

**CAPE TOWN INTERNATIONAL CONVENTION CENTRE COMPANY SOC LTD**  
**Registration number: 1999/007837/07**

**MANUAL AS PRESCRIBED BY SECTION 51 OF THE  
 PROMOTION OF ACCESS TO INFORMATION ACT  
 NO. 2 OF 2000  
 (“The Act”)**

**Cape Town International Convention Centre**

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 COMPANY SECRETARY: Kilgetty Statutory Services (South Africa) (Pty) Ltd

Cape Town International Convention Centre Company SOC Ltd RF Registration no. 1999/007837/07



We are a green conscious convention centre.



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## 1. Introduction

This Manual has been compiled in accordance with the requirements of section 51 of the Promotion of Access to Information Act, no. 2 of 2000 ("the Act"). Its aim is to assist requesters in requesting access to information from Cape Town International Convention Centre SOC Ltd RF ("Convenco"). Convenco owns and manages the business of the Cape Town International Convention Centre (CTICC), which opened its doors to the public in June 2003.

The information listed in this manual is available from Convenco and a requester must use the prescribed form to make the request for access to a record. The CEO of Convenco has delegated her powers in terms of the Act to the Company Secretary who acts as Information Officer. Requests pursuant to the terms of the Act should be addressed to the Company Secretary at the address listed hereunder. If applicable, the fees prescribed in section 54 of the Act must be paid before a request is processed (ref. Annexure A).

## 2. Particulars required under Section 51(1)(a) of the Act:

**2.1 Name of body:** Cape Town International Convention Centre SOC Ltd RF

### 2.2 Contact details:

CEO: Taubie Motlhabane

Company Secretary  
& Information Officer: Melanie Te Brugge for and on behalf of Kilgetty Statutory Services (South Africa) (Pty) Ltd

Postal Address: PO Box 8120  
Roggebaai  
8012

Physical Address: CTICC  
Convention Square  
1 Lower Long Street  
Foreshore  
Cape Town  
8000

Telephone: 021-4105000

Facsimile: 021-4105036

Website: <http://www.cticc.co.za>

Email: [paia@kilgetty.co.za](mailto:paia@kilgetty.co.za)  
[paia@cticc.co.za](mailto:paia@cticc.co.za)

### **3. The South African Human Rights Commission Guide to the Act (Section 51(1)(b)):**

The Promotion of Access to Information Act was promulgated in March 2001. The Act was put in place to actively promote a society in which the people of South Africa have effective access to information, which enables them to exercise and protect their rights more fully.

The Human Rights Commission is responsible for compiling a guide that provides details on how to use the Act. This guide is currently not available from the Human Rights Commission. Please direct any further queries in this regard to:

The South African Human Rights Commission: PAIA Unit

The Research and Documentation Department

Postal Address: Private Bag 2700  
Houghton  
2041

Phone: (011) 484 8300

Fax: (011) 484 0582

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

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

In terms of Section 51(1) of the Promotion of Access to Information Act, all heads of private bodies are required to compile a manual that provides information regarding the subjects and categories of records held by such private bodies. This manual is intended to fulfil this requirement.

Accordingly, this manual provides a reference to the records we hold and the process that needs to be adopted to access such records. All requests for access to information should be addressed to our designated Information Officer.

A copy of the manual will be available for inspection at:

- The registered address of Convenco (refer address above); and
- The South African Human Rights Commission.

### **4. Records automatically available to the public (Section 51(1)(c))**

Certain information is freely available from Convenco. Such information includes marketing and promotional material, newsletters and information on the Company's website.

**5. Records held in accordance with other legislation (Section 51(1)(d))**

Records are kept in accordance with the following legislation:

Basic Conditions of Employment Act	Pension Funds Act
Broad Based Black Economic Empowerment Act	Promotion of Access to Information Act
Companies Act	Promotion of Equality and Prevention of Unfair discrimination Act
Compensation for Occupational Injuries and Diseases Act	Protected Disclosures Act
Competition Act	Protection of Personal Information Act
Constitution of South Africa	Patents Act
Consumer Protection Act	Public Finance Management Act
Copyright Act	Regional Services Councils Act
Credit Agreements Act	Regulation of Interception of Communications and Provisions of Communication and Provisions of Communication Related Information Act
Electronic Communications and Transactions Act	Road Transportation Act
Employment Equity Act	Safety at Sports and Recreational Events Act
Environment Conservation Act	Sales and Service Matters Act
Firearms Control Act	Security Officers Act
Financial Intelligence Centre Act	Skills Development Act
Formalities in Respect of Leases of Land Act	Skills Development Levies Act
Immigration Act	Short Term Insurance Act
Income Tax Act	South African Reserve Bank Act
Intellectual Property Laws Amendments Act	Securities Transfer Tax Act
Labour Relations Act	Tobacco Products Control Act
Long Term Insurance Act	Tourism Act
Medical Schemes Act	Tourism Sector Charter BBBEE Sector Code
Municipal Finance Management Act	Trade Marks Act
National Building Regulations and Building Standards Act	Transfer Duty Act
National Credit Act	Unemployment Insurance Contributions Act
National Environmental Management Act	Usury Act
National Water Act	Value-Added Tax Act
National Road Traffic Act	Western Cape Tourism Act
Occupational Health and Safety Act	

The above list may be incomplete but will be updated should it come to our attention that new or existing legislation allows a requestor access on a basis other than that set forth in the Act.

**6. Subjects and categories of records held as a matter of standard practice (required under section 51(1)(e))**

Convenco keeps certain records, which are required for the day-to-day conduct of business and as a matter of standard practice and good corporate governance. Such records include:

## 6.1 Company records

Financial and accounting records	Project management records including building plans and plant and machinery upgrades
Statutory & statutory compliance records	Databases
Internal policies and procedures	Trademarks
BBBEE verification certificate	Information technology
General contracts	Retirement fund records
Correspondence	ISO 9001 records
Records of investments	ISO 14001 records
Marketing records	ISO 22001
Operational records	OHSAS 18001 records

## 6.2 Personnel records

Contracts of employment	Internal evaluation records
Letters of appointment	Training and development records
Personal information	Details of disciplinary hearing
Employment equity reports	Other internal records

## 6.3 Client-related records

Booking schedules and confirmations of hire	Records pertaining to customers (including transactional records) generated internally
Records provided by third parties	Event charge sheet signed by clients to confirm they the service was rendered

## 6.4 Supplier-related records

Agreements and correspondence with suppliers including transactional records	Agreements and correspondence with subcontractors including transactional records
Quarterly SLA review documents for suppliers	Tender submission documentation

## 6.5 Visitors to the convention centre

CCTV records and vehicle registration information (where applicable)	To detect, prevent and report theft and other crimes for the safety of staff and visitors to our buildings.
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## 7. Request Procedure

It is important to note that records shall only be made available subject to the provisions of the Act.

Legal proceedings could be instituted against any requester if it is suspected that such requester has obtained access to records through the submission of false or misleading information.

## **7.1 Form of the request**

The requester must make use of the prescribed form for access to a record. This must be made to the information officer, or the CEO of Convenco at the address, fax number or electronic mail address stipulated in 2.2 above.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify:

- the record or records requested; and
- the requester.

The requester must indicate which form of access is required and supply a postal address or fax number in the Republic. The requester should state if he or she wants to be informed in any other manner and state the necessary particulars to be so informed.

The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.

The requester should specify whether, in addition to a written reply, notice of the decision on the request should be in any other manner and state that manner and the necessary particulars to be so informed.

If the request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of Convenco.

## **7.2 Fees payable**

A requester who seeks access to a record which contains personal information about the requester is not required to pay a request fee. Every other requester must pay the prescribed request fee before a request will be further processed.

An initial request fee of R65.00 (inclusive of VAT) is payable on submission of a request in terms of the Act.

Copies of this Manual and the prescribed forms and information on the fees payable can be obtained from the Information Officer.

The fees payable are set forth in Annexure A to this Manual.

If the request is granted, a further access fee must be paid by the requester for reproduction, search and preparation time exceeding the prescribed hours to search for and prepare the record for disclosure.

### **7.3 Submission of access request form**

The completed access request form together with a copy of the identity document of the requester must be submitted to the Information Officer via conventional mail, email or fax.

### **8. Third parties**

If a request affects a third party the third party in question would first have to be informed within 21 days of CTICC receiving the request. The third party will then have 21 days to make representations and/or submissions regarding the granting of access to the record.

### **9. Information Officer's decision**

Once the Information Officer has considered all submissions, he or she will make a decision as to whether or not to grant the requester access to the record in question. If the information officer decides to grant access, such access must be granted to the record within thirty days of the requester being informed of the decision by the information officer.

If the Information officer decides not to grant the requester access to the records requested the requester is entitled to appeal the decision. The Information Officer must give the requester proper reasons as to why the request was refused. The requester may lodge an appeal in the High Court.

An affected third party may appeal - in the High Court - a decision by the Information Officer to grant a requester access to a record within 30 days.

### **10. Grounds for refusal of access to records**

Convenco may refuse a request for information on, inter alia, the following basis:

- The mandatory protection of the privacy of a 3<sup>rd</sup> party who is a natural person, in order to avoid the unreasonable disclosure of personal information concerning that natural person (including a deceased individual).
- The mandatory protection of the commercial information of a 3<sup>rd</sup> party, if the record contains:
  - Trade secrets of that 3<sup>rd</sup> party;
  - Financial, commercial, scientific or technical information, other than trade secrets, of a 3<sup>rd</sup> party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that 3<sup>rd</sup> party;
  - or
  - Information supplied in confidence by a 3<sup>rd</sup> party, the disclosure of which could reasonably be expected to put that 3<sup>rd</sup> party at a disadvantage in contractual or other negotiations, or to prejudice that 3<sup>rd</sup> party in commercial competition.



- The mandatory protection of confidential information of 3<sup>rd</sup> parties if disclosure would constitute an action for breach of a duty of confidence owed to that 3<sup>rd</sup> party in terms of an agreement.
- The mandatory protection of the safety of individuals and the protection of property.
- The mandatory protection of records which would be privileged from production in legal proceedings.
- The protection of Conenco's commercial activities including, without limitation, records that contain:
  - Conenco's trade secrets;
  - Financial, commercial, customer, scientific or technical information, the disclosure of which would be likely to cause harm to the Company's commercial or financial interests;
  - Information, the disclosure of which could reasonably be expected to put Conenco at a disadvantage in contractual or other negotiations, or to prejudice Conenco in commercial competition.
  - Computer programs owned by Conenco.
- The mandatory protection of research information of Conenco or a 3<sup>rd</sup> party, if disclosure would expose the identity of Conenco or a 3<sup>rd</sup> party, the researcher or the subject matter of the research to serious disadvantage.
- Requests for information that are, in Conenco's reasonable opinion, manifestly frivolous or vexatious or which involve an unreasonable diversion of resources.

## **11. Notification**

Once the Information Officer has made a decision on whether or not to grant the request, the requester will be notified in the required form.

If the record requested exists and allowing access to it will not affect a third party, the requester will be notified within 30 days from the date of receipt of the request of whether or not the request will be granted or declined with reasons (if required) to that effect. The 30 day period may be extended for a further period of not more than thirty days.

# ANNEXURE A

## Prescribed fees in respect of requests for information (Section 51(1) (f))

*(Please note that all prices listed are inclusive of VAT)*

1. The fee to obtain a copy of the manual as contemplated in regulation 9(2)(c) is R1.25 for every photocopy of an A4 size page or part thereof.
2. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R57.00
3. The fees for reproduction, referred to in regulations 11(1) and 11(3), are as follows:
  - (a) For every photocopy of an A4-size page or part thereof R1.30
  - (b) For every printed copy of an A4-size page or part thereof held on a computer or in an electronic or machine-readable form R1.30
  - (c) For a copy in a computer-readable form on
    - (i) stiffy disc R9.00
    - (ii) compact disc R80.00
  - (d)
    - (i) For a transcription of visual images, for an A4-size page or part thereof R46.00
    - (ii) For a copy of visual images R68.00
  - (e)
    - (i) For a transcription of an audio record, for an A4-size page or part thereof R23.00
    - (ii) for a copy of an audio record R34.50
  - (f) To search for and prepare the record for disclosure - R34.50  
for each hour or part thereof reasonably required for such search and preparation
4. 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.
5. The actual postage is payable when a copy of a record must be posted to a requester.

## ANNEXURE B

### Form C - 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)

#### A. Particulars of private body

Contact person: Melanie Te Brugge for and on behalf of Kilgetty Statutory Services (South Africa (Pty) Ltd

Postal address: PO Box 8120, Roggebaai 8012

Physical address: CTICC, Convention Square, 1 Lower Long Street, Foreshore, Cape Town

Phone number: 021-4105000

Fax number: 021-4105036

E-mail: [paia@kilgetty.co.za](mailto:paia@kilgetty.co.za)  
[paia@cticc.co.za](mailto:paia@cticc.co.za)

#### 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.

Disability	Form in which record is required
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**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
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**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*
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<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>		
listen to the soundtrack (audio cassette)	transcription of soundtrack* (written or printed document)	
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>		
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? <b>Postage is payable.</b>		YES    NO

**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 Cape Town this 22nd day of June 20 21



Signature of requester / person on whose behalf request is made