

Promotion of Access to Information (PAIA) Manual

AREA OF APPLICABILITY

ACROSS AIRPORTS COMPANY SOUTH AFRICA SOC LIMITED & SUBSIDIARIES

DIVISION

Corporate Services

Next Revision Date

01st July 2027

Control Disclosure:

Public

Effective Date:

01st July 2024

*In terms of Section 14 of the Promotion of Access to Information Act,
No.2 of 2000*

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1. Scope

The Promotion of Access to Information Act, No. 2 of 2000 (“the Act”) was enacted on 3rd February 2000, giving effect to the constitutional right of access to information held by the State and any information that is held by another person that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information shall or shall not be released. The Act sets out the requisite procedural issues attached to such request.

Section 9 of PAIA limits the right to access information; such justifiable limitations include commercial confidentiality, good governance, and the protection of personal information as prescribed by the Protection of Personal Information Act No: 4 of 2013 (“POPIA”).

2. Objective

This manual sets out to provide a comprehensive guide which shall enable the requestors to request and, obtain the records which the requestors are legally entitled to in a quick, easy, and accessible manner. This Manual sets out the responsibilities of the Airports Company South Africa SOC Limited appointed Information Officers who shall take up the duties mandated in the Act and POPIA, to ensure compliance with the Act and POPIA.

2.1 Purpose

The purpose of this manual is to provide information on how to obtain access to records held by Airports Company South Africa SOC Limited, identify the structure and services of Airports Company South Africa SOC Limited and describe Airports Company South Africa SOC Limited’s records system to facilitate the implementation of the Act.

This manual is intended to foster a culture of transparency and accountability by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights more fully.

To promote effective governance of public bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act for them to exercise their rights in relation to public and private bodies.

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3. Definitions and Abbreviations

3.1 Definition

Business /Company / Group/ Organisation

Refers to Airports Company South Africa SOC Limited

3.2 Abbreviations

Abbreviation	Description
SOC	State Owned Company
CEO	Chief Executive Officer

4. Manual General

4.1 Structure and Functions

Structure and Functions of Airports Company South Africa SOC Limited

4.1.1 Business Values

- **Mandate**

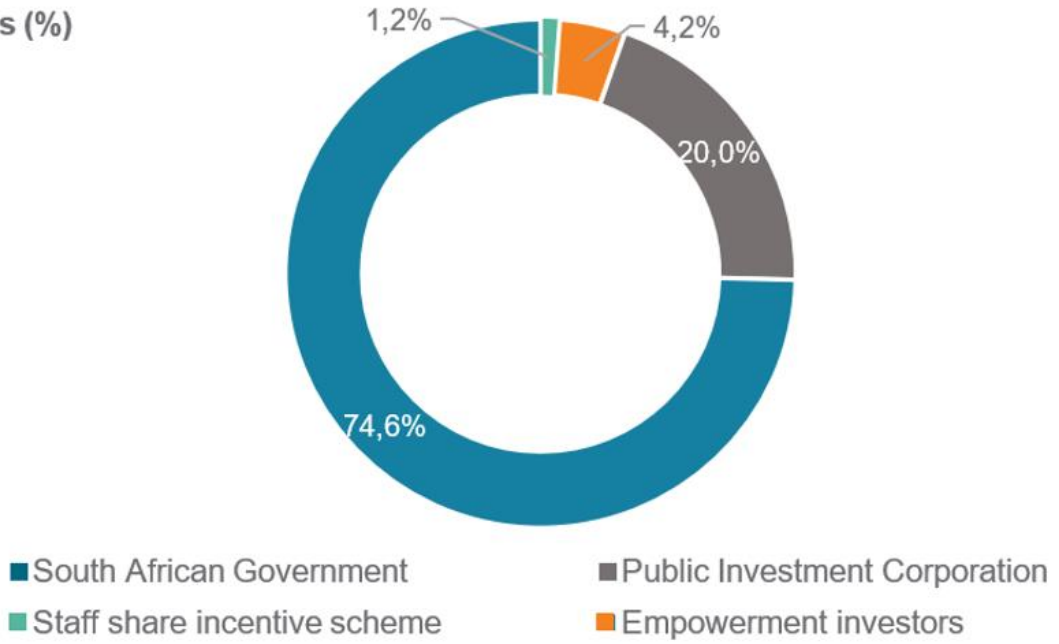
In terms of the Airports Company Act (No 44 of 1993), Airports Company South Africa is mandated to undertake the acquisition, establishment, development, provision, maintenance, management control or operation of any airport, any part of any airport or any facility or service at any airport generally related to the functioning of an airport.

- **Ownership Structure**

The company is owned by the South African Government (74,6%), Public Investment Corporation SOC Ltd twenty percent (20%), empowerment investors (4,21%), and Staff Share Incentive Scheme (1,19%). The company is accountable to the Department of Transport and as detailed in the ownership structure below

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Shareholders (%)



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- (Legal structure) Subsidiaries, Joint Ventures, Associates, and Special Purpose Entities

	100% owned subsidiaries ¹				Special purpose entities ²			Investments in joint ventures ³	Investments in associates ⁴	
	ACSA Global Ltd ⁶	Airports Consultancy and Advisory Services SOC Ltd	JJA Piazza Park (Pty) Ltd	Precinct 2A SOC Ltd	Lexshell 342 Investment Holdings (Pty) Ltd	Airport Management Share Incentive Scheme (Pty) Ltd ⁶	Sakhisizwe Community Programme	Airport Logistics Property Holdings (Pty) Ltd	La Mercy JV Property Investments (Pty) Ltd	Guarulhos International Airport Private Limited ⁶
Purpose of existence	The investment holding Company through which ACSA held a 10% interest in the Mumbai International Airport Private Limited, which was disposed of in the fiscal year, FY2020/21	The Company through which ACSA provides airport consultancy and advisory services to airports in South Africa and internationally. This subsidiary will be leveraged to provide services for future prospects.	The Company through which ACSA operate the Intercontinental Hotel at OR Tambo International Airport.	The subsidiary has since been wound up and reintegrated into the ACSA.	An employee share option entity wholly owned by the ACSA Kagano Trust ⁶	Employee share incentive scheme that holds investments (specifically Group ordinary shares).	Sakhisizwe is a special purpose entity that seeks to transform the aviation industry by providing study bursaries to financially and academically deserving students from previously disadvantaged backgrounds.	A property holding Company held by ACSA with the Bidvest Group that owns three distribution warehouses at OR Tambo International Airport and Cape Town International Airport.	A land development and property investment Company held in collaboration with Dube Trade Port Corporation. Our strategy is to build an investment property portfolio at King Shaka International Airport – Dube Trade Port – through landlease agreements.	A Company in which ACSA holds a 20-year concession to develop, operate and maintain the Guarulhos International Airport in São Paulo. ACSA also provided technical advisory and consultancy services for the first five years of the concession. The Technical Services Agreement terminated in 2017, owing to effluxion of time.
Year of inception	2005	2016	1998	1998	1999	1999	1996	2003	2009	2012
ACSA shareholding	100%	100%	100%	100%	SPE	SPE	SPE	50%	40%	10.2%
Other shareholders and their respective shareholdings	n/a	n/a	n/a	n/a	ACSA Kagano Trust	Airports Company Management Share Incentive Scheme Trust	n/a	Sidvest Holdings Ltd (50%)	Dube Trade Port Corporation (60%)	A joint venture between Investments e Participações em Infraestrutura S.A (Inepar) (80%) and ACSA (20%), which together hold 51% of Guarulhos Participações S.A (GRUPAR). The other 49% is held by state-owned airport authority Infraero.
Equity injections	R100 million	Nil	R100 million	R100 million	Nil	Nil	Nil	Nil	R38 million	R1.2 billion
Net asset value 31 March 2023	R186 million	Nil	R33 million	R89 million	(R42 million)	R17 million	R541 000	R240 million	R187 million	Nil

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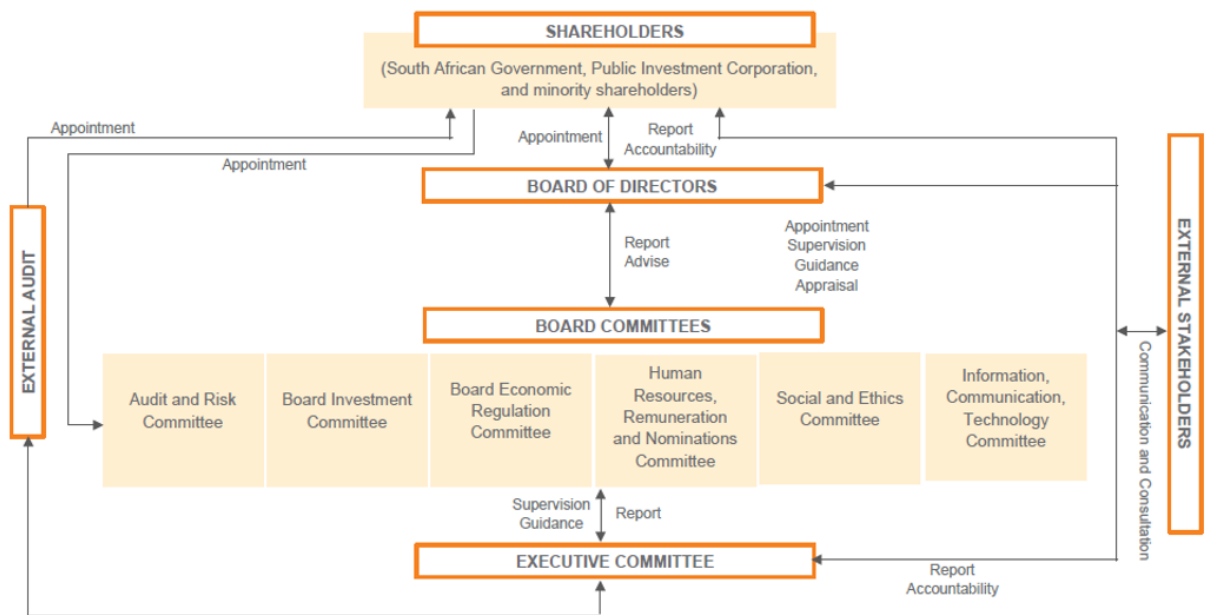
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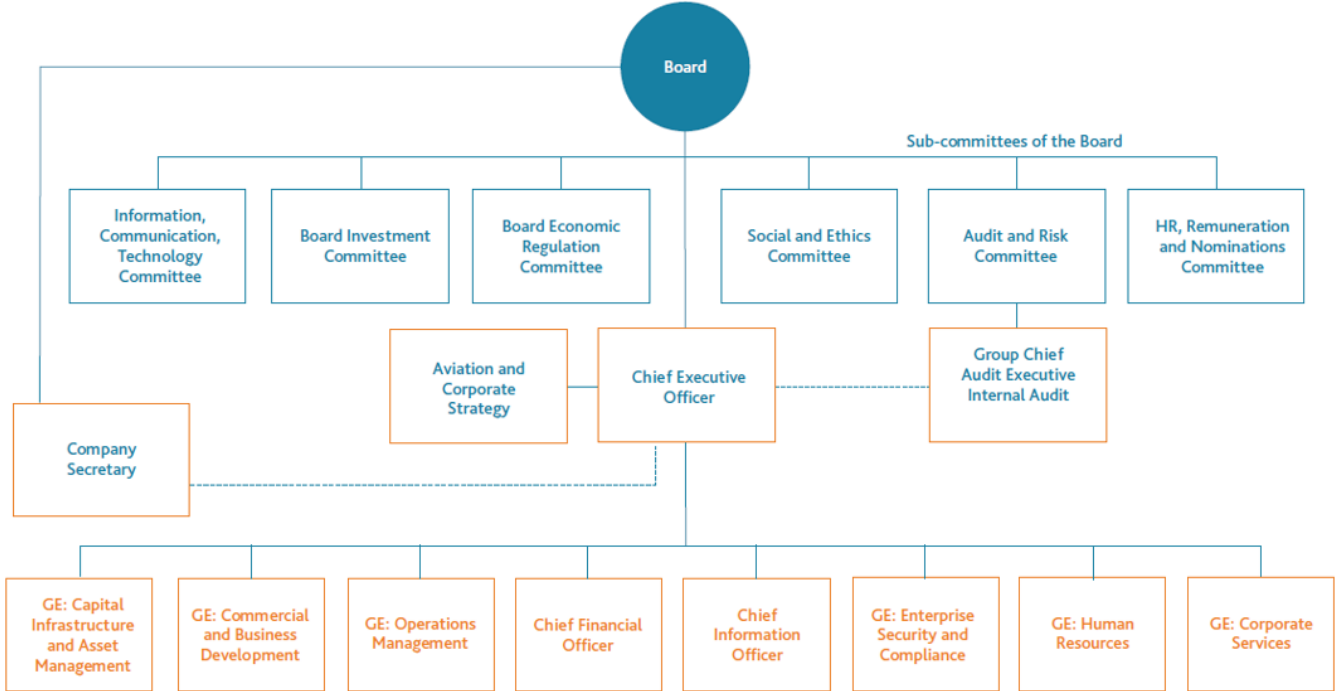
- Corporate Governance Structure**

The independent Board of Directors is appointed by the Minister of Transport and is responsible for strategic direction and oversight of Airports Company South Africa. The executive management, under the leadership of the CEO, is responsible for day-to-day management of the company.

Governance



4.1.2 Structure



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Airports Company South Africa SOC Limited owns and operates South Africa's nine (9) principal airports: O.R. Tambo, Cape Town, King Shaka (Durban), Chief Dawid Stuurman (Port Elizabeth), Bram Fischer (Bloemfontein) and Upington International Airports, and King Phalo (East London), George and Kimberley Airports.

The company has two (2) distinct revenue streams, which have generated similar income for the past few years. Aeronautical income is derived from regulated tariffs consisting of aircraft landing and aircraft parking charges, and passenger service charges. Regulated charges are different for international, regional and domestic air traffic movements and also for passengers. Non-aeronautical income is generated from commercial undertakings and flows from retail operations, car parking, car rental concessions, advertising, property leases and hotel operations.

Another component of non-aeronautical revenue is generated by international operations. Airports Company South Africa SOC Limited formed part of a consortium.

That took over the expansion and management of Chhatrapati Shivaji International Airport in Mumbai, India. The success of the venture in India encouraged the company to seek similar opportunities elsewhere. Such undertakings allow the leveraging of the pool of skills and experience that the company has amassed over the years to grow revenue and improve shareholder returns.

Airports Company South Africa SOC Limited, in partnership with the Brazilian company Invepar, was successful in a bid to manage the development, maintenance and operations of Guarulhos International Airport in São Paulo, Brazil. The consortium with Invepar owns fifty one percent (51%) of the airport concession, with forty nine percent (49%) being held by Infraero, the current airport operator. Airports Company South Africa SOC Limited owns ten percent (10%) of the consortium with Invepar.

4.2 Contact Details of Information Officers

Information Officer : Nompumelelo Mpofo

Deputy Information Officer : Sherly Mphahlele

For all PAIA requests, please refer them to the Deputy Information Officer Mrs. Sherly Mphahlele at:

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Name and Surname: Sherly Mphahlele

Position: Deputy Information Officer

Email: Popia.Queries@airports.co.za

Aviation Park. Western Precinct,
O.R Tambo International Airport,
Kempton Park.
1632

Postal Address
P O Box75480
Gardenview

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4.3 Guide on how to Use the Act

This Guide is available for inspection at ACSA and Information Regulator offices. Any queries relating thereto shall be directed to:

ACSA
Popia.Queries@airports.co.za

Information Regulator (South Africa)
JD House, 27 Stiemens Street, Braamfontein,
Johannesburg,
2001
E-mail: inforeq@justice.gov.za.

4.4 Access to Records

4.4.1 Voluntary Disclosure

Information on the following subjects is available without formal request as prescribed in the Act. Note however that an appointment to view documentation shall still have to be made with the information officer, although the formal application need not be submitted.

- Annual and associated reports;
- General information pertaining to Airports Company South Africa SOC Limited;
- Flight Information;
- Services Information and Brochures; and
- Information available on Airports Company South Africa SOC Limited website: www.airports.co.za.

4.4.2 Information to be Formally Requested (section 14 (1)(d))

Airports Company South Africa SOC Limited holds information pertaining to the following subjects which shall be formally requested in terms of the Act. Inclusion of any subject or category of records shall not be taken as an indication that records falling within those subjects and / or categories shall be made available under the Act. In particular, certain grounds of refusal as set out in the Act shall be applicable to a request for such records.

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4.4.3 Protection of Personal Information Act

This Act stipulates how the information relating to clients, suppliers, employees, persons receiving marketing information shall be managed and distributed. Personal information which is protected by the Act includes, but is not limited to, race, gender, sex, marital status, sexual orientation, age, physical and mental health, religion and criminal and financial records.

All requests for information shall be subject to this Act where it is applicable.

4.4.4 Finance and Administration

- Incorporation and founding Documentation;
- Memorandum of Incorporation;
- Share Register of the company;
- Shareholders Agreement between the company and its Shareholders;
- List of Directors;
- The Minutes of Board Meetings;
- The Minutes of Executive Meetings;
- The Minutes of General Meetings; and
- Corporate Plan.

4.4.5 Financial Records of the Company

- Accounting Records Books and Documents
- Interim and Annual Financial Reports
- Corporate Plan
- Details of Auditors
- External Auditors Reports
- Tax returns of the company
- Other documents relating to Taxation
- Banking details
- Bank statements
- Guarantees and securities
- Financial commitments

4.4.6 Human Resources

- Organisation structure;
- Recruitment and appointment documentation;

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- Employment equity plan;
- Employment policy;
- Training and development plan;
- Recognition agreements;
- Minutes of meeting with unions;
- Disciplinary records and documentation pertaining to disciplinary proceedings;
- Training manuals;
- Documentation relating to employee benefits;
- Personnel files;
- Policies and Procedure of Human Resources;
- List of employees; and
- Minutes of Committee Meetings.

4.4.7 Intellectual Property

- Licenses, material permits, consents, approvals and authorisation certificates; and
- Insurance records and insurance policies

4.4.8 Moveable and Immoveable Property

- Title deeds in respect of properties owned by company;
- Agreements of Lease with tenants and concessionaires; and
- Mortgage bonds, liens, notarial bonds and other security interest.

4.4.9 Information Technology

- Agreements relating to computer systems and computer programs; and
- Shareholders agreements with subsidiary company relating to information technology.

4.4.10 Risk Management

- Occupational health and safety reports;
- Insurance reports and policies; and
- Incident reports relating to security and safety.

4.4.11 Services and Administration

- Service contracts with all service providers;
- Maintenance contracts;
- Concession agreement; and

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- Lease agreements.

4.4.12 Procurement

- Procurement policy include new documentation
- minutes of Tender Board
- Tender Board Submissions

4.4.13 Aviation Services

- Master planning documents
- Plans, drawings and diagrams

4.4.14 The Request Procedure

A requester shall be given access to a record of the company if the requester complies with the following:

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is not refused on any of the grounds of refusal mentioned in the Act.

4.4.15 Nature of the Request

- A requester shall use the form that has been printed in the Government Gazette [Govt. Notice R187 – 15 February 2002 Form A] – see Schedule 1.
- The requester shall also indicate if the request is for a copy of the record or if the requester wants to come in and look at the record at the offices of the Airports Company South Africa SOC Limited. Alternatively, if the record is not in a printed form then the document shall be viewed in the manner prescribed in section 29 (2).
- If a person asks for access in a particular form then the requester shall get access in the manner that has been requested, this is unless doing so shall interfere unreasonably with the running of the company, or damage the record, or infringe a copyright not owned by the company. If for practical reasons access cannot be given in the required form but in an alternate manner, then the fee shall be calculated according to the manner originally requested [s29(3) and (4)].
- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this shall be indicated [s18(2)(e)].
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made shall be indicated [s18(2)(f)].
- If a requester is unable to read or write, or has a disability, they then can make the

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request for the record orally. The information officer shall then fill in the form on behalf of such a requester and give them a copy [s 18(3)].

4.4.16 Remedies

Remedies available when the company Refuses a Requester for Information

- **Internal Remedies**

The company does not have an internal appeal procedure. As such, the decision made by the information officer is final, and requestors shall exercise any external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the information officer.

- **External Remedies**

A requestor that is not satisfied with the information officer's refusal to disclose information, shall within thirty (30) days of notification of the decision, apply to a Court for relief.

Likewise, a third party not satisfied with the information officer's decision to grant a request for information, shall within thirty (30) days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status

4.5 Services Available

4.5.1 Nature of services

The company has the following services available to the members of the public:

- Aviation services;
- Flight information;
- Retail services;
- Property services;
- Parking;
- General Information relating to Airports Company South Africa SOC Limited;
- Aerodrome licenses, consents and permits;
- Schedule of charges and tariffs; and
- Airport consultancy and technical advisory services.

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4.5.2 How to Gain Access to these Services

- All airport services and related matters are available through the nine (9) airports managed by Airports Company South Africa SOC Limited; and
- Access to these services and information related thereto shall be obtained via the general managers of the respective airports or through the information officer. Alternatively, information shall be obtained via the website.

4.6 Arrangements

Arrangements allowing for public participation in the formulation of policy and exercising of powers of Airports Company South Africa SOC Limited.

The company has implemented various public forums in order to address certain critical issues in its interaction with the users of the airport and in particular with its direct partners involved in providing aviation services to the general members of the public. These forums interact regularly and on a structured basis with the company to ensure safe and efficient Airports Services to all Stakeholders and to monitor service levels of all parties.

4.6.1 Airports Operators Committee (AOC)

This is a direct monthly interface with National and International Airline Representatives to ensure co-ordination and support in the provisions of excellent service to members of the public. This forum ensures that service levels and facilitation of goods and passenger are of a high standard and are continuously improved.

4.6.2 Airports Cargo's Operators Forum (ACOC)

A regular forum with cargo operators to ensure efficient delivery of and movement of cargo.

4.6.3 Security Forum

A regular forum consisting of the South African Police, Border Police, Customs, Immigrations, other Government representatives and other stakeholders within the airport to ensure high security at all our airports.

4.6.4 Airline Representative Forum

This forum consists of the Association of Airline Representative of Southern Africa (AASA) and the Board of airline representatives (BARSA).

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4.6.5 Regulating Committee

This is prescribed by the Airports Company South Africa SOC Limited Act to, *inter alia*, regulate the tariffs charged by Airports Company South Africa SOC Limited to its users and ensure a high level of service. The regulating committee, in addition, receives complaints from any person who is aggrieved by the failure of the company to provide the services contemplated in the Airports Company South Africa SOC Limited Act, by lodging a complaint. Complaints shall be sent to the Regulating Committee, Private Bag X 193, Pretoria, 00017.6 Civil Aviation Consultative Structures. The Civil Aviation Authority is the overall body responsible for Civil Aviation. The participates in regular and structured forums with the Civil Aviation Authority on the issues of:

- Safety;
- Security;
- Environmental Protection; and
- Civil Aviation.

4.6.6 Airline Operators Association (AOA)

The Airline Operators Association represents all the Airside Service Providers such as Handlers, Catering, Fuelling and cleaning etc. and meets monthly with the Company and functions as an integral part of the airport operations

4.7 Miscellaneous

This Manual shall be:

- Updated annually;
- Available at the following places:
 - Every place of legal deposit as defined in section 6 of the Legal Deposits Act 1997;
 - The Information Regulator;
 - Airports Company South Africa SOC Limited's Corporate Office; and
 - Airports Company South Africa SOC Limited's website at www.airports.co.za

5. Process for monitoring

The effective implementation and monitoring of this Promotion of Access to Information Manual shall be done through relevant committees. Internal audits shall be conducted to determine compliance and implementation. This procedure shall be reviewed accordingly to reflect the environmental changes or regulation requirement in order to ensure that is relevant and current to the organisation.

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MONITORING CONTROLS	PURPOSE	RESPONSIBLE	FREQUENCY
Internal Audit	To provide an independent oversight to ARC, Executive Committee and Board in relation to the business affairs and effectiveness of this procedure.	Internal Audit	Planned intervals.
Governance and Assurance Committee	To conduct annual reviews of processing of reports.	Legal	Quarterly.
RRC	Receive upon request report on processing of information.	Legal	Planned intervals.

Note: This manual shall be review in three-years circle and if there is a need to review the procedure before three-years circle laps due to any circumstances being legal requirements, changes in the businesses, the need to reflect current practices or activities, the manual shall be unlocked for review accordingly.

Disclaimer: In instances where document links are not accessible, directly access the documents on the Policy Management Document Store on the Company intranet.

6. Accountabilities and Responsibilities

The overall accountability for development and implementation of this procedure lies with the Chief Executive Officer with the support from Group Executive: Corporate Services and Group Legal Council as the responsible persons for actual development, implementation of this procedure. Internal Auditors have full responsibility to report audit outcomes to Audit committee about the affairs of legal department.

RACI Matrix: Responsibility, Accountability, Consulted and Informed.

6.1 Accountabilities

Authorities	Employees	Chief Executive Officer	Group Executive: Corporate Services	Group Legal Council	Executive Committee
Has overall accountability for development and	-	<i>Responsible</i>	<i>Responsible</i>	<i>Accountable</i>	-

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implementation of this manual					
Has overall responsibility for implementation and adherence of this manual	<i>Responsible</i>	<i>Responsible</i>	<i>Responsible</i>	<i>Responsible</i>	-
Consulted at the time of an exception and adherence of this manual.	<i>Consulted</i>	<i>Consulted</i>	<i>Consulted</i>	<i>Consulted</i>	-
Has overall responsibility for adherence, implementation and performance of a given task.	<i>Informed</i>	<i>Informed</i>	<i>Informed</i>	<i>Informed</i>	
Has responsibility for approval and authorisation	-	-	-	<i>Responsible</i>	<i>Accountable</i>
Communicate the procedure to all impacted stakeholders or employees.	-	<i>Responsible</i>	<i>Responsible</i>	<i>Accountable</i>	-

6.2 Roles and Responsibilities

6.2.1 The Chief Executive Officer (“Information Officer”)

- The Chief Executive Officer is the Information Officer as designated by section 1 of the Act and has the overall responsibility of ensuring that the Company complies with the Act.

6.2.2 Deputy Information Officer/s

- In terms of section 17 of the Act, the Information Officer (the Chief Executive Officer in this instance) has a right to appoint and delegate powers to a deputy information officer/s.

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- The Deputy Information Officer/s as designated by the Chief Executive Officer is responsible for ,*inter alia*, the administration of any requests received in terms of the Act and any reporting obligations to the Information Regulator as imposed by the Act.

7. Reporting of Non-Conformance and Non-Compliance

Any deviation from this manual shall be identified and registered with corrective and preventative measures for continual improvement in accordance with [Non-Conformance and Non-Compliance Policy Documents Z001 001M](#)

8. Related Policy Documents

Document Control Procedure - Z001 006M
 Record Keeping Requirements Procedure - Z001 008M
 Non Conformance Policy, Procedure and Working Instructions - Z001 001M
 Verification Policy, Procedure and Working Instruction - Z001 002M
 Change Control Policy, Procedure and Working Instruction - Z001 003M
 Promotion of Access to Information Act (PAIA) Procedure - I010 001M

9. Related Legislation and Standard

Quality Management System ISO 9001
 Protection of Personal Information Act No. 4 of 2013
 Airports Company Act No. 44 of 1993
 Legal Deposits Act No. 54 of 1997
 Promotion of Access to Information Act No. 2 of 2000

10. Change Control and Verification

This manual shall only be changed with the authorisation of the Chief Executive Officer and in accordance with [Change Control and Verification Procedure - Z001 003M](#).

11. Records

Each Process Owner as identified is responsible for maintaining, storage and protection of their respective documents. Records shall be identifiable, easily retrievable and shall follow retention times as regulated or required by the organisation, statutory or regulatory requirements. Refer [Record Keeping Requirements Procedure - Z001 008M](#).

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Record Name	Storage Location	Record Number	Responsible Person	Retention Time
PAIA Manual	See Master Policy Management Storage Room	J020MAN	Policy and Assurance Officer	Three (3) Years

12. Revision History

Date last revised	Revision Status	Compiler	Summary of changes
New Issues	Version: 1	Group Legal Counsel: NAME AND SURNAME Lubabalo Ntsonkota	First Issue
26 February 2019	Version: 2	Group Legal Counsel: NAME AND SURNAME Lubabalo Ntsonkota	NA
09 February 2023	Version 3	Group Legal Counsel: NAME AND SURNAME Lubabalo Ntsonkota	Inclusion of provisions of PAIA and update of company structure.

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13. Endorsement (See Master Policy Management Storage Room)

Activity	Name	Signature	Date
Compiled by	Specialist: Information and Privacy NAME AND SURNAME Sherly Mphahlele		15/07/24
Quality Assurance: Policy Documents	Manager: Policy and Assurance NAME AND SURNAME Thabana Mahlo		10 Feb 2023
Supported by	Group Legal Council NAME AND SURNAME Lubabalo Ntsonkota		15/07/24
Authorised by	Group Executive: Corporate Services NAME AND SURNAME Laurene Less		16/07/24

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