

[HENTIQ 2147 PROPRIETARY LIMITED; TRADING AS BIZWORKS]

SECTION 51 MANUAL PROMOTION OF ACCESS TO INFORMATION ACT

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A. INTRODUCTION

Main Business

BizWorks is a leading supplier of call centre services based in Durban, South Africa, and have secured international clients in the Customer Services, Technical Support, Telemarketing and Market Research sectors. BizWorks provides solutions to international clients looking to benefit from off-shoring work to lower operating costs, but at the same time maintaining and improving quality levels.

The success of BizWorks has been based on a reliable, state-of-the-art technology platform, and a company culture that values integrity, commitment and professionalism. BizWorks has continually sought to build services that supply the security and flexibility needed to meet the high standards required by international clients in today's market.

For modern businesses, call centres often play a vital role in the relationship between customer and company. Having a customer oriented, efficient and friendly call centre is being seen as a major differentiator in today's global markets where competition is fierce, and where service can be a major factor in bringing in and retaining customers.

We aim not to pay lip service to your needs, but to build relationships with you and your customers. We aim to add value to your business and to work with you to understand your business needs and requirements.

Our service has been recognised by the BBC Watchdog and Which? Magazine, we were finalists in the UK Customer Service Awards in 2007, and we have won the "Top International Business Processing Centre 2006" and "Best International Customer Services Centre 2007" at the Call Centre Awards in South Africa.

Our experience makes us an ideal choice for companies seeking an outsourcing partner that can deliver an effective and customer focused service.

B. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

1. Contact details

Head of the body: Wolaganathan Govender
Chief Executive Officer

Postal address: PO Box 190; Mount Edgecombe; 4300

Street Address: 4th Floor – Walnut Grove; 5 Walnut Road;
Durban; 4001

Telephone number: 031 328 1000

Fax number: 031 328 1009

Email address: willy@dataworld.co.za /

info@bizworks.co.za

2. The section 10 Guide on how to use the Act

The Guide will, according to the South African Human Rights Commission (SAHRC), be available for inspection at the offices of the SAHRC. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700
Houghton
2041

Telephone: +27 11 484-8300

Fax: +27 11 484-7146

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

3. Records available in terms of any other legislation

1. Basic Conditions of Employment No. 75 of 1997
2. Companies Act No. 61 of 1973
3. Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
4. Copyright Act No. 98 of 1978
5. Credit Agreements Act No. 75 of 1980
6. Employment Equity Act No. 55 of 1998
7. Income Tax Act No. 95 of 1967
8. Labour Relations Act No. 66 of 1995
9. Occupational Health & Safety Act No. 85 of 1993
10. Regional Services Councils Act No. 109 of 1985
11. Skills Development Levies Act No. 9 of 1999
12. Unemployment Contributions Act No. 4 of 2002
13. Unemployment Insurance Act No 63 of 2001
14. Value Added Tax Act No. 89 of 1991

**4. Access to the records held by
[HENTIQ 2147 PROPRIETARY LIMITED]**

i. Information readily available

Not Applicable

ii. Records that may be requested:

Administration

- Licences

Constitution

- List of Directors
- Minute books and resolutions
- Power of attorney agreements
- Share Register
- Statutory registers

Finances

- Annual Financial Statements
- Banking Details

Human Resources

- Disciplinary records and documentation pertaining to disciplinary proceedings
- Employee code of conduct
- Employment contracts
- Employment equity plan
- Personnel Files
- Remuneration records and policies
- Staff recruitment policies

Incorporation Documents

- Incorporation forms
- Memorandum and articles of association

Information Technology

- Computer software support and maintenance agreements
- Software licence agreements
- Agreements in respect of computer hardware
- Agreements with Internet Service Providers

Operations

- Register of clients
- Specific types of work done and records related to it

iii. The request procedures:

Form of request:

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.

- 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.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.

Fees:

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 a personal requester, must pay the required request fee:

- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- 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.
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

5. Other information as may be prescribed

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

6. Availability of the manual

The manual is also available for inspection during office hours at the offices of Hentiq 2147 (Pty) Ltd (trading as Bizworks) free of charge. Copies are available from the SAHRC and on our website [www.bizworks.co.za].