



Glenrand M·I·B Limited
Registration Number 1997/008001/06
(the "COMPANY")

MANUAL

in terms of

The Promotion of Access to Information Act No 2 of 2000

(the "ACT")

1. INTRODUCTION

The Promotion of Access to Information Act ("the Act") seeks to promote a culture of transparency, accountability and good governance, by giving effect to a person's constitutional right of access to information.

In furtherance of this objective, Section 51 of the Act requires private bodies to compile a manual which will assist either private or juristic persons in obtaining information from such private body.

Glenrand M·I·B Limited is a private body carrying on the business of Insurance Broker and Risk Manager Adviser.

2. COMPANY CONTACT DETAILS

Designated Head Of Body

The Group Secretary
P O Box 2544, Randburg, 2125
288 Kent Avenue, Ferndale, Randburg, 2194

Telephone No.:	+27 11 329-1111
Fax No.:	+27 11 329-1333
Electronic mail address	eprice@glenrandmib.co.za
Website	www.glenrandmib.co.za

3. SECTION 10 GUIDE

Under Section 10 of the Act, the South African Human Rights Commission ("SAHRC") must compile a guide containing information that may be required by a person who wishes to exercise a right in terms of the Act. The guide was made available in August 2003. The contact details for the SAHRC are:

The South African Human Rights Commission
 PAIA Unit
 The Research and Documentation Department
 Private Bag X2700
 HOUGHTON
 2041

Telephone: +27 11 484-8300
 Fax: +27 11 484-0582
 Website: www.sahrc.org.za
 E-mail: PAIA@sahrc.org.za

4. SECTION 52 (2) NOTICE

In terms of Section 52 of the Act, a private body may submit to the Minister responsible for the administration of justice, a description of records which it holds that are automatically available from the private body. The Minister may then publish such information by way of a notice in the Government Gazette. At the time of drafting this manual, no such information has been given by Glenrand M-I-B Limited to the Minister and no such notice has therefore been published.

5. RECORDS AVAILABLE UNDER OTHER LEGISLATION

Companies Act No. 61 of 1973
 Income Tax Act No. 58 of 1962
 Compensation for Occupational Injuries and Diseases Act No 130 of 1993
 Skills Development Levies Act No 9 of 1999
 Basic Conditions of Employment Act No 75 of 1997
 Employment Equity Act No 55 of 1998
 Unemployment Insurance Act No 63 of 2001
 Labour Relations Act No 66 of 1995
 Short Term Insurance Act 1998
 Value Added Tax Act No 89 of 1991
 Financial Advisory and Intermediary Services Act No 27 of 2002
 Financial Intelligence Centre Act No 38 of 2001
 Prevention of Organised Crime Act No 121 of 1998

6. SUBJECTS AND CATEGORIES OF INFORMATION HELD BY GLENRAND M-I-B LIMITED

CATEGORY	SUBJECT
Finance	Annual financial statements, monthly statutory accounts, monthly management accounts, monthly trial balances, general ledger, income tax returns, provisional tax returns, STC returns, interim and final press announcements, monthly and annual management account budgets, annual statutory budget, agendas and minutes of group finance meetings, agendas and minutes of group tax compliance meetings.
Secretarial	Annual reports, memorandum and articles of association,

	share register, statutory records, agendas and minutes of board meetings, agendas and minutes of audit committee meetings, agendas and minutes of remuneration committee meetings, agendas and minutes of executive committee meetings, documentation relating to share trusts, share option records, trade mark correspondence, lease agreements, other agreements, shareholder correspondence, dividend payments, general correspondence.
Human resources	Offers of employment, contracts of employment, applications for employment, employee particulars, pension fund application forms, death benefit beneficiary nomination, Workmen's Compensation documentation, personnel policies, performance evaluations, job specifications, PAYE slips, code of business ethics, IRP2's/IRP5's, employment equity plan, medical aid scheme documentation, pension fund documentation, disciplinary procedures, staff appraisal documentation, loan and bursary agreements, payroll reports, training material, leave forms.
Accounts	Invoices, cash books, cheque requests, cheques, journals, bank statements, bank reconciliations, debit/credit notes, ledgers, trial balances, foreign exchange documentation, Vat returns,
Broking teams	Client financial documents, client business plans, client surveys, financial records, slips (underwriting information/closing), minutes of client meetings, notes/minutes of underwriter meetings, quotations from underwriters, presentations to clients, presentations to insurers, presentations to potential clients/general public, client contract documentation, broking/agency contract documentation, policy wordings and endorsements, cover notes/certificates/letters confirming covers, computer data records, general marketing information, debit/credit notes and statements, general correspondence.
Claims teams	Computer data records, client claims files (including claim report forms and correspondence), assessors reports, specialists reports, medical reports, minutes of client meetings, repair/replacement invoices, notes/ minutes of underwriter meetings, claims general ledger, payment of authorisation request slips.
Media centre	Presentations to clients, new business presentations, standardised summaries of insurance, specialised summaries of cover, general correspondence, general reports/minutes, survey reports, certificates of insurance/cover notes, policy wordings.
I.T.	Software Licences, contracts with computer suppliers and vendors, project documentation, specifications, budgets, meeting minutes, system documentation, software

documentation, reports and report definitions, invoices from suppliers and vendors, disaster recovery plans and procedures, all electronic documents, database systems with client information, company website detailing services offered.

Marketing	Market information, presentations to clients, product brochures, performance records, product sales records, marketing strategies, customer database.
Library	Books, Reference books, magazines, law reports, government gazettes, SABS standards.

7. ACCESSING A RECORD HELD BY GLENRAND M·I·B LIMITED

7.1 A person requesting information from Glenrand M·I·B Limited must:

- a) Use the prescribed form which can be obtained from Glenrand M·I·B Limited or can be accessed on the SAHRC website, being www.sahrc.org.za.
- b) Make the request to the Head.
- c) Provide sufficient detail on the request to enable identification of the record and the requester.
- d) Indicate the form of access required (i.e. written, electronic, tape recording, etc.).
- e) Indicate the right that he/she/it is seeking to exercise and provide an explanation as to why the requested record is necessary for the protection of such right.
- f) If a request is made on behalf of another person, indicate and submit proof of the capacity in which the request is being made.
- g) Pay the prescribed request fee, as contained in Item 5 of the Regulations as contained in Government Gazette 223 of 9 March 2001. The form can be obtained from Glenrand M·I·B Limited or can be accessed on the SAHRC website.
- h) Await the decision from the Head as to whether or not access will be granted. Such decision will be made in accordance with the provisions of the Act.
- i) Should access be granted, pay the prescribed access and reproduction fees, as contained in Item 5 of the Acts of the Regulations as contained in Government Gazette 223 of 9 March 2001. The fee schedule can be accessed on the SAHRC website.

7.2 Should access be denied, the requester may:

- a) Lodge an application to court in terms of section 82 of the Act, read with the definition of "court" as contained in section 1 of the Act.

Prescribed form to be completed by a requester
REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, No. 2 of 2000)

A. Particulars of private body

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B. Particulars of person requesting access to the record/s

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| <p>(a) <i>The particulars of the person who requests access to the records must be provided in the space provided below.</i></p> <p>(b) <i>Furnish an address and/or fax number within the Republic of South Africa to which information must be sent.</i></p> <p>(c) <i>Proof of the capacity in which a person is making the request must be attached, if applicable.</i></p> |
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Full Name and Surname: _____

Identity Number: _____

Postal Address: _____

Postal Code: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

2. Reference number, if available:

3. Any further particulars of the record/s required:

E. Fees

- (a) A request for access to a record other than a record containing personal information about the requester will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount of the request fee.
- (c) The fee payable for access to a record depends on the form in which the 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 therefore.

Reason for exemption of payment of the fee/s:

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.

Disability:

Form in which record is required:

Mark the appropriate box below with an "X"

Note:

- (a) Your indication as to the required form of access depends 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 writing or printed form:

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

	Listen to the soundtrack (audio cassette)		Transcription of the readable (written or printed)
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4. If the 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 disk)
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	YES	NO
* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee 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 pages

Indicate which right is to be exercised or protected:

Explain why the requested record(s) is required for the exercising or protection of the aforementioned right(s):

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 thereof 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 _____ on this the _____ day of _____ 200

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

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.	