REGISTRATION NUMBER 2000/028782/08

JOHANNESBURG CITY PARKS AND ZOO NPC
("JCPZ")

A Guide to

ACCESSING OUR INFORMATION

Our Manual in terms of Section 14 of the
Promotion of Access to Information Act
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1. Preamble

1.1. The Promotion of Access to Information Act No.2 of 2000, ("the Act") came into operation on 23 November 2001. Section 14 of this Act requires that we as a public body compile a manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of excercising or protecting rights.

2. Introduction to JCPZ

2.1. Description of the business of JCPZ

2.2. JCPZ is a merged entity as from January 2013, and is registered as a non-profit company under the South African Companies Act, No 71 of 2008 as amended. The merger is a result of the institutional review process of the City of Johannesburg.

1.1.1. Size and locations

1.1.1.1. JCPZ is mandated by the City of Johannesburg to manage the City’s cemeteries, parks and designated public open spaces as well as to ensure that its environmental conservation function is carried out, which includes the maintenance of all street and park trees within the City’s borders, the Zoo with the preservation and management of biodiversity through direct conservation action, education, research and recreation.

1.1.1.2. The organisation has a growing portfolio in excess of 20 000 ha of green open spaces and 3.2 million trees (public spaces). Currently, the Zoo has 326 species consisting of 2 096 specimens housed within 54ha area. The collection consist of 20 Amphibia (Frogs), 5 Arachnida (Spiders), 128 Aves (Birds), 47 Reptilia (Reptiles), 25 Osteichthyes (Pisces- Fish) and 101 Mammalia (Mammals).

1.1.1.3. Description of services offered

1.1.2. The company provides the following products and services:

3.1.1.1. Urban parks, recreation and leisure facilities;

3.1.1.2. Johannesburg Zoo;

3.1.1.3. Zoo Conservation and Research Farm;

3.1.1.4. Cemeteries and crematoria;

3.1.1.5. Botanical Services;
3.1.6. Nature reserves, including bird sanctuaries, nature trails
3.1.7. Environmental education;
3.1.8. Biodiversity and Conservation Management;
3.1.9. Eco-tourism products and services;
3.1.10. Trees and arboriculture services.

3. Vision

3.1. The vision of JCPZ is to make Johannesburg a green, clean, conserved and active world-class, African city.

4. Mission

4.1. The mission of JCPZ is to develop, maintain and conserve public open spaces, cemeteries and animal life for present and future generations.

4.2. We as a Company 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.

4.3. 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.

4.4. A copy of this manual is also available on our website http://www.jhbcityparks.com
SECTION A – Our details

Full Name: Johannesburg City Parks and Zoo NPC

Registration Number: 2000/028782/08

Registered Address: City Parks House
40 De Korte Street
Braamfontein
Johannesburg
2000

Postal Address: P.O. Box 2824
Johannesburg
2000

Telephone Number: (011) 712-6777

Fax Number: (011) 712-6795

Head/CEO: 40 De Korte Street
Braamfontein
Information Officer: Mr B Maduka
Email address: bmaduka@jhbcityparks.com

Deputy Information Officer Ms A Shongwe (Company Secretary)
And Custodian of Access of Information:
Email Address of Deputy Information: ashongwe@jhbcityparks.com
Website: http://www.jhbcityparks.com
Telephone: 011 712 6600

The Chief Executive Officer, appointed Information Officer in terms of PAIA, has duly authorised the Deputy Information Officer to ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.
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. The Guide will be available in at least 3 ("three") official languages. 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 X2700

Houghton

2041

Telephone: (011) 877-3803

Fax: (011) 403-0625
Section C – Information available in terms of the Act

5. Categories of information

We hold the following categories of information:

5.1. STATUTORY COMPANY INFORMATION

5.1.1. Certificate of Incorporation;

5.1.2. Certificate of Change of Name (if any);

5.1.3. Memorandum of Incorporation;

5.1.4. Certificate to Commence Business;

5.1.5. Minute Book, CM25 and CM26, as well as Resolutions passed at general/class meetings;

5.1.6. Proxy Forms;

5.1.7. Proxy Forms used at Court convened meetings;

5.1.8. A Register of Allotments – after a person ceased to be a member;

5.1.9. Register of Members;

5.1.10. Index of Members;

5.1.11. Register of Mortgages and Debentures and Fixed Assets;

5.1.12. Register of Directors’ shareholdings;

5.1.13. Register of Directors and Certain Officers;

5.1.14. Directors’ Attendance Register;

5.1.15. A Branch Register;

5.1.16. Annual Financial Statements including:
5.1.16.1. Annual accounts;
5.1.16.2. Directors’ reports;
5.1.16.3. Auditor’s report.
5.1.17. Books of Account regarding information required by the Companies Act, 2008;
5.1.18. Supporting schedules to books of account and ancillary books of account;
5.1.19. The microfilm image of any original record reproduced directly by the camera – ‘the camera master’.

5.2. ACCOUNTING RECORDS
5.2.1. Books of Account including journals and ledgers;
5.2.2. Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange.

5.3. STATUTORY EMPLOYEE RECORDS
5.3.1. Employees’ names and occupations;
5.3.2. Time worked by each employee;
5.3.3. Remuneration paid to each employee.
5.3.4. Date of birth of each employee;
5.3.5. Attendance register;
5.3.6. Employment equity report
5.3.7. Salary and wages register;
5.3.7.4. Records of foreign employees;
5.3.7.5. Collective agreements
5.3.7.5.1. Working hours
5.3.7.5.2. Conditions of Service
5.3.7.6. Arbitration awards;
5.3.7.7. Determinations made in terms of Section 95(5) of the Basic Conditions of Employment Act, 1997;
5.3.7.8. Records of strikes or protest action.
5.3.7.9. Industrial training records
5.3.7.9.1. Training Records
5.3.7.9.2. Information of Skills Development Act
5.3.7.10. Staff records (after date of employment ceases);
5.3.7.11. Tax records of employees;

5.4. OTHER EMPLOYEE RECORDS
5.4.1. Employee contracts;
5.4.2. Incentive schemes;
5.4.3. Study assistance schemes;
5.4.4. Maternity leave as per Conditions of Service
5.4.5. Housing scheme;
5.4.6. Disability scheme;
5.4.6.12. Group life;
5.4.6.13. Code of conduct.

5.5. PENSION AND RETIREMENT FUNDING RECORDS
5.5.1. Pension Fund Rules;
5.5.2. Pension Fund account records;
5.5.3. Minutes of Meetings of trustees and members;
5.5.4. Actuarial Valuation Reports;
5.5.5. Contribution Reports;
5.5.6. Annual accounts.

5.6. ENVIRONMENTAL HEALTH AND SAFETY
5.6.1. Medical surveillance records;
5.6.2. Safety management system
5.6.2.14. Legal appointments
5.6.2.15. Audits
5.6.2.16. Material safety data sheet
5.6.2.17. Incident statistics
5.6.2.18. Risk assessments:
5.6.3. Emergency response plans;

5.7. FIXED PROPERTY

5.7.1. Title Deeds;

5.7.2. Leases;

5.7.3. Building plans;

5.7.4. Mortgage Bonds or other encumbrances to fixed property.

5.8. MOVABLE PROPERTY

5.8.1. Asset register;

5.8.2. Finance and Lease Agreements;

5.8.3. Notarial Bonds;

5.8.4. Deeds of Pledge.

5.9. INTELLECTUAL PROPERTY

5.9.1. Patents, patent applications and inventions;

5.9.2. Trademarks, trade names and protected names;

5.9.3. Copyrights;

5.9.4. Agreements relating to intellectual property such as licence agreements, secrecy agreements, research and development agreements, consulting agreements, use agreements, joint venture agreements and joint development agreements;

5.9.5. Litigation and other disputes involving intellectual property.

5.10. AGREEMENTS AND CONTRACTS

5.10.1. Material agreements concerning provision of services or materials;

5.10.2. Joint venture agreements, partnership agreements, participation, franchise, co-marketing, co promotion or other alliance agreements;

5.10.3. Agreements with contractors and suppliers;

5.10.4. Agreements with customers;

5.10.5. Sale agreements;

5.10.6. Agreements with governmental agencies;

5.10.7. Purchase or lease agreements.
5.11. TAXATION

5.11.1. Copies of all Income Tax Returns and other tax returns and documents;

5.12. LEGAL

5.12.1. Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation;

5.13. INSURANCE

5.13.1. Insurance policies;

5.13.2. Claim records;

5.13.3. Details of insurance coverages, limits and insurers.

5.14. INFORMATION TECHNOLOGY

5.14.1. Hardware;

5.14.2. Operating Systems;

5.14.3. Telephone Exchange Equipment;

5.14.4. Telephone Lines, Leased Lines and Data Lines;

5.14.5. LAN Installations;

5.14.6. Software Packages;

5.14.7. Disaster Recovery;


5.15. INCOME GENERATION AND MARKETING

5.15.1. Products;

5.15.2. Stakeholders

5.15.3. Brochures, Newsletters and Advertising Materials;

5.15.4. Income Generation

5.15.5. Marketing and Communications Guidelines;

5.15.6. Customer Care Centre

1. 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); and
- the Department of Justice and Constitutional Development website (www.justice.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.

The Deputy Information Officer will inform you of his/her decision to grant or refuse access to the information requested within thirty (30) days following receipt of the request. In the event that a request for information involves a third party, the Deputy Information Officer may extend the thirty day period mentioned above, by up to but not exceeding a further thirty (30) days in order to give a third party the chance to make representations.

In the event that JCPZ refuses your request for access to information, you may approach a competent court to compel JCPZ to grant access.
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:

- Banks Act No. 94 of 1990
- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act 71 of 2008
- Consumer Protection Act 68 of 2008
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Constitution of RSA Act No. 108 of 1996
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Local Government Municipal System Act No 32 of 2000
- Local Government Municipal Structures Act No. 117 of 1998
- Municipal Demarcation Act No. 27 of 1998
- Municipal Finance Management Act No. 56 of 2003
- Intergovernmental Fiscal Relations Act No 97 of 1997
- Division of Revenue Act No. 1of 2015
- Remuneration of Public Office Bearers Act No 20 of 1998
- Local Government Transition Act No 209 of 1993
- Transfer of Staff to Municipalities Act No 17 of 1998
- National Environmental Management Act No. 57 of 2003
- Occupational Health and Safety Act No. 85 of 1993
- Short-term Insurance Act No. 53 of 1998
- Unemployment Insurance Act No. 63 of 2001

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. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Prescription Act No. 68 of 1969
- Sectional Titles Act No. 95 of 1986
- Value-added Tax Act No. 89 of 1991
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.
ANNEXURE “A”

FORM C
REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY
(Section 53 (1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000))
[Regulation 2]

A. Particulars of private body
The Head:

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 the 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:

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 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

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 hereunder, state your disability and indicate in which form the record is required.

<table>
<thead>
<tr>
<th>Disability:</th>
<th>Form in which record is required:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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:

| copy of record* | inspection of record |

2. If record consists of visual images
   (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

| view the images | copy of the images* | transcription of the images* |

3. If record consists of recorded words or information which can be reproduced in sound:

| listen to the soundtrack (audio cassette) | transcription of soundtrack* (written or printed document) |

4. If record is held on computer or in an electronic or machine-readable form:

| printed copy of record* | printed copy of information derived from the record* | 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?  

Postage is payable.

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 PUBLIC 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 fees

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 fees

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 fee 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 fee 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.

4.4 If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

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1 Section 52(3) and Regulation 1(1).
2 Section 54(7) and Regulation 11(3).
3 Section 54(1) and Regulation 11(2).
5 Section 54(2).
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:

(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:

(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.