

**PROMOTION OF ACCESS TO
INFORMATION MANUAL**

**COMPILED IN COMPLIANCE WITH SECTION 14 OF
THE PROMOTION OF ACCESS TO
INFORMATION ACT
(ACT NO. 2 of 2000)**

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Policy Title: Promotion of Access to Information (PAIA) Manual

Policy Version: 0

Policy Effective Date: 01 March 2017

Policy Revised Date:

Action Requested:

New Revision Deletion Other: _____

Policy Approval Process

Chief Executive Manager:

I certify that I have fully reviewed the manual and ensured that the relevant internal constituencies were consulted, and processes followed in drafting the manual.

Chief Executive Manager: _____
(Full Name)

Signature

Date

DEFINITIONS

Information Officer and Deputy Information Officer	<p>The Information Officer (sometimes referred to as IO) is the person authorised to handle PAIA requests. For a public body, this is the person who is or is acting as the head of the body. For a municipality, this is the municipal manager; for a national department it would be the Director General; for a body such as the South African Human Rights Commission it would be the CEO.</p> <p>The Deputy Information Officer (sometimes referred to as DIO) is the person designated by the Information Officer of a public body to assist the requester with their information request.</p> <p>PAIA does not provide for private bodies to designate a Deputy Information Officer; however, the South African Human Rights Commission recommends that they do so for efficiency and convenience.</p>
Requester	Any person making a request for access to record
Minister	References to the Minister are in relation to the Minister of Justice and Correctional Services.
Records	Any recorded information regardless of the form, including, for example, written documents, video materials etc. A record requested from a public or private body refers to a record that is in that body's possession regardless of whether that body created the record.

1. INTRODUCTION

Productivity SA is established in terms of section 31 of the Employment Services Act, No. 4 of 2014 as a juristic person and an entity of the Department of Labour, with the mandate to promote employment growth and productivity, thereby contributing to South Africa's socio-economic development and competitiveness

It is classified as a schedule 3 (A) Public Entity in terms of the Public Finance Management Act, No. 1 of 1999, and governed by a tripartite board consisting of the Chairperson and six members (four drawn from NEDLAC - two representing organised labour and two representing organised business), and two members representing the government.

Section 32 of the Act read together with s2 (1) (e) and (f), and s7 enjoins Productivity SA to amongst others, develop relevant productivity competencies and competitiveness in enterprises, with a focus on the following key functions:

- 1) To promote a culture of productivity in the workplace.
- 2) To develop relevant productivity competencies.
- 3) To facilitate and evaluate productivity improvement and competencies in workplaces.
- 4) To measure and value productivity in the workplace.
- 5) To maintain a database of productivity and competitiveness systems and to publicise these systems.
- 6) To undertake productivity-related research
- 7) To support initiatives aimed at preventing job losses.
- 8) To undertake productivity-related research

Vision

“To lead and inspire a productive and competitive South Africa”.

Mission

“To improve productivity by diagnosing, advising, implementing, monitoring, and evaluating solutions aimed at improving South Africa's sustainable growth, development and employment through increased competitiveness.”

Further information regarding the services of Productivity SA are available on the website www.productivitysa.co.za.

2. SERVICES

Productivity SA's Value Proposition entails enhancing the productive capacity and operational efficiency of enterprises throughout the business lifecycle to accelerate wealth creation and decent employment.

The interventions include:

- Developing relevant productivity competencies and competitiveness in workplaces
- Promoting and inculcating a culture of productivity and competitiveness mind-set
- Generating and disseminating productivity and competitiveness related information and knowledge

This will be achieved through the following services and programmes:

- Developing and implementing custom designed solutions to operational efficiency level challenges faced by industry sectors and/or individual businesses.
- Providing Turnaround Strategies to enhance the productive and operational efficiency of organisations and companies in economic Distress (financial and operational difficulties).
- The Workplace Transformation Programme, aimed at implementing best practices within small groups of enterprises or clusters within a value chain.
- Capacitating management and worker level employees - through skill development initiatives and the provision of relevant systems, tools and methods - to deal with operational efficiency challenges
- Providing support to SOEs and Multinationals (Equity Equivalent Commitments) to implement and achieve their B-BBEE Targets relating to Enterprise and Supplier Development, and Socio-Economic Development Programmes.

3. CONTACT DETAILS

Addresses

Midrand

Postal address: Private Bag 235, Midrand, Gauteng, 1685

Physical address: International Business Gateway
c/o New Road and Sixth Road
Midrand

Telephone: +27 (0) 11 848 5300

Fax: +27 (0) 11 848 5555

Cape Town

Postal address: PO Box 5289, Tyger Valley, 7536

Physical address: 2nd Floor, Bloemhof Building
112 Edward Street (cnr Bloemhof and Edward Streets)
Bellville

Telephone: +27 (0) 21 910 1591

Fax: +27 (0) 21 910 1574

Durban

Postal address: PO Box 47600, Greyville, 2043

Physical address: Suite 201, Cowey Park
91- 123 Cowey Road
Essenwood, 4000

Telephone: +27 (0) 31 268 9770

Fax: +27 (0) 31 268 9777

Designated person (information officer)

Mr Mothunye Mothiba

Chief Executive Officer

mothunyem@productivitysa.co.za

Deputy information officer

Ms Mmabatho Mackay

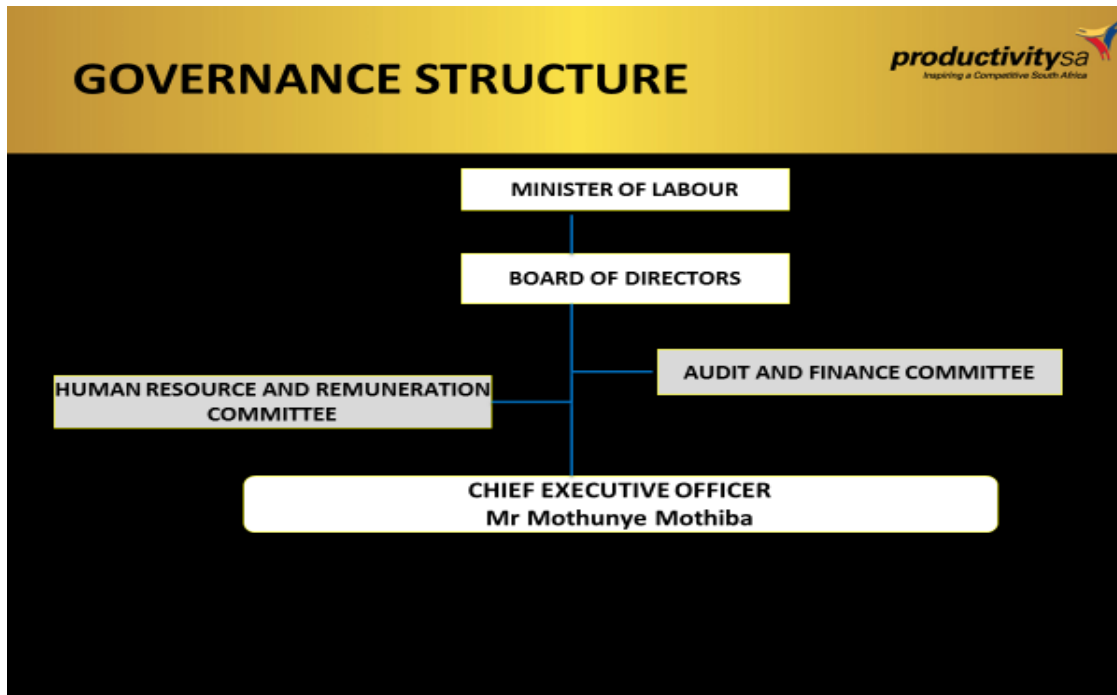
Deputy Information Officer

info@productivitysa.co.za

Enquiries

info@productivitysa.co.za

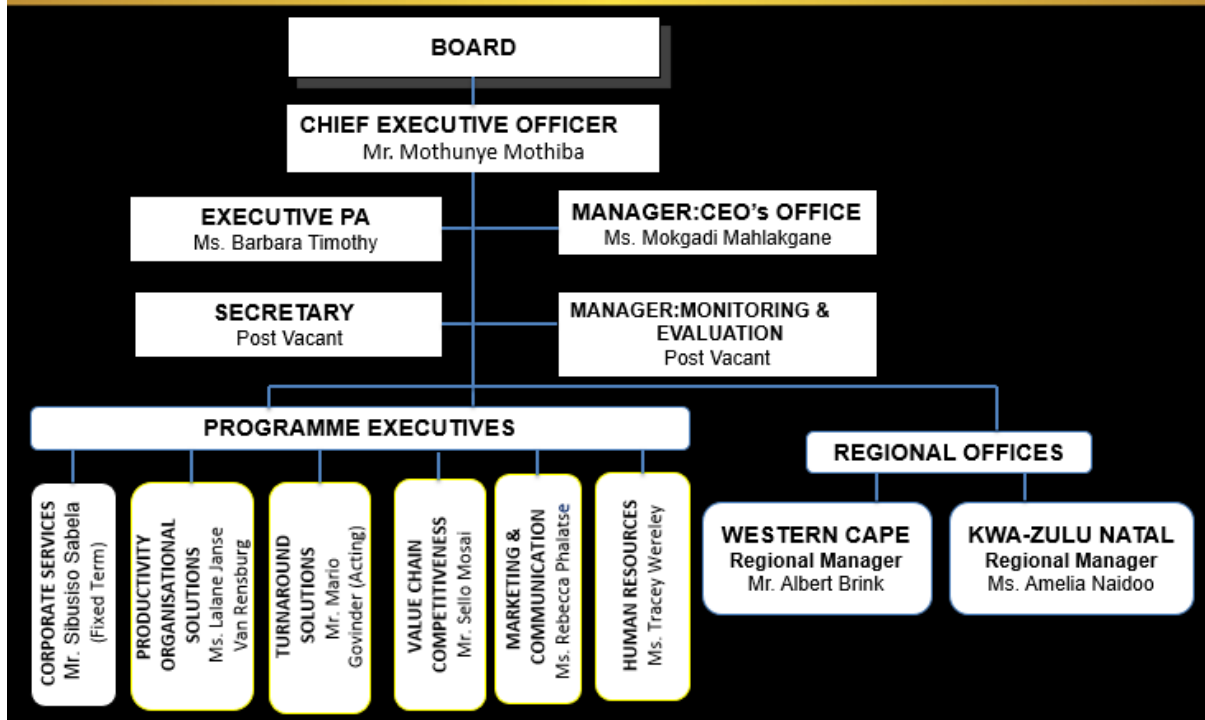
4. GOVERNANCE STRUCTURE



Productivity SA Board of Directors

Mr Mthunzi Mdwaba	Chairman
Mr Mothunye Mothiba	Chief Executive Officer
Ms Jocelyn Vass	Board Member
Mr Noel Mbongwe	Board Member
Mr Nico Vermeulen	Board Member
Ms Leila Reddy	Board Member
Ms Imogen Phaladi	Board Member
Ms Esther Tloane	Board Member

CEO's Office



Productivity SA consists of a national office located in Midrand, and two regional offices in Durban and Cape Town. A regional manager runs each regional office.

5. PROGRAMMES

Productivity SA has formulated three strategic programmes to address its priorities, strategies and activities. An executive manager is in charge of each programme.

Strategic Programmes:

- Turnaround Solutions,
- Productivity Organisational Solutions,
- Value Chain Competitiveness,

Support Functions

- Corporate Services
- Human Resources
- Marketing and Communications

6. GUIDE IN TERMS OF SECTION 10

The South African Human Rights Commission (SAHRC) has in terms of section 10 of The Act compiled a guide on the use of The Act. The guide is available at the SAHRC offices.

The guide containing information as may be required by any person (hereinafter called “the Requester”) in order for the Requester to obtain information held by the State and/or another person, where such information is required for the exercise or protection of the rights of the Requester.

Any queries relating to the guide should be directed to SAHRC, at:

Postal address: Private Bag 2700,
Houghton, 2041
Telephone number: (011) 877-3600
Website address: www.sahrc.org.za.

7. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATIONS

This Section deals with the provisions of **Section 14(1) (d)** of The Act, which states that Productivity SA must provide details of records in its possession in order to give effect to requests for access to information.

- The Labour Relations Act 66 of 1995;
- Employment Equity Act 55 of 1998;
- Basic Conditions of Employment Act 75 of 1997;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Employment Equity Act 55 of 1998;
- Public Finance Management Act, Act No1 of 1999, as amended
- Income Tax Act 58 of 1962;
- Unemployment Insurance Act 63 of 2001;

8. RECORDS HELD BY PRODUCTIVITY SA- AUTOMATICALLY AVAILABLE

Productivity SA categories the records and information into the following broad categories in terms of the section 15(1) (a) (i):

Description of categories of records automatically available for inspection in terms of section 15(1)(a)(i)-	
General	
<ul style="list-style-type: none"> • Productivity SA Information (mission, vision, values) • Media <ul style="list-style-type: none"> ○ Media Alerts ○ Media Statement ○ Speeches • Brochures • Publications: <ul style="list-style-type: none"> ○ Annual Reports ○ Annual Performance Plan ○ Strategic Plan • Newsletters <ul style="list-style-type: none"> ○ Productivity SA Newsletter ○ WPC Newsletter ○ Leader Magazine • Published Research 	
Human Resources Management	
<ul style="list-style-type: none"> • Organisational Structure 	

Productivity SA must, in terms of section 15(2) submit to the Minister of Justice and Correctional Services a list of records that are automatically available to access without a request to publish in the Government Gazette.

1. Description of categories of records automatically available for inspection in terms of section 15(1)(a)(i)-	
2. Description of categories of records automatically available for purchasing in terms of section 15(1)(a)(ii)	
(a)The list of records above	(a) The records may be obtained on request in writing to the Information Officer, International Business Gateway, C/o New and Sixth Roads, Midrand, South Africa 011 848-5300
3. Description of categories of records automatically available for copying in terms of section 15(1)(a)(ii)	
(a)The list of records above	(a) The records may be obtained on request in writing addressed to the from the Information Officer, International Business Gateway, C/o New and Sixth Roads, Midrand, South Africa 011 848-5300
4. Description of categories of records automatically available free of charge in terms of section 15(1)(a)(iii)	
(a)The list of records above and where the records requested is available free of charge	(a) The records may be obtained on request in writing addressed to the from the Information Officer, International Business Gateway, C/o New and Sixth Roads, Midrand, South Africa 011 848-5300

9. REQUEST PROCEDURE

In terms of the Act, a Requester shall be given access to the records of a public body provided that the Requester complies with all the procedural requirements of the Act relating to a request for access to such records, and provided that access to such records have not been refused on any of the grounds for refusal mentioned in the Act.

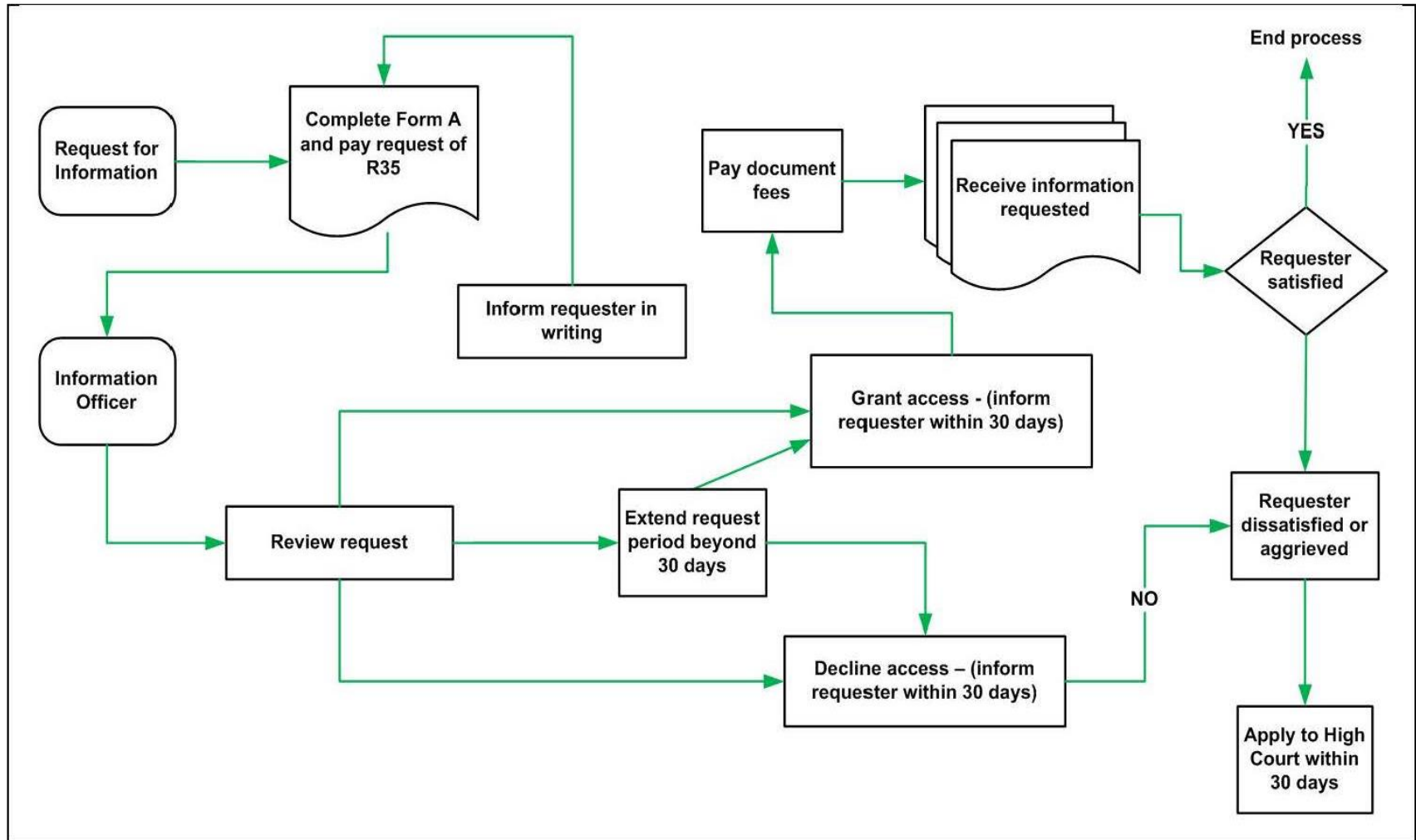
A request for access to a record as contemplated in the Act shall substantially correspond with Form A, a copy of which is available on:

- Productivity SA's website
- Information Officer or Deputy Information Officers.

Process

- a) The request for information must be submitted to:
info@productivitysa.co.za
- b) A requester must indicate if he or she would like to obtain a copy of the record or would like to inspect the record at the offices of Productivity SA. Alternatively, if the record is not a paper copy document, it can then be viewed in the requested form, where possible.
- c) If, in addition to a written reply to their request for the record, the requester wants to be informed about the decision in any other way, for example, telephonically, this must be indicated.
- d) If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated.

If a Requester is unable to read or write, or has any other disability that prevents him or her from exercising his or her rights as set out above, a verbal request for access to a record may be made to the Information Officer or to the Deputy Information Officers.



10. PRESCRIBED FEES FOR RECORDS

Part II of Notice 187 in the Government Gazette on 15 February 2002 Prescribes Fees in Respect of the Governmental Bodies as Follows:

1. The fee for the copy of the manual as contemplated in regulation 5(c) is for every copy of an A4-size page or part.	R1.00
2. The fees for reproduction referred to in regulation 7(1) are as follows:	
a) for every photocopy of an A4-size or part thereof	R1.00
b) for every printed copy of an A-size 4 page or part thereof held on a computer or in an electronic or machine readable form	R0.40
c) for a copy in a computer-readable- form on:	
(i) Stiffy disc	R5.00
(ii) Compact disc	R40.00
d) (i) for a transcription of an audio record, for an A4-size page or part thereof	R22.00
(ii) for a copy of visual images	R60.00
e) (i) for a transcription of an audio record, for an A4-size page or part thereof	R12.00
(ii) for a copy of an audio record	R17.00
3. The request fee payable by every requester, other than a Personal requester, referred to in regulation 7(2)	R35.00
4. The access fee payable by a requester referred to in Regulation 7(2) are as follows:	
1)(a) for every photocopy of an A4-size page or part thereof	R0.60
(b) for every printed copy of an A-sized page or part thereof held on a computer or in electronic or machine readable form	R0.40
(c) for a copy in a computer-readable form on:	
(i)Stiffy disc	R5.00
(ii) Compact disc	R40.00
(d) (i) for a transcription of visual images, for an A4-size page or part thereof	R22.00
(ii) for a copy of visual images	R60.00
(e) (i) for a transcription of an audio record, for an A4-size page or part thereof	R12.00
(ii) for a copy of an audio record	R17.00
(f) to search for and prepare the record for disclosure, R15.00 for each hour or part of an hour, excluding the first hour, reasonably required for such search	
(2) For purposes of Section 22(2) of The Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable;	
(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.	

11. INTERNAL APPEAL

When a Requester believes that Productivity SA has neglected and/or failed to comply with its obligations in terms of the Act. The internal appeal authority for purpose of PAIA is the Minister of Labour. After exhausting the internal appeal remedy an application may be lodged with a court in accordance with section 78 to 82 of the Act.

12. UPDATING THE MANUAL

This manual shall be updated at least once (1) every year. Productivity SA's manual in terms of section 14 of the Promotion of Access to Information Act, 2000 will be published in three (3) official languages.

13. AVAILABILITY OF THE MANUAL

- The manual is available for inspection at the offices of the Productivity SA free of charge;
- Copies may be obtained by request at the prescribed fees from Productivity SA;
- Can also be accessed on the Productivity SA website (www.productivitysa.co.za);
- From the South African Human Rights Commission in accordance with paragraph 4(1) of the Regulations promulgated in terms of PAIA.

14. ANNEXURE A - FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY
(Section 18 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

Reference number: _____
Request received by _____ (state rank, name and surname of Information Officer / Deputy Information Officer) on _____ (date) at _____ (place).
Request fee (if any): R _____
Deposit fee (if any): R _____
Access fee: R _____
_____ SIGNATURE OF Deputy Information Officer

A. Particulars of public body

The Information Officer / Deputy Information Officer
Productivitysa
Private Bag 235
Midrand
1685

Facsimile: 011 848 5555

Email: info@productivitysa.co.za

B. Particulars of person requesting access to the record

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

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

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 all the additional folios.**

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

2. Reference number, if available: _____

3. Any further particulars of record:

4. How urgent is the record required? Please state reasons for urgency.

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 of R35-00** 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 for exemption

Reason for exemption from payment of fees:

F. Form of access to record

<p><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 below, state your disability and indicate in which form the record is required</i></p>					
<p>Disability: _____</p>			<p>Form in which record is required: _____</p>		
<p>Mark the appropriate box with an <input checked="" type="checkbox"/>. NOTES:</p> <p>(a) Compliance with your request for access 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>					
<p>1. If the record is in written or printed form:</p>					
	<p>Copy of record*</p>			<p>Inspection of record</p>	
<p>2. If the record consists of visual images (this includes photographs, slides, video recordings, computer generated images, sketches, etc.)</p>					
	<p>View the images</p>		<p>Copy of the images*</p>		<p>Transcription of the images*</p>
<p>3. If record consists of recorded words or information which can be reproduced in sound</p>					
	<p>Listen to the soundtrack (audio cassette)</p>			<p>Transcription of soundtrack* (Written or printed document)</p>	
<p>4. If record is held on computer or in an electronic or machine-readable form</p>					
	<p>Printed copy of record*</p>		<p>Printed copy of information derived from the record*</p>		<p>Copy in computer readable form* (stiffy or compact disk)</p>
<p>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?</p>				<p>YES</p>	<p>NO</p>
<p>5. Postage is payable</p>					
<p><i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i></p>					
<p>6. In which language would you prefer the record?</p> <p>_____</p>					

G. 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