

**PROMOTION OF ACCESS TO INFORMATION  
ACT 2 OF 2000**

**SECTION 51 MANUAL**

for

**TELLUMAT (PTY) LTD**

(Reg. No. 1996/000957/07)

including its subsidiaries

**Sia Solutions (Pty) Ltd**

(Reg. No. 2003/023201/01)

**and**

**Dormant Companies**

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## **CORPORATE DETAILS**

### **SECTION 1:**

- 1 Chief Executive: Andrew Farnell Connold
- 2 Physical Address: 64-74 White Road, Retreat, 7945, CAPE TOWN
- 3 Postal Address: PO Box 30451, Tokai, 7966, CAPE TOWN
- 4 Tel: 021 – 710 2911
- 5 Fax: 021 – 710 2363
- 6 E-mail: [fjhamba@tellumat.com](mailto:fjhamba@tellumat.com)
- 7 Website: [www.tellumat.com](http://www.tellumat.com)
- 8 Designated Information Officer: Farai Jhamba

## **HUMAN RIGHTS COMMISSION – GUIDE ON USE OF ACT**

In terms of section 10 of the Promotion of Access to Information Act 2 of 2000 (“Act”), the Human Rights Commission has compiled a guide on the use of this Act. It is available from the Human Rights Commission at any of the following offices:

### **JOHANNESBURG**

Private Bag 2700, Houghton, 2041

Tel: 011 – 484 8300

Fax: 011- 484 1360

### **BLOEMFONTEIN**

PO Box 4245, Bloemfontein, 9300

Tel: 051 – 447 1130

Fax: 051 – 447 1128

### **PORT ELIZABETH**

PO Box 1854, Port Elizabeth, 6001

Tel: 041 582 2611

Fax: 041 – 582 2204

### **POLOKWANE**

PO Box 55796, Polokwane, 0700

Tel: 015 – 291 3500

Fax: 015 – 291 3505

### **DURBAN**

PO Box 1456, Durban, 4000

Tel / Fax: 031 – 304 7323/4/5

### **CAPE TOWN**

PO BOX 3563, Cape Town, 8000

Tel: 021 – 426 2277

Fax: 021 426 2875

## COMPANY RECORD CLASSIFICATION KEY

Classification Number	Classification
1	Public Access Document
2	May be Disclosed - Unless it would breach a duty of confidence owed to a third party
3	May be Disclosed - Subject to copyright
4	Limited Disclosure - Personal Information that is personal to the requester of that information
5	May not be Disclosed - Unreasonable disclosure of personal information
6	May not be Disclosed - Would breach a duty of confidence owed to a third party
7	May not be Disclosed - Likely to harm the commercial or financial interests of a third party
8	May not be Disclosed - Likely to compromise the safety of individuals or protection of property
9	May not be Disclosed - Legally privileged document
10	May not be Disclosed - Likely to harm the commercial or financial interests of the Company
11	May not be Disclosed - Likely to harm the Company or a third party in contract or other negotiations
12	May not be Disclosed - Likely to prejudice research and development information of the Company or a third party

## RECORDS

### LEGAL DEPARTMENT

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	General Contract documentation (distribution, agency, confidentiality agreements, license agreements, etc.)	Hardcopy	Database - divisions/ business unit/date	Legal Advisor	Filing Cabinet	6, 7, 9, 10	Indefinite
2	Records of Tenders awarded	Hardcopy / Softcopy	Database - divisions/ business unit/date	Legal Advisor	Filing Cabinet and Server and business unit	2	Indefinite
3	Records of Tender submissions not yet awarded	Hardcopy / Software	Date	Business Unit Manager	Filing Cabinet	11	If awarded see no. 2 above. If not awarded disposed of.
4	Standard conditions of sale	Hardcopy / Software	N/A	Legal Advisor	Filing Cabinet and server	1	Amended as required from time to time
5	Credit Agreements	Hardcopy	Date	Financial Manager	Filing Cabinet	7, 10	3 years from termination of agreement
6	Patents and Trade Marks	Hardcopy	Date	Legal Advisor and Company Attorneys	Filing Cabinet	1	Life of patent, and trademark
7	Statutory Public Access Records	Hardcopy	Date	HO Accountant	Filing Cabinet	1	Indefinite
8	Company Minutes	Hardcopy	Date	HO Accountant	Minute Book	10	Indefinite

### COMPANY SECRETARIAL

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Statutory Records	Hardcopy	Type	HO Accountant	Filing Cabinet	1	Indefinite
2	Company Minutes	Hardcopy	Date	HO Accountant	Minute Book	10	Indefinite
3	Shareholder agreements / Share Schemes	Hardcopy	Type	HO Accountant	Filing Cabinet	6, 7, 10	As long as agreements / schemes are in force
4	Pension / Provident Fund Documentation	Hardcopy Softcopy	Date	HO Accountant	Filing Cabinet	4	Indefinite

**IT DEPARTMENT**

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Policy Documents	Softcopy	Type	IT	Network Drive Netapp.1	3	Policy specific
2	Infrastructure Blue Print	Softcopy	Type	IT	Secure Network Drive	4	Indefinite
3	Infrastructure Passwords	Hardcopy	By File Server	IT	Safe	10	Indefinite

**SECURITY**

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Policy and Procedures	Hardcopy	Type	Security Manager	Filing Cabinet	8, 10	Policy Specific

**HUMAN RESOURCES**

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Staff Records	Hardcopy / Network Server	Employees Number	HR	HR Department Filing Cabinet/ Network Server	4	5 Years

**PAYROLL DEPARTMENT**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Employment contracts / files	Hardcopy	Employee number	Payroll dept	Filing Cabinet	4	3 years after employment ceases.
2	Payroll reports	Hardcopy / Softcopy	By month	Payroll dept	Filing Cabinet/ Payroll server	4	5 Years
3	Payslips	Hardcopy / Softcopy	Alphabetical	Payroll dept	Filing Cabinet/ Payroll server	4	5 Years
4	IRP5's	Hardcopy	By year then by alphabetical	Payroll dept	Filing Cabinet	4	5 Years
5	Reconciliations	Hardcopy	By month	Payroll dept	Filing Cabinet	10	5 Years
6	Accident books and records	Hardcopy	By year alphabetically	On site Medical unit	Storeroom in Medical Unit	4	3 Years

**TAXATION**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Income tax returns	Hardcopy	By year	HO Accountant	Filing Cabinet	10	5 Years
2	VAT Returns	Hardcopy / Softcopy	By month	Group Fin Manager	Filing cabinet and sarsefiling from Dec 2001	10	5 Years
3	PAYE returns	Hardcopy / Software	By month	Payroll dept	Filing cabinet and sarsefiling from Dec 2001	10	5 Years
4	RSC Levy returns	Hardcopy	By month	Payroll dept	Filing cabinet	10	5 Years
5	UIF returns	Hardcopy	By month	Payroll dept	Filing cabinet and sarsefiling from April 2002	10	5 Years

**FINANCIAL DEPARTMENT**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statements	Hardcopy	By year	HO Accountant / Group Fin Manager	Filing cabinet	10	15 Years
2	Management accounts	Hardcopy / Softcopy	By month	Group Fin Manager	Filing cabinet / file server called Netapp 1	10	5 Years
3	General ledgers and subsidiary ledgers (including debtors, creditors, Stock and Fixed Assets)	Softcopy	By year then by month	Finance dept	SAP server / Tetra server EL *	10	15
4	Creditors invoices	Hardcopy	By month	Creditors dept	Filing cabinet	10	5 Years
5	Debtors invoices	Hardcopy / softcopy	Invoice number order	Sales dept	Filing cabinet / SAP server / Tetra server *	10	5 Years
6	Goods received notes	Softcopy	By GRN number	Stores	SAP server / Tetra server *	10	5 Years
7	Stock sheets	Softcopy	By part number	Stores	SAP server / Tetra server *	10	5 years
8	Journal entries	Hardcopy / Softcopy	By journal entry number	Finance dept	Filing cabinet / SAP server / Tetra server *	10	5 years
9	Payments made (EFT or cheque)	Hardcopy	EFT by date, Cheque by number	Cashiers	Filing cabinet	10	6 Years
10	Deposit Slips	Hardcopy	By date	Cashiers	Filing cabinet	10	5 Years
11	Export documents	Hardcopy	Customer order by business unit	Export dept	Filing cabinet	10	5 Years
12	Import documents (bill	Hardcopy	Bill of entry number	Creditors dept	Filing cabinet	10	5 years



	of entry etc.)						
13	Forward cover documents	Hardcopy	Date	Group fin manager	Filing cabinet	10	5 years
14	General Ledger reconciliation	Hardcopy	By account number by month	Finance dept	Filing cabinet	10	5 years

\* East London business sold in May 2003 and therefore references to the Tetra Server are only relevant up until May 2003.

### **COMMUNICATIONS - SOFTWARE APPLICATION DEVELOPMENT**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Admin records (Training, Leave, Production, Service Management Strats, Assets, Library)	Electronic	Date for training records & strats Per product for production	Software Administration	Netapp 1	6,10	Indefinite
2	Minutes (BRM's, Project Meetings, etc)	Electronic	Date	Applicable Manager	Netapp 1	10	Indefinite
3	Product information (Development documents, Licensing, Graphics, Project documents, customer supplied documents, source code, training documents, etc.)	Electronic	Per product	Applicable Manager	Netapp 1	10	Indefinite
4	Marketing (Research, proposals, Branding Graphics, brochures)	Electronic	Per product Per Lead	Applicable Manager	Netapp 1	10,11	Indefinite
5	Strategic Documents (outputs from strategic sessions)	Electronic	N/A	Applicable Manager	Netapp 1	10,11	Indefinite
6	Copies of Financial Documents (Budget, monthly estimates / forecasts)	Electronic	Date	Applicable Manager	Netapp 1	10,11	Indefinite
7	SPII Support Program documents (Application, Costing, supporting documents)	Electronic	Application Tracking - per milestone	Applicable Manager	Netapp 1	10,11	Indefinite

### **COMMUNICATIONS – TELLUMAT MOBILE**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Contract Documentation	Hardcopy	Customer; date	General Manager	Filing Cabinet	6,7,9,10	2 years after completion of contract.
2	Tender Submissions Section 1-8	Hardcopy	Customer; date	General Manager	Filing Cabinet	10,11	Date of Tender awarded (plus 2 years for reference)
3	Quotations	Hardcopy, Electronic	Customer; date	General Manager	Filing cabinet; server	10,11	2 years

4	Customer database	Microsoft Outlook	Database	General Manager	Netapp 1	10	Remove old entries after 3 years without contract
5	Divisional Order book	Hardcopy and SAP records	Date	Logistics Manager	Filing cabinet	10	2 years
6	SAP based product information database (includes specifications, test procedures, BOMs, drawings, software object code, etc.)	SAP records	Number	Project Manager	SAP	10	10 years
7	Supplemental Product Information (includes working documents, test results, software source code, etc.)	MS Word, Excel, Outlook & Access. Other design document formats, PDF files	Project; type of information ; date	Project Manager	Netapp 1 server, Lotus Notes	10,11	10 years
8	Qualification Test Reports and Types Approval Repots	Lotus Notes	Date	Project Manager	Filing cabinet, Notes server	10	Until superseded or business change
9	Approved Supplier List/ Supplier Agreements	SAP records	Alphabetical	Logistics Manager	Filing cabinet, SAP	10	2 years
10	Field Support database	Lotus Notes	Customer; Date	Support Manager	Notes server	10	3 years
11	Software Support Database	MS Access	Database	Project Manager	Netapp 1 server	10	3 years
12	Processes & Procedures	Intranet	Number	Development Manager	Intranet; Internet Manager	10	Until superseded or business change

### **COMMUNICATIONS – TELECOMMS**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Contract Documentation	Hardcopy, MS Word, Excel, Outlook & Access	Customer; Date	Commercial Manager	Filing cabinet, Netapp 1 server	6,7,9,10	2 years after completion of Contract obligations
2	Tender Submissions	Hardcopy, MS Word, Excel, Outlook, Project and Access	Customer; Date	Commercial Manager	Filing cabinet, Netapp 1 server	10	Date of Tender awarded plus 2 years (for reference).
3	Quotations	Hardcopy, MS Word, Excel, Outlook & Access	Customer; Date	Commercial Manager	Filing cabinet, Netapp 1 server	10	2 years
4	Orders	Hardcopy and SAP records	Date	Commercial Manager	SAP; Filing cabinet	10	2 years

5	Product "Build to" information	SAP records	Number	Technical Manager	SAP	6,7,10	10 years
6	Supplemental Product Information (design to documents, software source code, etc.)	MS Word, Excel, Outlook and Access	Project, type of information and date	Technical Manager	Netapp 1 server	6,7,10	10 years
7	Qualification Test Reports and Types Approval Reports	Hardcopy, Electronic	Date	Proj/ QTP Manager	Filing cabinet; CSS3 Server	6,7,10	1
8	Support database	Database	Customer; Date	Support Manager	CSS3 Server	10	3 Years
9	Product Releases	Database	Product date	Product Manager	CSS3 Server	6,7,10	3 years
10	Change Requests	Database	SR number; ECP number	Technical Manager	CSS3 Server	6,7,10	10
11	Processes & Procedures	MS Visio; Hardcopy	Number	General Manager	Intranet; Internet Manager	10	until superseded or business change
12	Minutes of meetings with Telkom	Hardcopy	Date; Meeting Name	Account Manager	Filing cabinet	6,7,10	2 years

## **DEFENCE**

<b>No.</b>	<b>Record Description</b>	<b>Record Format</b>	<b>Indexing Method</b>	<b>Maintained By</b>	<b>Storage Place</b>	<b>Classification</b>	<b>Retention Period</b>
1	Contract Documentation	Hardcopy, MS Word, MS Excel, MS Outlook, MS Access, PDF, etc.	Customer; Date	Project Administrator	Original with legal department, copies with Defence, Finance	6,7,10	5 years after completion of contract obligations
2	Proposals	Hardcopy, MS Word,	As per procedure 875-00988	Marketing and Sales Manager	Hard copies (if existing) in filing cabinet; soft copies on server	10	5 years after proposal or 5 years after completion of contract obligations
3	Design Review Records	Hardcopy, MS Word, MS Excel	Product MRI	Development Manager	Hard copies in filing cabinet; soft copies on server	7,10	10 years after review or 5 years after completion of contract obligations
4	Design Verification Records	Hardcopy, MS Word, MS Excel	Product MRI	Development Manager	Hard copies in filing cabinet; soft copies on server	7, 10	10 years after qualification or 5 years after completion of contract obligations
5	Build History See template no. 875-01018	Hardcopy, MS Word, MS Excel	Serial Number	Operations Manager	Hard copies in filing cabinet; soft copies on server	7,10	10 years after delivery or 5 years after completion of contract obligations

6	Contact database See process 875-00994	MS Outlook	Unique generated number	Marketing and Sales Manager	MS Exchange Server	10	As required
7	SAP based product information	SAP records	Unique generated number	Configuration Manager	SAP, print room	10	As per contract requirement
8	Qualification Test Reports (incl. Original test result sheets)	Hardcopy, SAP records	Unique generated number	Quality Manager	SAP, server, original test result file kept by QA	10	Life time of product
9	Processes and Procedures	MS Visio, MS Word, Hardcopy	Unique generated 875- xxxxx number	Quality Manager	Intranet, SAP, print room	10	Until superceded
10	Physical Configuration Audit Reports (including original audit file)	MS Word, Original Hardcopy	QA, report number, Date	Quality Engineer	File server, original test result file kept by QA	6,7, 10 as required at specific project baselines	10 years after delivery or 5 years after completion of contract obligations
11	Training Records	Hardcopy	Alphabetical Index	Human Resources	Filed by HR	4, as required, or at least every 12 months	1 year after termination of employment
12	Engineering Change Requests/Concessions	Hardcopy	Unique generated number	Configuration Manager	SAP, Hardcopy filed by Project Engineer in print room	6,7, 10 when required	As per contract
13	Reliability Calculations (including MTBF spreadsheets, reliability reports, etc.)	MS Excel, MS Word, Hardcopy	QA report number, Date	Quality Manager	File server, original file kept by QA	6,7,10 when required	10 years after delivery or 5 years after completion of contract obligations
14	Customer Furnished Equipment Record	MS Excel, Hardcopy	By Basset number	Operations Manager	File server, original file kept by Log Manager	6,7,10	Until cancellation of support contract
15	Material Review Board Records	MS Word, Hardcopy	NCMR number	Quality Manager	File server, original file kept by QA	3,10	10 years after delivery or 5 years after completion of contract obligations
16	Asset Register (including calibration information)	Excel	Basset number	Operations Manager	File server	10, as and when required	Until disposal of asset
17	Facility Inspection Records (including original checklists)	MS Word, Hardcopy	Date and specific area inspected	Quality Manager	File server, original file kept by QA	7,10, as and when required	2 years, unless all actions have not been cleared
18	ESD Records (Lighting, solder irons, grounding, etc)	MS Word, Hardcopy	Date	Operations Manager	Hardcopy filed by Operations Manager	10, as and when required	3 years
19	Job Cards	SAP, Hardcopy	Unique generated number	Operations Manager	SAP, Hardcopy filed by Logistics Technicians	4, 6	5 years after completion of contract obligations
20	Management Review Minutes	MS Word	Unique DQR number	Quality Manager	SAP	10	5 years after completion of all actions

21	Scrap Dockets	Hardcopy	Unique number	Stock controller	In component store	10, as and when required	2 years
22	Supplier Certificate of Conformance (CoC)	Hardcopy	As per component stock number	Stock controller	In component store	10, as and when required	10 years after delivery or 5 years after completion of contract obligations

### **QUALITY ASSURANCE - SYSTEMS**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Divisional PPTs and Org information of some divisions as identified	Hardcopy	Number	Quality Systems Developer	Filing Cabinet in Quality Systems Developer's Office	10	5
2	Intranet Web Site development and published documents backup for the divisions/ business: BBW, COMMS, DEFENCE, ELECTRONICS & QUALITY ASSURANCE	Electronic (This backed-up is stored in ZIP format)	Site Names	Quality Systems Developer	PC Network drive Netapp 1	10 Continuously Updated	3
3	Management Review	Hardcopy Electronic	Number/ Date	Quality Assurance Director	Hardcopy in QA Director's Office. Electronic on Netapp 1	10	5

### **QUALITY ASSURANCE – PRODUCTS**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Quality Plans	Hardcopy and Electronic (MS Word)	Product and Approved date	Quality Engineers	Netapp 1 Marked Up copy with QA Engineer	2, 10	5
2	Qualification Requirements	Hardcopy	Number	Product Manager	Filing Cabinet	10	Determined by source
3	Qualification / Test Reports	Electronic and Hardcopy (MS Word)	Number	Quality Engineer	Netapp 1 Backup also QA File	10	QA File 5 years
4	Software Release Reports	Electronic LN Database	Product Version	IT	Lotus Notes Server	10	5
5	Audit Reports Product and House Keeping	Soft and Hardcopy (MS Word)	Number	Quality Engineers	LN Server and Backup	10	QA File 5 years
6	Product Release Reports	Electronic Hardcopy	Number	Quality Engineers	LN Server and backup	10	5

**QUALITY ASSURANCE - MANUFACTURING \***

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Release Certificates	Electronic	Number	IT	Network Server	10	5
2	Manufacturing DPMO figures	Electronic	Date	QAM	Network Server	10	5
3	ESD Check Sheets	Hardcopy	Date	Supervisors	Manufacturing work areas	10	5
4	Quality Plans	Electronic	Number	Quality Engineers	Network Server	10	5
5	Audit Reports Products and House Keeping	Electronic	Number	QAM, QA Auditing Personnel	Network Server	10	5
6	Routing Labels	Hardcopy	Serial Number	Operators	Manufacturing work areas	10	Until process completion
7	Monthly Reports	Electronic	Number	QA Manager	Network Server	10	12 months
8	Soldering iron maintenance records	Hardcopy	Date	Supervisors	Manufacturing work areas	10	3 months
9	Release Certificates (CSC)	Hardcopy	Number	Administration Supervisor	CSC Office	10	1
10	ESD Check Sheets (CSC)	Hardcopy	Date	Supervisors	CSC Work Areas	10	3 months
11	Soldering Maintenance Records (CSC)	Hardcopy	Date	Supervisors	CSC Work Areas	10	Continuously updated
12	Routing Label (CSC)	Hardcopy	Service Order	Administration Supervisors	CSC Office	10	Daily
13	R5 Sheet (CSC)	Hardcopy	Date	Operators	CSC Work Areas	10	Daily
14	Invoice (CSC)	Hardcopy	Number	Admin Clerk	CSC Office	10	None

15	Proof of Delivery (POD) (CSC)	Hardcopy	Date & d/dnote	Admin Clerk	CSC Office	2	None
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\* Manufacturing business sold to Grand Tellumat Manufacturing (Pty) Ltd on 1 September 2014. While the business continues to operate from the same premises the records are the responsibility of the current owners.

### **QUALITY ASSURANCE – CALIBRATION LAB**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Calibration test results-internal	Hardcopy	Date/Basset	Head of Calibration Laboratory	File	10	5
2	Calibration test results-internal	Hardcopy	Date/Basset	Head of Calibration Laboratory	Metrology book	10	5
3	External Calibration Certificates	Hardcopy	Date	Head of Calibration Laboratory	File	10	5
4	Calibration test results for certificates issued	Hardcopy	Calibration Certificate number/Date	Head of Calibration Laboratory	File / Metrology book	10	5
5	SANSAS Calibration Certificates	Hardcopy / Network	Number	Head of Calibration Laboratory	Hardcopy / Network	10	5
6	NON-SANSAS Calibration Certificates	Hardcopy / Network	Number	Head of Calibration Laboratory	Hardcopy / Network	2	5
7	SANSAS Correspondence	Original	Date	Head of Calibration Laboratory	File	10	2
8	Log of frequency Standard	Original / Soft	Date	Head of Calibration Laboratory	File / PC	10	2
9	Delivery Books	Original	Number	Head of Calibration Laboratory	Cal. Lab store	10	2
10	Internal Audits results	Original	Date	Head of Calibration Laboratory	File	10	5
11	Assets Calibration data base	Soft	Basset	Head of Calibration Laboratory	Network	10	?
12	Calibration Certificates for Calibration laboratory Standards and equipment	Original	Instrument type	Head of Calibration Laboratory	Filing cabinet	10	10 +

13	Calibration due dates / costs chart for Calibration laboratory standards and equipment	Hardcopy / Electronic	Date	Head of Calibration Laboratory	Cal. Lab /QA Support Manager	10	1
14	Calibration procedures	Hardcopy / Electronic	Number	Head of Calibration Laboratory	File / Network	10	Latest Issue only
15	Calibration laboratory Complains / Suggestions	Original	Date	Customers	Book	10	5
16	Instrument repair log	Original	Date	Head of Calibration Laboratory	Book	10	5
17	Instrument on loan book	Original	Date	Head of Calibration Laboratory	Book	10	5
18	SANSAS audit results / Corr. Actions	Hardcopy	Date	Head of Calibration Laboratory	File	10	5
19	Temperature / RH charts - calibration laboratory environmental records	Original	Date	Head of Calibration Laboratory	File	10	5
20	Intercomparison on between DC Standards (5700A-HP3458A)	Original	Date	Head of Calibration Laboratory	File	10	5
21	Intercomparison on between RF Standards (5700A-HP3458A)	Original	Date	Head of Calibration Laboratory	File	10	5
22	Log of calibration certificates issued	Hardcopy	Number	Head of Calibration Laboratory	File	10	5
23	Stability (values) plots of STD Resistors, capacitors, inductors	Hardcopy / Electronic	Basset number	Head of Calibration Laboratory	File	10	2
24	Calibration laboratory personnel Certificates of competence	Original on Display	None	Head of Calibration Laboratory	Wall	2	2
25	Laboratory accreditation schedule	Original on Display	None	Head of Calibration Laboratory	Wall	10	2

### **QUALITY ASSURANCE – CHEMICAL LAB**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Test Request	Hardcopy	Numerical Order / year	Head of Laboratory	Lever Arch File	10	5



2	Test Reports	Hardcopy / Network	Product Name / numerical order	Head of Laboratory	Lever Arch File / Network	10	5
3	Stamp Register	Hardcopy	3 monthly	Head of Laboratory	Log Book	10	5
4	Lab. Tests	Hardcopy	Job Title	Head of Laboratory	Log Book	10	3

### **QUALITY ASSURANCE – ENVIRONMENTAL TEST AREA**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Test Reports	Electronic	Number	Environmental Engineer	Netapp 1 Network	10	5
2	Calibration of Shaker and Chambers	Soft and Hardcopy	Refer to Cal Lab procedures	Environmental Engineer	Cal Lab Data Base	10	See Cal Lab

### **QUALITY ASSURANCE - AUDITING**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Customer Audit reports	Hardcopy	Customer name	Assistant Quality Auditor	Filing cabinet	7,10	10
2	All Internal Audit Reports	Hardcopy / Electronic	Number	Assistant Quality Auditor	Lever Arch File / Filing cabinet / Network	10	10
3	All closed Notifications	Hardcopy / Electronic	Number	Assistant Quality Auditor	Lever Arch File / Filing cabinet / Network	10	10
4	Audit Schedules	Hardcopy / Electronic	Division	Assistant Quality Auditor	Filing cabinet / Network	10	10
5	Telkom Surveillance Inspection Reports	Hardcopy	Number	Assistant Quality Auditor	Lever Arch File / Filing cabinet	7, 10	10

**QUALITY ASSURANCE - REPAIRS**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Release Certificates	Electronic	Number	IT	Network Server	2	5
2	Manufacturing DPMO figures	Electronic	Date	QAM Manager	Network Server	10	5
3	ESD Check Sheets	Hardcopy	Date	Supervisors	Manufacturing work areas	10	3 months
4	Quality Plans	Electronic	Number	Quality Engineers	Network Server	10	10
5	Audit Reports Product and House Keeping	Electronic	Number	QAM, QA Auditing personnel	Network Server	10	5
6	Routing Labels	Hardcopy	Serial Number	Operators	Manufacturing work areas	10	Until process completion
7	Monthly reports	Electronics	Number	QA Manager	Network Server	10	12 months
8	Soldering Iron	Hardcopy	Date	Supervisors	Manufacturing work areas	10	3 months
9	Release Certificates (CSC)	Hardcopy	Number	Assignment Supervisor	CSC Office	2	1
10	ESD Check Sheets (CSC)	Hardcopy	Date	Supervisors	CSC Work areas	10	3
11	Soldering Maintenance Records (CSC)	Hardcopy	Date	Supervisors	CSC Work areas	10	3 months
12	Routing Label (CSC)	Hardcopy	Service Order	Administration Supervisor	CSC Office	10	3 months
13	R5 Sheet (CSC)	Hardcopy	Date	Operators	CSC Office	10	Until process completion

14	Invoice (CSC)	Hardcopy	Number	Admin Clerk	CSC Office	10	1
15	Proof of Delivery (POD) (CSC)	Hardcopy	Date and d/dnote	Admin Clerk	CSC Office	2	1

### **SIA SOLUTIONS**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Contract Documentation	Hardcopy, MS Word, MS Excel, MS Outlook, MS Access, PDF, etc.	Customer; Date	Project Administrator	Original with legal department, copies with Defence, Finance	6,7,10	5 years after completion of contract obligations
2	Proposals	Hardcopy, MS Word,	Customer, date	Marketing and Sales Manager	Hard copies (if existing) in filing cabinet; soft copies on server	10	5 years after proposal or 5 years after completion of contract obligations
3	Build History See template no. 875-01018	Hardcopy, MS Word, MS Excel	Product MRI, Serial Number	Projects Manager	Hard copies in filing cabinet; soft copies on server	7,10	10 years after delivery or 5 years after completion of contract obligations
4	Contact database	MS Outlook	Unique generated number	Marketing and Sales Manager	MS Exchange Server	10	As required
5	SAP based product information	SAP records	Unique generated number	Configuration Manager	SAP, print room	10	As per contract requirement
6	Test Reports (incl. Original test result sheets)	Hardcopy,	Unique generated number	Projects Manager	Original test result file kept by PM	10	Life time of product
7	Processes and Procedures	MS Visio, MS Word, Hardcopy	Unique generated number	Quality Manager	Intranet, Filing cabinet	10	Until superceded
8	Training Records	Hardcopy	Alphabetical Index	Human Resources	Filed by HR	4, as required, or at least every 12 months	1 year after termination of employment
9	Engineering Change Requests/Concessions	Hardcopy	Unique generated number	Configuration Manager	SAP, Hardcopy filed by Project Engineer in print room	6,7, 10 when required	As per contract
10	Reliability Calculations (including MTBF spreadsheets, reliability reports, etc.)	MS Excel, MS Word, Hardcopy	QA report number, Date	Projects Manager	File server, original file kept by PM	6,7,10 when required	10 years after delivery or 5 years after completion of contract obligations
11	Customer Furnished Equipment Record	MS Excel, Hardcopy	By Basset number	Operations Manager	File server, original file kept by Log Manager	6,7,10	Until cancellation of support contract

12	Asset Register (including calibration information)	Excel	Basset number	Financial Manager	File server	10, as and when required	Until disposal of asset
13	Job Cards	SAP, Hardcopy	Unique generated number	Operations / Depot Manager	SAP, Hardcopy filed by Logistics Technicians	4, 6	5 years after completion of contract obligations
14	Management Review Minutes	MS Word	Unique DQR number	General Manager	Filing cabinet	10	5 years after completion of all actions
15	Supplier Certificate of Conformance (CoC)	Hardcopy	As per component stock number	Projects Manager	Project files / filing cabinet	10, as and when required	10 years after delivery or 5 years after completion of contract obligations

### **Sia Solutions (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	VAT Returns	Hard Copy	By Month	Financial Manager	Filing Cabinet	10	5 Years
4	PAYE returns	Hard Copy	By Month	Payroll Manager	Filing Cabinet	10	5 Years
5	RSC levy and UIF Returns	Hard Copy	By Month	Financial Manager	Filing Cabinet	10	5 Years
6	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
7	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

### **DORMANT COMPANIES:**

#### **Laingsdale Engineering (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	VAT Returns	Hard Copy	By Month	Financial Manager	Filing Cabinet	10	5 Years
4	PAYE returns	Hard Copy	By Month	Payroll Manager	Filing Cabinet	10	5 Years
5	RSC levy and UIF Returns	Hard Copy	By Month	Financial Manager	Filing Cabinet	10	5 Years

6	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
7	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

**Tellumat Finance (Pty) Ltd (Previously Syntell (Pty) Ltd)**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	VAT Returns	Hard Copy	By Month	Group Financial Manager	Filing Cabinet	10	5 Years
4	RSC levy and UIF Returns	Hard Copy	By Month	Group Financial Manager	Filing Cabinet	10	5 Years
5	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
6	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

**Advanced Systems Management (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
4	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

**Plesman Services (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
4	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

**Plessey Distribution (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
4	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

**Plessey Manufacturing (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
4	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

**Plessey Products (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
4	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

**Plessey Technology (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years

3	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
4	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

### **Redihot (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
4	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

### **Renak (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
4	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

### **Servitek Electronic Services (Pty) Ltd**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
4	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite

**Tek Electronics (Pty) Ltd**

<b>No.</b>	<b>Record Description</b>	<b>Record Format</b>	<b>Indexing Method</b>	<b>Maintained By</b>	<b>Storage Place</b>	<b>Classification</b>	<b>Retention Period</b>
1	Audited Financial Statement	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
2	Income Tax	Hard Copy	By Year	HO Accountant	Filing Cabinet	10	5 Years
3	Statutory Public Access Records	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	5 Years
4	Company Minutes	Hard Copy	By Month	HO Accountant	Filing Cabinet	10	Indefinite



## **REQUESTING RECORDS**

- Section 53 prescribes that 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 he or she wishes 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.
- If a request is made on behalf of a 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.
- 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 for private bodies is R50. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- If the request is granted then a further access fee must be paid for the reproduction and the search and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

The head of the private body will then make a decision on the request and notify the requester in the required form (see Form C below).

**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)

[Regulation 10]

## A. Particulars of private body

The Head: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 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 the 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 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) *In 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: _____ _____
----------------------------	--

*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 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

2. If record consists of visual Images (this includes photographs, slide, video recordings, computer -generated images, sketches, etc.):					
	view the images		Copy of the images*	transcription of the images*	
3. If 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 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.				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? \_\_\_\_

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---

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of

---

**SIGNATURE OF REQUESTER / PERSON  
ON WHOSE BEHALF REQUEST IS MADE**

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**1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.**

2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

- (2) 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.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.