

**PROMOTION OF ACCESS TO INFORMATION MANUAL OF FTI CONSULTING SOUTH AFRICA PTY LIMITED -
IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 ("PAIA")**

1. Introduction

This manual has been compiled in accordance with section 51 of the Promotion of Access to Information Act, 2000 ("**PAIA**"). This manual explains how requesters can submit requests for access to information to FTI Consulting South Africa Proprietary Limited ("**FTI Consulting South Africa**") in terms of PAIA.

2. The business

2.1 FTI Consulting South Africa is an independent global business advisory firm, whose consultants assist organisations to manage changes within their organisation, mitigate risks and resolve disputes.

2.2 Helena Potgieter has been duly appointed as the Information Officer for FTI Consulting South Africa by the head of FTI Consulting South Africa and is the person to whom requests for access to information must be made in terms of PAIA and in terms of the Protection of Personal Information Act 4 of 2013 ("**POPIA**").

3. FTI Consulting's Contact details

Details	General Manager	Information Officer
Name	Christo Roux	Helena Potgieter
Postal Address	8th Floor, 125 Buitengracht Street, Cape Town, Western Cape, 8001	8th Floor, 125 Buitengracht Street, Cape Town, Western Cape, 8001
Physical Address	8th Floor, 125 Buitengracht Street, Cape Town, Western Cape, 8001	8th Floor, 125 Buitengracht Street, Cape Town, Western Cape, 8001
Telephone	+ 27 21 487 9022	+27112142418
Telefax	N/A	N/A
Email	Christo.Roux@fticonsulting.com	helena.potgieter@fticonsulting.com

3. The Section 10 Guide on how to use PAIA

3.1 The Information Regulator has published a guide as prescribed by Section 10 of PAIA. This guide is available at the offices of the Information Regulator and on its website as prescribed by Section 10 of PAIA and in accordance with the Protection of Personal Information Act, 2013 ("**POPIA**"). Please direct any queries regarding this guide to:

Information Regulator:

JD House, 27 Stiemans Street, Braamfontein, Johannesburg, 2001

P.O. Box 31533, Braamfontein, Johannesburg, 2017

Website: <https://www.inforegulator.org.za/>

email (POPIA complaints): POPIAComplaints@inforegulator.org.za

email (PAIA complaints): PAIAComplaints@inforegulator.org.za

email (general enquiries): enquiries@inforegulator.org.za

4. Records that are available by FTI Consulting South Africa in terms of other legislation

A requester may request information which is available in terms of the following legislation, provided that the requester complies with the requirements set out in such legislation, this manual and PAIA:

- 4.1 Basic Conditions of Employment Act, 1997;
- 4.2 Broad-Based Black Economic Empowerment Act, 2003;
- 4.3 Companies Act, 2008;
- 4.4 Compensation for Occupational Injuries and Diseases Act, 1993;
- 4.5 Employment Equity Act, 1998;
- 4.6 Income Tax Act, 1962;

- 4.7 Labour Relations Act, 1995;
- 4.8 Occupational Health and Safety Act, 1993;
- 4.9 Promotion of Access to Information Act, 2000;
- 4.10 Protection of Personal Information Act, 2013;
- 4.11 Skills Development Levies Act, 1999;
- 4.12 Unemployment Insurance Act, 2001;
- 4.13 Value Added Tax Act, 1991; and

5. Subjects and categories of information held by FTI Consulting

The subjects and categories of records held by FTI Consulting South Africa are as follows:

Subject	Category
Company records	Constitutional documents (including incorporation documents, the memorandum of incorporation and the shareholders agreement) Share registers, share certificates, registers and details concerning shareholder meetings and resolutions Details concerning the identity of directors, directors' meetings, director resolutions Statutory registers and minute books
Financial records	Budget reports Bank records

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	<p>Financial statements</p> <p>Management accounts</p> <p>Audit reports</p> <p>Insurance records</p> <p>Tax records</p>
Strategic and operational information	<p>Business plan</p> <p>Budget reports</p> <p>Minutes of management meetings</p> <p>Minutes of board meetings</p> <p>Annual reports</p>
Assets	<p>Asset register</p> <p>Share certificates</p> <p>Trade marks schedule</p> <p>Debtors' information</p> <p>Bank account reconciliation</p>
Liabilities	<p>Loan agreements</p> <p>General ledger</p>
Information technology	<p>Asset register</p> <p>Repair and maintenance records</p> <p>Software programmes</p>

	<p>Software licences</p> <p>IT policies and procedures</p> <p>Software records</p>
Compliance	<p>B-BBEE compliance records</p> <p>Reports and Plans</p> <p>Proof of membership with industry bodies</p> <p>General policies and procedures</p>
Human resources	<p>Staff records</p> <p>Contracts of employment</p> <p>Statutory records</p> <p>Training and skills development records</p> <p>Employment equity records</p> <p>Leave records</p> <p>Beneficiary records</p> <p>HR policies and procedures</p> <p>Disciplinary procedures</p> <p>Training programmes and materials</p> <p>Salary information</p> <p>Pension fund information</p> <p>Medical aid information</p>

Contractual relationships	<p>Leases</p> <p>Contracts with clients, and documents related thereto</p> <p>Contracts with contractors, and documents related thereto</p> <p>Contracts with service providers, and documents related thereto</p>
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6. Description of personal information processing in terms of POPIA

FTI Consulting South Africa processes personal information as follows:

Subject	Category
Purpose of the processing	<p>Rendering of consulting services to clients/customers.</p> <p>To comply with statutory obligations</p> <p>Security, administrative and legal purposes</p> <p>To fulfil contractual obligations that we have with employees, customers or third parties.</p>
Data subject categories and their personal information	<p>Employees: record of employee life cycle</p> <p>General public: general enquiries and viewing the company website</p> <p>Industry bodies: membership records</p> <p>Media: records of media interactions</p>

	<p>Service providers: record of service provider life cycle</p> <p>Clients: records arising from contractual relationship, including contact details, correspondence, 'know-your-client' information, billing information and documents received or generated during the course of discharging the mandate to the client.</p>
<p>Recipients of personal information</p>	<p>Employee pension funds</p> <p>Financial institutions</p> <p>Industry bodies</p> <p>Law enforcement</p> <p>Medical aid schemes</p> <p>Operators (service providers)</p> <p>Statutory authorities</p> <p>Clients</p>
<p>Expected transnational transfer of personal information</p>	<p>Transfer of personal information to operators</p> <p>Transfer of personal information to other members in the group</p> <p>Transfer of personal information through social media platforms</p>
<p>Security measures to protect personal information</p>	<p>Physical security measures</p> <ul style="list-style-type: none"> • Access control measures

	<ul style="list-style-type: none">• Internal security measures <p>Cyber security measures</p> <ul style="list-style-type: none">• Anti-spam measures• Anti-virus measures• Installing security firewalls• Password control <p>Training programs on information security</p> <p>Information security audits</p> <p>IT-related company policies</p>
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For more information on how we process personal information, please refer to our privacy statement available at <https://www.fticonsulting.com/about/privacy-policy>

7. The request procedure

7.1 Prescribed form

7.1.1 A request for information must be made in the prescribed form, a copy of which is attached as Annexe A, must be addressed to the Information Officer and must be submitted with the prescribed fee (see paragraph 7.3).

7.2 Manner of request

7.2.1 The request must be made to the address, or email address of the Information Officer set out in paragraph 0 above.

7.2.2 The requester must provide enough detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form (mode/method) of access is required. The requester should indicate if it requires notice of the decision of the Information Officer in any manner, other than in writing.

7.2.3 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

7.2.4 If a 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 satisfaction of the Information Officer.

7.3 Fees

7.3.1 A requester who seeks access to a record containing personal information must pay the required request fee.

7.3.2 The Information Officer must by notice, require the requester to pay the prescribed fee, if any, before further processing the request.

7.3.3 The requester may lodge an application to the high court relating to the payment of the request fee.

7.3.4 After the Information Officer has decided on the request, the requester must be notified in the required form, which is attached hereto and marked "Annexe B".

7.3.5 If the request is granted, a further access fee must be paid for the search, reproduction, preparation and for any time, in excess of the prescribed hours required to search and prepare for the record disclosure.

7.3.6 The prescribed fees are available from the Information Officer and from the Information Regulator, whose contact details are set out in paragraph 0 and 3 above.

8. Availability of this manual

This manual is available for inspection at:

8.1 FTI Consulting South Africa's website <https://www.fticonsulting.com/locations/south-africa> , and

8.2 FTI Consulting South Africa's principal place of business set out in paragraph 0 above, during normal business hours.

Request for access to record

1. Particulars of FTI Consulting

Name of the company: FTI Consulting South Africa (Proprietary) Limited
Registration number 1984/001347/07

The Head: Christo Roux

Physical Address: 8th Floor, 125 Buitengracht Street, Cape Town, Western Cape, 8001

Postal Address: 8th Floor, 125 Buitengracht Street, Cape Town, Western Cape, 8001

Telephone: + 27 21 487 9022

Telefacsimile: n/a

E-mail: Christo.Roux@fticonsulting.com

2. Particulars of person requesting access to the record

- | | |
|-----|---|
| 2.1 | The full particulars of the person who requests access to the record must be given below. |
| 2.2 | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| 2.3 | 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: _____

3. 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: _____

4. Particulars of record

4.1 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.

4.2 If the space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

Description of record
or relevant part of the
record: _____

Reference number, if
available: _____

Any further particulars of
record: _____

5. Fees

5.1 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.

5.2 You will be notified of the amount required to be paid as the request fee.

5.3 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.

5.4 If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

6. Form of access to record

If you are prevented by an impediment or 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: <hr/> <hr/> <hr/>		Form in which record is required: <hr/> <hr/> <hr/>	
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Mark the appropriate box with an "X":

NOTES:

- 6.1 Compliance with your request in the specified form may depend on the form in which the record is available.
- 6.2 Access in the form requested may be refused in certain circumstances. In such case, you will be informed if access will be granted in another form.
- 6.3 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:

<input type="checkbox"/> Copy of record*		<input type="checkbox"/> 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.):

<input type="checkbox"/> View the images		<input type="checkbox"/> Copy of the images*		<input type="checkbox"/> 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 soundtrack (written or printed document)*		
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 disc)		
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			<table border="1"> <tr> <td style="width: 50%; text-align: center;">YES</td> <td style="width: 50%; text-align: center;">NO</td> </tr> </table>	YES	NO
YES	NO				

7. Particulars of the 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.**

Indicate which right is to be exercised or protected:

Explain why the record requested is required for the exercise or protection of the aforementioned right:

8. 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

Annexe A

Form 3

Outcome of request and of fees payable

Note:

1 If your request is granted the-

a) amount of the deposit, (if any), is payable before your request is processed; and

(b) requested record / portion of the record will only be released once proof of full payment is received.

2 Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1 You requested:

Personal inspection of information at registered address of public/private body (*including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine readable form*) is free of charge. You are required to make an appointment for the inspection of the information and to bring this form with you. If you then require any form of reproduction of the information, you will be

liable for the fees prescribed in Annexure B to the Promotion of Access to Information Act 2 of 2000.

OR

2 You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3 To be submitted:

Postal services to postal address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
Email of information (<i>including soundtracks if possible</i>)	

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Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4 Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof / item	Number of pages / items	Total

Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash Drive a. To be provided by requestor	R40.00		
(ii) Compact disc a. If provided by requestor b. If provided to the requestor	R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider.		
Copy of the visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive a. to be provided by the requestor	R40.00		

(ii) Compact disc			
a. If provided by requestor	R40.00		
b. If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
Total:			

5 Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

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Type of account: _____

Account number: _____

Branch Code: _____

Reference No: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20

Information officer