



O'Keeffe & Swartz

Business Process Outsourcing

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## ACCESS TO INFORMATION

### GUIDE TO ACCESSING OUR INFORMATION

Our manual is in terms of Section 51 of the Promotion of Access to Information Act.

#### Preamble

The Promotion of Access to Information Act No 2 of 2000, ("the Act") came into operation on 23 November 2001. Section 51 of this Act requires that we as a private body compile a manual giving information to the public regarding the procedure to be followed in requesting information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.

#### Introduction

O'Keeffe & Swartz BPO is a market leading provider of Business Process Outsourcing in the Financial Services industry.

We as a private body 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 of protection of their rights.

Inside these pages you will be able to review 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.



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## SECTION A – OUR DETAILS

### **Full Name**

O'Keeffe & Swartz BPO (Proprietary) Limited

### **Registration number**

2006/009125/07

### **Registered Address**

2<sup>nd</sup> floor Hillview Building

Corner of Oak Avenue and Hill Street

Randburg

2194

### **Postal Address**

P.O. Box 2960

Randburg

2125

### **Telephone Number**

(011) 777-6000

### **Fax Number**

(011) 993-6600

### **Chief Executive Officer**

Rogan Davies

### **Designated Information Officer**

Dirk van den berg

### **Email Address of Information Officer**

Dirk.vandenberg@oks.co.za

### **Website**

www.oksbpo.co.za

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## 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 rights in terms of this Act.

The Guide will contain the following information:

1. The objects of the Act;



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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. 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 3600

**Fax:** (011) 403 0668

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

**Email:** [info@sahrc.org.za](mailto:info@sahrc.org.za)

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## SECTION C – GENERAL INFORMATION AVAILABLE ABOUT THE ENTITY

### 1. Categories of information

We hold the following categories of information:

- a) Statutory company information
  - i. Certificate of incorporation;
  - ii. Certificates of Change of Name (if any);
  - iii. Memorandum and Articles of Association;
  - iv. Minute book, CM25 and CM26, as well as Resolutions passed at general meetings;
  - v. Proxy forms;
  - vi. Register of Shareholders;
  - vii. Register of Director's shareholdings;
  - viii. Register of Directors and Certain Officers;
  - ix. Annual Financial Statements including;
- b. Annual accounts



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- c. Director's reports
- d. Auditors reports
  - i. Books of account regarding information required by the Companies Acts 71, 2008;
  - ii. Supporting schedules of books of account and ancillary books of accounts;
- b) Accounting records
  - i. Books of accounts including journals and ledgers
- c) Taxation
  - i. Copies of all Income Tax Returns and other tax returns and documents
- d) Agreements and Contracts
  - i. Acquisition or disposal documentation

## **2) 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](http://www.sahrc.org.za))
- The Department of Justice and Constitutional Development website ([www.doj.gov.za](http://www.doj.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.

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## **SECTION D – INFORMATION AVAILABLE IN TERMS OF LEGISLATION**

Where applicable to our operations, information is also available in terms of certain provision of the following statutes:

- Companies Act No. 71 of 2008
- Income Tax Act No. 58 of 1962



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- Insider Trading Act. No 135 of 1998 Basic Conditions of Employment No. 75 of 1997
- Employment Equity Act No. 55 of 1998
- Labour Relations Act No. 66 of 1995
- Occupational Health & Safety Act No. 85 of 1993
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991
- Financial Intelligence Centre Act No. 38 of 2001
- Insurance Amendment Act No. 31 of 1997
- Long-Term Insurance Act, 1998
- Short-Term Insurance Act, 1998
- Compensation for Occupational Injuries and Diseases Amendment Act No. 61 of 1997
- Financial Advisory and Intermediary Services Act 37 of 2002
- Consumer Protection Act 68 of 2008

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## **SECTION E – INFORMATION AUTOMATICALLY AVAILABLE**

The following categories or 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. Brochures.