

**PAIA MANUAL  
OF  
NATCO SA INTERNATIONAL TRANSPORTS  
(PROPRIETARY) LIMITED  
Reg. No: 1996/00891307**

Prepared in accordance with section 51 of The Promotion of Access to Information Act  
(PAIA), Number 2 of 2000 ("the Act")

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### **INTRODUCTION**

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## INTRODUCTION

NATCO SA was established in Johannesburg in 1996 for the purpose of servicing various logistic projects in West Africa, on behalf of the head office in Zurich, Switzerland. Due to commercial business demands and extensive growth in freight forwarding, NATCO SA has recently expanded their service in international imports and exports. In the past NATCO targeted export clients, who import raw materials and parts, etc, internationally, in order to produce their export product, this has however changed, as they have now fully incorporated the logistics of sea and air imports. The acquisition of specialised tools and knowledge has enabled the company to do their own customs clearing, to facilitate a faster and more effective service. NATCO operates from offices in the vicinity of Johannesburg International Airport with a full import and export logistics service, receiving cargo, consolidating and forwarding to final destinations world-wide. The company loads from their 1000 sq.m warehouse and provides a comprehensive import forwarding service in conjunction with their partners from around the globe.

## THE ACT

1. The ACT grants a requester access to records of the COMPANY, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
2. Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are attached (Annexure A and Annexure B).
3. Requesters are referred to the Guide compiled by the South African Human Rights Commission, which contains information for the purposes of exercising Constitutional Rights. The contact details of the Commission are:

**Postal Address:** Private Bag 2700, Houghton, 2041

**Telephone Number:** +27-11-484 8300

**Fax Number:** +27-11-484 0582

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

## SECTION A: TABLE OF CONTENTS OF THIS SECTION 51 MANUAL

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## **SECTION B:**

### **1. Contact details and the person to whom requests, pursuant to the provisions of the Act, should be made (section 51(1)(a) of the Act):**

Name of body: NATCO South Africa (Pty) Ltd

Head of body: Managing Director  
Patrick Duerig

Postal Address: P O Box 25208, East Rand 1462, South Africa

Street Address: Unit C2 Anchor Industrial Park, Cnr Springbok & Taljaard Street, Bartlett, Ext. 7, Boksburg, Johannesburg, South Africa

Business phone: +27 (0) 11 397 8660

Business fax: +27 (0) 11 397 8759

Email: [patrick@natcosa.co.za](mailto:patrick@natcosa.co.za)

### **2. This section 10 guide on how to use the Act (section 51(1)(b) of the Act):**

The guide is available from the South African Human Rights Commission.

Please contact:

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

Postal address: Private Bag 2700, Houghton, 2041

Business phone: +27 (0) 11 484 8300

Business fax: +27 (0) 11 484 0582

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

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

### 3. Company Record Classification Key

Classification No.	Access	Classification
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information that belongs to the requester of that information [s61]
5	May not be Disclosed	Unreasonable disclosure of personal information of Natural person [s63(1)]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged document [s67]
11	May not be Refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]
13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Refused	Disclosure in public interest [s70]

### 4. Summary: Records Availability

Departmental Records	Subject	Classification No.
Communications, marketing, information and advertising	Current Services Offered	1,4
	Public Corporate Records	1
	Media Releases	1

Human Resources Division	Employee Records	4,5,9
	Employment Contracts	4,5
	Personnel Guidelines, Policies and Procedures	12
	Employee Medical Records	4,5,8
Financial Division	Audited Financial Statements	12
	Tax Records (Company & Employees)	12
	Asset Register	12
	Management Accounts	12
Corporate and Legal Services Division	General Contract Documentation	6,12
	Company Guidelines, Policies and Procedures	12
	Trade Marks	3
	Statutory Records	12
Sales and Marketing Division	Market Information	12,13
	Marketing and Future Product Strategies	12
	Customer Information and Database	12
Logistics	Logistics records	12
Quality	Quality records	12

**5. Records available in terms of any other legislation (section 51(1)(d) of the Act):**

Basic Conditions of Employment Act 75 of 1997  
Companies Act 61 of 1973  
Compensation for Occupational Injuries and Diseases Act 130 of 1993  
Copyright Act 98 of 1978  
Employment Equity Act 55 of 1998  
Income Tax Act 95 of 1967  
Labour Relations Act 66 of 1995  
Medical Schemes Act 131 of 1998  
Occupational Health & Safety Act 85 of 1993  
Pension Funds Act 24 of 1956  
Skills Development Levies Act 9 of 1999\  
Unemployment Insurance Act 63 of 2001  
Value Added Tax Act 89 of 1991

## **6. Access to records held (sections 51(1)(e) of the Act)**

### **a. Information available without having to request access in terms of the Act (section 51(1)(c) of the Act)**

NATCO SA's website address [www.natco.co.za](http://www.natco.co.za) is accessible to anyone with access to the internet, and contains the following pages:

- Home
- Service
- About NATCO
- Job Opportunities
- Request for Quotation
- Links
- News
- Contact Us
- World Wide

### **b. Form of request**

To facilitate the processing of your request, kindly:

1. Use the prescribed form attached (Annexure A).
2. Address your request to the Managing Director.
3. Provide sufficient details to enable the COMPANY to identify:
  - i. The record(s) requested;
  - ii. The requester (and if an agent is lodging the request, proof of capacity);
  - iii. The form of access required;
  - iv.
    1. The postal address or fax number of the requester in the Republic;
    2. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
  - v. The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## **7. Prescribed Fees**

The following applies to requests (other than personal requests):

1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);

3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
4. Records may be withheld until the fees have been paid.
5. The Fee Structure is attached (Annexure B).

**8. Other information as may be prescribed (section 51(1)(f) of the Act)**

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

**9. Availability of the manual (section 51(3) of the Act)**

This manual is currently available as follows:

- Available from the Human Rights Commission
- In hard copy, to be viewed free of charge, at the offices of the Company

**ANNEXURE A:**

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**  
Section 53(1) of the Promotion of Access to Information Act, 2000  
(Act No. 2 of 2000)

**[Regulation 10]**

**A. Particulars of private body**

The Head/Designated Person: \_\_\_\_\_  
\_\_\_\_\_

**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 attaché 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**

- |   |
|---|
| <p>(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a <b>request fee</b> has been paid.</p> <p>(b) Please refer to the enclosed schedule of prescribed fees.</p> <p>(c) The <b>fee payable for access</b> to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</p> <p>(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p> |
|---|

Reason for exemption from payment of fees: \_\_\_\_\_

**F. Form of access to record**

<p>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.</p>	
Disability: _____	Form in which record is required: _____
<p>Mark the appropriate box with an <b>x</b>.</p> <p>NOTES:</p> <p>(a) Compliance with your request 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>	

<b>1. If the record is in written or printed form:</b>					
<input type="checkbox"/>	Copy of record*	<input type="checkbox"/>	Inspection of record		
<b>2. If the record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)					
<input type="checkbox"/>	View the images	<input type="checkbox"/>	Copy of the images*	<input type="checkbox"/>	Transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
<input type="checkbox"/>	Listen to the soundtrack (audio cassette)	<input type="checkbox"/>	Transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
<input type="checkbox"/>	Printed copy of record*	<input type="checkbox"/>	Printed copy of information derived from the record*	<input type="checkbox"/>	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? <b>Postage is payable</b>				<input type="checkbox"/>	<input type="checkbox"/>

**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:**

### **PRESCRIBED FEES**

The following applies to requests (other than personal requests):

- A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- Records may be withheld until the fees have been paid.
- Payments should be made to Natco SA International Transports (Pty) Ltd.

### **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, an hour reasonably required for such search and preparation.      | R30,00 for each hour or part of |
- (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.