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## **INFORMATION MANUAL**

**In terms of Section 14 of the**

**Promotion of Access to information Act 2 of 2000**

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## **1. INTRODUCTION**

Section 32 of the Constitution of the Republic of South Africa, No. 108 of 1996 ("the Constitution") provides to everyone a guaranteed right of access of information. The Promotion of Access to Information Act No. 2 of 2000 ("the Act") was promulgated on 3 February 2002 to give effect to this right by fostering a culture of transparency and accountability in public and private bodies.

In order to present a balanced and understandable assessment of its position, Sasria SOC Limited ((hereinafter referred to as "Sasria") is repeatedly striving to ensure that it's reporting and disclosure to stakeholders is relevant, clear and effective.

This manual has been prepared in compliance with the provisions of section 14 of the Act which makes it imperative for every government entity to prepare a manual that would give guidance to the public on how to obtain access to any information held by a government entity.

## **2. PURPOSE OF THE MANUAL**

The purpose of this manual is to give guidance to the members of the public on how they can obtain access to any information that is held by Sasria.

## **3. PARTICULARS IN TERMS OF SECTION 14**

### **A. The functions and structure of Sasria [Section 14 (1) (a)]**

#### **i. The functions of Sasria**

Sasria is a state-owned entity initially incorporated in terms of the Companies Act No. 61 of 1973 as a section 21 company with the state being the sole shareholder. Sasria was then converted from a section 21 company to a public company in terms of the Conversion of SASRIA Act, No. 134 of 1998 with the state still remaining the only shareholder in the company. Sasria is a Short-Term Insurance Company that provides cover for damage caused by political and non-political acts, riots, strikes and public disorder. Sasria is the only short term insurance company with authority to underwrite the above perils in terms of the Reinsurance of Damages and Losses Act, No. 56 of 1989.

ii. **The structure of Sasria**

Sasria consists of a national office that is situated in Gauteng at the physical address mentioned in **Paragraph B** below. A schedule of the Board of Directors and a schematic diagram of the structure can be accessed on the Sasria homepage:

<http://www.sasria.co.za>

**B. Contact details [Section 14(1) (b)]**

Information Officer:

Mr Cedric Mnwabisi Masondo

Managing Director

Email: [cedricm@sasria.co.za](mailto:cedricm@sasria.co.za)

Deputy Information Officer:

(Duly designated by the Information Officer to deal with requests for access to information in terms of the Act)

Mr. Mziwoxolo Success Mavuso

Company Secretary

Email: [mziwoxolom@sasria.co.za](mailto:mziwoxolom@sasria.co.za)

General information:

Postal Address:

P O Box 653367  
Benmore  
2010

Physical Address:

36 Fricker Road  
Illovo  
2196

Telephone

(011) 214 0800

Fax

(011) 447 8630

Website

[www.sasria.co.za](http://www.sasria.co.za)

**c. The section 10 Guide on how to use the Act [Section 14 (1) (c)]**

A guide has been prepared in terms of section 10 of the Act by the Human Rights Commission, it contains information to assist any person who wishes to exercise a right, in terms of the Act. . The Guide is available on the website of the South African Human Rights Commission.

Please direct any queries to:

The South African Human Rights Commission: PAIA Unit

The Research and Documentation Department

Telephone +27 11 877 3803

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail: [ldlamini@sahrc.org.za](mailto:ldlamini@sahrc.org.za)

**d. Access to records held by Sasria Limited**

**i. The request procedures**

**A requester must be given access to a record of a public body if the requester complies with the following:**

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the Act.
- Written correspondence will be addressed to the requester in response to the request whether the request is granted or not.
- Should the information not be found, a written affidavit will be signed and communicated to the requester.
- The request will be processed within thirty (30) days of the request or it may be extended by the information officer by a further thirty (30) days,
- Notwithstanding the time period listed above, the deputy information officer must acquire the authorization of the Executive Committee or Managing Director before the information is released to the requester.

### **Nature of the request:**

- A requester must use the form that has been printed in the Government Gazette 25099 [Government Notice R887 - 20 June 2003 Form A]. **Annexure A** illustrates the form to be completed when requesting information.
- Form A must be addressed to the Deputy Information Officer at the address or fax number stated in B or e-mail: [mziwoxolom@sasria.co.za](mailto:mziwoxolom@sasria.co.za)
- The requester must also indicate whether the request is for a copy of the record or whether the requester wants to inspect the record at the offices of the public body. Alternatively if the record is not a document it can be viewed in the requested form, where possible [*Section 29(2)*].
- If the requester requires access in a particular form, the requester should be given access in the manner that has been asked for. That is, unless doing so would interfere unreasonably with the running of the public body concerned, or damages the record, or infringes a copyright. If for practical reasons, access cannot be given in the required form but in an alternate manner, the fee must be calculated according to the form of access first indicated by the requester [*Section 29(3) and (4)*].
- If, in addition to a written reply to the request for a record, the requester requires to be advised about the decision in any other way, e.g. telephone, this must be indicated [*Section 18(2)(e)*].
- 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 [*Section 18 (2) (f)*].  
If a requester is unable to read or write, or has a disability, the request for the record may be made orally. The information officer must then reduce the oral request to writing in the prescribed form and provide a copy thereof to the requester [*Section 18 (3)*].

**There are two types of fees required to be paid in terms of the Act, being the Request fee and the access fee [*Section 22*].**

A requester that seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

The information officer must notify the requester (other than a personal requester) by

notice, requiring

- The information officer 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 request fee payable to public bodies is R35.00. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee,
- After the information officer has made a decision on the request, the requester must be notified of such decision in the manner in which the requester requires to be notified.
- On granting a request, an access fee is payable for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure

ii. **Automatic disclosures [Section 14(1) (e)]**

The Minister of Justice and Constitutional Development must publish a notice in terms of *Section 15(2)* which describes the categories of records of the body that are available without a person having to request access in terms of the Act. At the time of publication of this manual no such notice was made in respect of Sasria Information.

iii. **Voluntary disclosures Section [Section 15 (1) (a)]**

Sasria shall endeavour to voluntarily submit to the Minister of Justice and Constitutional Development a description of the categories of records that are automatically available. Currently such categories are as follows - Sasria Products; Rates; Claims Procedure; Circulars; Regulations; Governance matters.

iv. **Records that may be requested [Section 14 (1) (d)]**

**Description of the subjects and categories of records held by Sasria:**

**COMPANY INFORMATION**

- Company documents: Certificate of Incorporation, Memorandum of Incorporation
- Registers;
- Annual Financial Statements;
- Board and Committee Records

## **HUMAN RESOURCES**

- Employment contracts
- Correspondence relating to Personnel
- Employee contracts and other personnel related contracts and *quasi* legal records

## **AGREEMENTS AND CONTRACTS**

- Agreements with suppliers
- Agreements with Agent Companies
- Agreements with the South African Government
- Investment Management Agreements
- Corporate Sales Agreements
- Lease Agreements

## **FINANCIAL AND ACCOUNTING RECORDS**

- Books of Account
- Financial statements
- Bank account records
- Statements and supporting documents
- Investment reports and documents
- Investment records
- Security documents

## **SALES AND MARKETING**

- List of Agent Companies
- Letters of Authority
- Marketing records
- Records generated by the company in the furtherance of its duties relating to customers, including transactional records
- Internal evaluation records and other internal records

### **E. Services available [Section 14 (1) (f)]**

#### **i. Nature of services**

In Sasria these will include services such as activities within programs and departments. These can be accessed from Sasria's homepage.



**ii. How to gain access to these services**

To gain access to the services at Sasria requests must be made to the Managing Director of the company.

The Managing Director of Sasria is: Mr Cedric Mnwabisi Masondo

The same contact details as mentioned above in **Paragraph B** above may be used to contact Mr Cedric Mnwabisi Masondo.

**F. Arrangement allowing for public involvement in the formulation of policy and the exercise of power [Section 14 (1) (g)]**

These arrangements are governed by the Conversion of SASRIA Act, 1998 (Act No. 134 of 1998). The relevant provisions are *Sections 6 and 9* of the said Act.

*Section 6* provides that the Minister may, after consultation with the short-term insurance industry-

- (a) alter the memorandum and articles of association of the Company, save for not altering the Company's main business of carrying on short-term insurance for special risks other than to that of short-term reinsurance for special risks;
- (b) appoint the board of directors of the Company; and
- (c) do anything necessary to give effect to the conversion of SASRIA into a public company and to restructure the Company.

*Section 9* provides that the Minister must, after consultation with the short-term insurance industry, sell or in any other way dispose of the State's shareholding in the Company or part of its shareholding.

**G. The remedies available if the provision of this Act are not complied with [Section 14 (1) (h)]**

In accordance with the provisions of *Section 74* of the Act, an aggrieved requester may lodge an internal appeal against a decision of the information officer of Sasria.

*Section 75* prescribes the procedure to be followed in order to lodge an appeal

**H. Other information as prescribed in terms of the Act (Section 14 (1) (i))**

**i) Updating of the Manual [Section 14 (2)]**

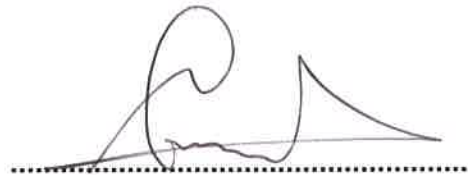
Sasria is responsible for the update of this manual at intervals of not more than one year.

**ii) Availability of the Manual [Section 14 (3)]**

Sasria will take necessary steps to ensure that this manual is made available in four (4) official languages: English, Afrikaans, IsiZulu and Sesotho.

**I. APPROVAL**

This Manual was adopted by the Executive Committee of Sasria on this 30<sup>th</sup> day of June 2015.



.....  
**Mr C.M. Masondo (Managing Director)**

30 June 2015

**DATE**