financial documents.
- 3.2.3 Details of external auditors of QPRO.
- 3.2.4 Auditors' reports in respect of audits conducted regarding QPRO.
- 3.2.5 Invoices in respect of both creditors and debtors of QPRO.
- 3.2.6 Tax returns.
- 3.2.7 VAT records.
- 3.2.8 PAYE records.
- 3.2.9 UIF records.
- 3.2.10 Regional Services Council records.
- 3.2.11 Asset inventory and register.
- 3.2.12 Monthly statements.

- 3.2.13 Proof of delivery forms.
- 3.2.14 Credit notes.
- 3.2.15 General financial documents.

3.3 Banking details of QPRO

- 3.3.1 Indebtedness to bankers.
- 3.3.2 Bank facilities and account details.
- 3.3.3 Bank statements.
- 3.3.4 Financial commitments of QPRO.
- 3.3.5 Other banking records.

3.4 Personnel documents / employment records

- 3.4.1 List of employees.
- 3.4.2 Contracts of employment with employees of QPRO.
- 3.4.3 Personnel files in respect of each employee of QPRO.
- 3.4.4 Documents relating to employee benefits.
- 3.4.5 Compensation or redundancy payments.
- 3.4.6 Company policies.
- 3.4.7 Unemployment Insurance.
- 3.4.8 Other information relating to employees of QPRO.

3.5 Operational Documents and Records

- 3.5.1 Promotional Material.
- 3.5.2 Marketing / Advertising reports.
- 3.5.3 Standard Operating Procedure.
- 3.5.4 Manuals.
- 3.5.5 Database of customers.
- 3.5.6 Correspondence with customers.
- 3.5.7 Customer account records.

- 3.5.8 Sales records.
- 3.5.9 Mission statement.
- 3.5.10 Records regarding customer complaints.
- 3.5.11 Records pertaining to quoting.
- 3.5.12 Supply Agreements.

These records include, but are not limited to records which pertain to QPRO's own affairs.

3.6 **Intellectual Property**

- 3.6.1 Other agreements relating to intellectual property rights.

3.7 **Information pertaining to clients of QPRO**

- 3.7.1 Agreements with clients of QPRO.
- 3.7.2 Documentation and other information received from clients.
- 3.7.3 Documentation and other information received from third parties.
- 3.7.4 Correspondence with clients.
- 3.7.5 Correspondence with third parties.
- 3.7.6 Information prepared for clients.
- 3.7.7 Other information relating to clients of QPRO.

3.8 **Insurance records**

Insurance policies taken out for the benefit of QPRO, including:

- 3.8.1 insurance in respect of the property occupied by QPRO;
- 3.8.2 insurance in respect of movable property of QPRO;

3.9 **Immovable and movable property**

- 3.9.1 Agreements for the lease of immovable property by QPRO.
- 3.9.2 Agreements for the lease or sale of movable property regarding QPRO.
- 3.9.3 Other agreements for the purchase, ordinary sale, conditional sale or hire of assets.

3.10 **Information technology**

- 3.10.1 Computer software, support and maintenance agreements.
- 3.10.2 Other documentation or data pertaining to computer systems and computer programmes held by QPRO.

3.11 **Miscellaneous agreements of QPRO**

- 3.11.1 Loans from third parties.
- 3.11.2 Loans to third parties.
- 3.11.3 Suretyship agreements.
- 3.11.4 Security agreements, guarantees and indemnities.
- 3.11.5 Agreements with suppliers of QPRO.
- 3.11.6 Confidentiality and/or non-disclosure agreements.
- 3.11.7 Any other relevant agreements.

3.12 **Records required in terms of Legislation**

QPRO keeps information / documents in accordance with the following legislation:

- 3.12.1 Basic Conditions of Employment Act, 75 of 1997
- 3.12.2 Companies Act, 61 of 1973
- 3.12.3 Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- 3.12.4 Copyright Act, 98 of 1978
- 3.12.5 Credit Agreements Act, 75 of 1980
- 3.12.6 Employment Equity Act, 55 of 1998
- 3.12.7 Income Tax Act, 58 of 1962
- 3.12.8 Insolvency Act, 24 of 1936 (Section 134 and 155)
- 3.12.9 Medical Schemes Act, 131 of 1998
- 3.12.10 Labour Relations Act, 66 of 1995
- 3.12.11 Pension Funds Act, 24 of 1956
- 3.12.12 Occupational Health & Safety Act, 85 of 1993
- 3.12.13 Regional Services Councils Act, 109 of 1985

- 3.12.14 Skills Development Act, 97 of 1998
- 3.12.15 Skills Development Levies Act, 9 of 1999
- 3.12.16 South African Reserve Bank Act, 90 of 1989
- 3.12.17 Stamp Duties Act, 77 of 1968
- 3.12.18 Unemployment Insurance Act, 63 of 2001
- 3.12.19 Value Added Tax Act, 89 of 1991

Reference to the above-mentioned legislation shall include subsequent amendments to such legislation and all relevant sections within such legislation in terms of which QPRO holds records.

3.13 **Correspondence**

Correspondence of QPRO, including internal and external memoranda.

3.14 **Information relating to legal proceedings**

Records relating to legal proceedings involving QPRO.

(ii) **The request procedures**

Form of request:

The requester must use the prescribed form in terms of the Act to make the request for access to a record. This must be made to the Head of QPRO. This request must be made to the address, fax number or electronic mail address of the Head of QPRO.

The requester must provide sufficient detail on the request form to enable the head of QPRO 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/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 as to 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 submit proof of the capacity in which the requester is making the request to the satisfaction of the head of QPRO.

Fees:

The head of QPRO must notify the requester (other than a personal requester) by notice, requiring the requester to pay the relevant fee before further processing of the request. A personal requester does not pay such a fee.

The requester may lodge an application to the court against the tender for payment of the request fee.

The head of QPRO will then make a decision on the request and notify the requester in the required form.

If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that had exceed the prescribed hours to search and prepare the record for disclosure.

4. Availability of the manual

This manual is available for inspection at the offices of QPRO free of charge, and on the website of QPRO: www.myqpro.com. Copies are also available with the SAHRC.

5. Prescribed fees and forms in respect of private bodies

The prescribed forms and fees for requests to private bodies, are available on the website of the Department of Justice and Constitutional Development, www.doj.gov.za (under "regulations").

QPRO International