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# Promotion of Access to Information Act (PAIA) Manual

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Issue 01 Revision 00



JUNE 1, 2021

FEDERAL AIRLINES (PTY) LTD

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**1 FRONTMATTER**

**1.1 FOREWORD**

- (i) This Manual is published in accordance with section 51 of the Promotion of Access to Information Act No. 2 of 2000 of South Africa. The aim of the Manual is to assist potential Requesters in requesting access to information in the form of documents or records from Federal Airlines (PTY) Ltd as specified in the Act.
- (ii) This document is referred to as "PAIA Manual" standards document.

**1.2 DOCUMENT CONTROL**

**1.2.1 Controlled Status**

- (i) This document is issued as a controlled document, and therefore subject to control status procedures in accordance with the Federal Airlines Documentation Management System.

**1.2.2 Issuing Authority**

- (i) This document is issued on the authority of the Chief Executive Officer.

**1.2.3 Responsibility for Document Control**

- (i) The Standards & Compliance section of the Company is the custodian of this Policy document and is responsible for managing any approvals, content, amendments and distribution.

**1.2.4 Distribution**

- (i) This document shall be distributed in accordance with the Federal Airlines Documentation Management System.
- (ii) A controlled copy of this document shall be distributed as follows to the following internal recipients:

Internal Recipients		
Federal Airlines	All Staff	Electronic Copy via Centrik

External Recipients		
Fastjet Ltd	Group Compliance	Electronic Copy via Email

- (iii) Distribution of this document to any parties not listed above is only permitted for legitimate reasons and for audit, inspection, or reference purposes. Such distribution would be in uncontrolled status.

1.2.5 Revision Record

Issue	Revision	Effective Date	Details & Amendments
01	00	01 July 2021	Procedures reissued in full. References to POPIA. New Company Information.

1.2.6 List of Effective Pages

Page	Issue	Rev	Date
00	01	00	01 JUN 2021
01	01	00	01 JUN 2021
02	01	00	01 JUN 2021
03	01	00	01 JUN 2021
04	01	00	01 JUN 2021
05	01	00	01 JUN 2021

Page	Issue	Rev	Date
06	01	00	01 JUN 2021
07	01	00	01 JUN 2021
08	01	00	01 JUN 2021
09	01	00	01 JUN 2021
10	01	00	01 JUN 2021

1.3 COMPANY OVERVIEW

- (i) Federal Airlines (PTY) Ltd is an aviation company operating in South Africa. There are two aspects to Federal Airline’s offering: we offer shuttle services to luxury safari lodges and charter services.

1.4 COMPANY INFORMATION

Name of Body: Federal Airlines (PTY) Ltd  
 Physical Address: Hangar 14, Northern Perimeter Road, Bonaero Park, Gauteng, 1627  
 Head of Body: Mr Mark Hurst | mark.hurst@fedair.com +27 (0)11-395-9000  
 Information Officer: Ms Evashnie Govender | data.protection@fedair.com +27 (0)11-395-9000

## 2 HOW TO REQUEST ACCESS TO INFORMATION

- (i) Records, whether specifically listed in this manual or not, will only be made available subject to the provisions of the Promotion of Access to Information Act.
- (ii) Requests for access to records held by Federal Airlines (PTY) Ltd must be made on the request forms that are available from the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)).
- (iii) The Requester must use the prescribed form to make the request for access to a record. This must be made to the Information Officer at the address, fax number or electronic mail address of the body concerned.
- (iv) When a record is requested, the following will apply:
  - (a) Fees may be payable. These fees are prescribed by law and can change. Fees are outlined in this document under Section "8. Fees".
  - (b) The Request Form must be completed. It can be obtained on the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)) or on the website of the Department of Justice ([www.justice.gov.za](http://www.justice.gov.za)).
  - (c) On the Request Form, all details must be completed, including the right the requester wants to protect by requesting the information.
  - (d) If the requester is acting on behalf of someone else, the signature of the other person as the one who has authorised the request to be made is required.
  - (e) The requester must state in which form (inspection of copy, paper copy, electronic copy, transcript, etc) they want to access the information.
  - (f) If the record is part of another record, the requester will only be able to access the part(s) that pertains to the information they want or are entitled to, and not the rest of the record.
  - (g) All requests will be evaluated against the provisions of the Act. The Act allows the Information Officer to refuse access on grounds stipulated in the Act.
  - (h) An answer to a request for information must be made within 30 days of the request, and if not granted and the requester is not satisfied they can approach the courts within 30 days.
- (v) Queries should be directed to:

The South African Human Rights Commission  
 PAIA Unit Research and Documentation Department  
 Postal Address:  
 Private Bag 2700 Houghton 2041 South Africa  
 tel: 011 877 3600  
 fax: 011 403 0625  
 email: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)  
 website: [www.sahrc.org.za](http://www.sahrc.org.za)

### 3 INFORMATION KEPT IN TERMS OF OTHER LEGISLATION

- (i) Records are kept in accordance with the legislation applicable to Federal Airlines (PTY) Ltd, which includes but is not limited to:
  - (a) Air Services Licencing Act No 115 of 1990;
  - (b) Airports Company Act, No. 44 of 1993;
  - (c) Air Traffic and Navigation Services Company Act, No. 45 of 1993;
  - (d) Basic Conditions of Employment Act, No. 75 of 1997;
  - (e) Banks Act No. 94 of 1990;
  - (f) Broad Based Black Economic Empowerment Act 53 of 2003;
  - (g) Civil Aviation Act No 13 of 2009;
  - (h) Companies Act, No. 61 of 1973
  - (i) Companies Act, No. 71 of 2008;
  - (j) Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993;
  - (k) Competition Act, No. 89 of 1998;
  - (l) Constitution of the Republic of South Africa 108 of 1996;
  - (m) Consumer Protection Act, No. 68 of 2008;
  - (n) Convention on the International Recognition of Rights in Aircraft Act, No. 59 of 1993;
  - (o) Copyright Act, No. 98 of 1978;
  - (p) Credit Agreements Act, No. 75 of 1980;
  - (q) Currency and Exchanges Act, No. 9 of 1933;
  - (r) Customs and Excise Act No. 91 of 1964;
  - (s) Debt Collectors Act, No. 114 of 1998; 5
  - (t) Deeds Registries Act 47 of 1937;
  - (u) Electronic Communications and Transactions Act, No. 25 of 2002;
  - (v) Employment Equity Act, No. 55 of 1998;
  - (w) Environment Conservation Act 73 of 1989;
  - (x) Financial Intelligence Centre Act, No. 38 of 2001;
  - (y) IATA;
  - (z) ICAO;
  - (aa) Income Tax Act, No. 58 of 1962;

- (bb) Insolvency Act No. 24 of 1936;
- (cc) International Air Services Act, No. 60 of 1993;
- (dd) International Telecommunications Convention;
- (ee) Labour Relations Act, No. 66 of 1995;
- (ff) Medical Schemes Act, No. 131 of 1998;
- (gg) Machinery and Occupational Safety Act No. 6 of 1983;
- (hh) National Credit Act, No. 34 of 2005;
- (ii) National Environmental Management Act No. 107 of 1998;
- (jj) National Key Points Act No. 102 of 1980;
- (kk) National Payment System Act No. 78 of 1998;
- (ll) Occupational Health and Safety Act, No. 85 of 1993;
- (mm) Pension Funds Act, No. 24 of 1956;
- (nn) Promotion of Access to Information Act 2 of 2000;
- (oo) Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000;
- (pp) 2000;
- (qq) Protected Disclosures Act 26 of 2000;
- (rr) Protection of Personal Information Act, No.4 of 2013;
- (ss) Regulation of Interception of Communications and Provision of Communication Related Information Act, No. 70 of 2002;
- (tt) Skills Development Act, No. 97 of 1998;
- (uu) Skills Development Levies Act, No. 9 of 1999;
- (vv) Stamp Duties Act No. 77 of 1968;
- (ww) Tax on Retirement Funds Act; No. 38 of 1996;
- (xx) Trade Marks Act, No. 194 of 1993;
- (yy) Transfer Duty Act No. 40 of 1949;
- (zz) Trust Property Control Act, No. 57 of 1988;
- (aaa) Unemployment Insurance Act, No. 63 of 2001;
- (bbb) Unemployment Insurance Contributions Act, No. 4 of 2002;
- (ccc) Value Added Tax Act, No. 89 of 1991.

- (ii) Please note that while we have made every effort to identify all pertinent legislation, we cannot guarantee that all legislation has been included. Should you be aware of any specific legislation that should be included, and which has been omitted, please contact the Information Officer.

#### 4 INFORMATION FREELY AVAILABLE

- (i) The following general information is available in the public domain and does not require an official request in terms of the Act:
  - (a) News
  - (b) Brochures
  - (c) Promotions
  - (d) Products and services
  - (e) Location and directions
  - (f) Privacy Policy
  - (g) PAIA Manual

#### 5 INFORMATION KEPT BY FEDERAL AIRLINES (PTY) LTD IN TERMS OF THE ACT

- (i) Information required under section 51(1)(d) of the Act
- (ii) Financial Records
  - (a) Annual financial statements of Federal Airlines (PTY) Ltd
  - (b) Tax returns of Federal Airlines (PTY) Ltd
  - (c) Accounting records of Federal Airlines (PTY) Ltd
  - (d) Banking records of Federal Airlines (PTY) Ltd
  - (e) Audit reports conducted for Federal Airlines (PTY) Ltd
  - (f) Invoices in respect of creditors and debtors of Federal Airlines (PTY) Ltd
  - (g) Bank facilities and account details
- (iii) Company Records
  - (a) Documents of incorporation
  - (b) Memorandum and Articles of Association
  - (c) List of employees
  - (d) Contracts of employment with employees of Federal Airlines (PTY) Ltd



- (iv) Human Resources
  - (a) Personnel records of each employee of Federal Airlines (PTY) Ltd
  - (b) Disciplinary records
  - (c) Compensation or redundancy payments
  - (d) Records relating to conditions of employment
  - (e) Pension and provident fund records
  - (f) Employee tax information
  - (g) Training schedules and manuals
  - (h) Agreements with clients of Federal Airlines (PTY) Ltd
  - (i) Files relating to client matters
  - (j) Payroll records
  - (k) Internal policies and procedures of Federal Airlines (PTY) Ltd
- (v) Clients
  - (a) Client documentation
  - (b) Correspondence with clients
  - (c) Correspondence with third parties
  - (d) Other information relating to, or held on behalf of Federal Airlines (PTY) Ltd
- (vi) Intellectual Property
  - (a) Trade-marks, copyrights and designs held by Federal Airlines (PTY) Ltd
  - (b) Software licences
- (vii) Immovable and Movable Property
  - (a) Agreements for the lease of immovable property by Federal Airlines (PTY) Ltd
  - (b) Agreements for the lease or sale of movable property by Federal Airlines (PTY) Ltd
  - (c) Records regarding insurance in respect of movable property
  - (d) Records regarding insurance in respect of immovable property
  - (e) Asset register
- (viii) Information Technology
  - (a) Records regarding computer systems and programmes held by Federal Airlines (PTY) Ltd

- (ix) Website
  - (a) Federal Airlines (PTY) Ltd's website address is <https://www.fedair.com/> and is accessible to anyone who has access to the Internet. The website contains various categories of information relating to the business, including service offerings and contact information.
- (x) Miscellaneous
  - (a) Security agreements, guarantees and indemnities
  - (b) Marketing agreements
  - (c) Internal correspondence
  - (d) Agreements with suppliers of Federal Airlines (PTY) Ltd
  - (e) Correspondence of Federal Airlines (PTY) Ltd

## 6 FEES

- (i) A Requester who 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 requesting access to a record containing personal information about him/her or itself, must pay the required request fee.
- (ii) The Information Officer must by notice require the Requester (other than a personal Requester) to pay the prescribed request fee (if any) before further processing the request.
- (iii) The fee that the Requester must pay to a private body is R50. The Requester may lodge an application to the court against the tender or payment of the request fee. If access to a record/s is granted by Federal Airlines (PTY) Ltd, the Requester may be required to pay an access fee for the search for and preparation of the records and for re-production of the record/s.
- (iv) The access fees which apply are set out below. Federal Airlines (PTY) Ltd can withhold a record/s until such access fees have been paid.

#	Request	Fee in Rands
1	Photocopy of an A4-size page or part thereof	R1.10 per page
2	Printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75 per page
3	A copy of, in a computer-readable form on: <ul style="list-style-type: none"> <li>• Stiffy disc</li> <li>• Compact disc</li> </ul>	R7.50 R70.00
4	Transcription of visual images on an A4-size page or part thereof	R40.00 per page
5	Copy of visual images	R60.00

6	Transcription of an audio record on an A4-size page or part thereof	R20.00
7	Copy of an audio record	R30.00

**7 RECORDS OR INFORMATION NOT FOUND**

- (i) If, after all reasonable steps to locate a record have been taken, and no record is found, then the Information Officer will notify the Requester, by way of an affirmation that access to the requested and titled document cannot be provided. The affirmation will include a detailed account of the steps taken to try to locate the record. Should a record be found at a later stage, the Information Officer shall provide the Requester access to such record, unless access to the record is refused on the grounds permitted by the Act.

**8 AVAILABILITY OF THIS MANUAL**

- (i) A copy of this Manual is available:
  - (a) At our office at Hangar 14, Northern Perimeter Road, Bonaero Park, Gauteng, 1627
  - (b) On request from our Information Officer
  - (c) On our website: <https://www.fedair.com/>
- (ii) This Manual will be updated as and when required.