

# FedEx Express South Africa (Pty) Ltd

2013/082888/07

**INFORMATION MANUAL**

**in terms of Section 51 of**

**The Promotion of Access to Information Act 2 of 2000 (as amended)**

**(the "ACT")**

Last updated: July 2021

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## 1. [Introduction to FedEx Express SA](#)

FedEx Express South Africa (Pty) Ltd (“**FedEx Express SA**”) is a subsidiary of FedEx Corporation (“**FedEx Express**”), an American multinational delivery services company headquartered in Memphis, Tennessee and listed on the New York Stock exchange. FedEx Express invented express distribution and is the industry’s global leader, providing rapid, reliable, time-definite delivery to more than 220 countries and territories, connecting markets that comprise more than 90 percent of the world’s gross domestic product within one to three business days. Unmatched air route authorities and transportation infrastructure, combined with leading-edge information technologies, make FedEx Express the world’s largest express transportation company, providing fast and reliable services for more than 3.6 million shipments each business day.

## 2. [The Act](#)

The Act was enacted on February 3, 2000, giving effect to the right of access to any information held by the State or another person, as required for the exercise or protection of any rights. This right is enshrined in section 32 of the Constitution of the Republic of South Africa 108 of 1996. The Act sets out the procedures to be followed in respect of such requests made for information.

## 3. [Purpose of the Information Manual](#)

In terms of section 51 of the Act, all private bodies are required to compile a manual.

Section 9 of the Act records that the right of access to information is subject to specified justifiable limitations, including those aimed at the reasonable protection of privacy, commercial confidentiality, as well as effective, efficient and good governance.

The purpose of this Information Manual is to ensure compliance with the Act, including to facilitate requests for access to records of FedEx Express SA.

## 4. [FedEx Express SA Contact Details \(Section 51\(1\)\(a\)\)](#)

Postal Address:	Private Bag X10029, Edenvale 1610
Street Address:	1-7 Romeo Road, Hughes, Boksburg, 1459, South Africa
Telephone Number:	+2710 300 1700
Website:	<a href="https://www.fedex.com/en-za/home.html">https://www.fedex.com/en-za/home.html</a>

Head of FedEx Express SA:

Name:	Natasha Parmanand
Email Address:	<a href="mailto:natasha.parmannand@fedex.com">natasha.parmannand@fedex.com</a>

Information Officer:

Name: Ahsaki Baptist  
Email Address: [a.baptist@fedex.com](mailto:a.baptist@fedex.com)

5. [Guide in terms of section 10 of the Act \(Section 51\(1\)\(b\)\)](#)

The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided.

In this regard, requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission ("**SAHRC**"). The Guide is available for inspection from the SAHRC.

The contact details of the SAHRC are:  
Postal Address: Private Bag 2700, Houghton, 2041  
Telephone Number: +2711 877 3600  
Fax Number: +2711 403 0625  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)

6. [Latest Notice in terms of Section 52\(2\) \(Section 51\(1\)\(c\)\)](#)

To date, no notice has been published regarding the categories of record of FedEx Express SA which are available without a person having to request access in terms of the Act.

7. [Schedule of Records held by FedEx Express SA \(Section 51\(1\)\(d\)\)](#)

FedEx Express SA holds the records set out below. Requests for, and access to, such records would be granted as provided for in terms of the Act and in compliance with POPIA. Records of a public nature (e.g. website disclosures and public annual reports) may be accessed with submission of a formal application.

- Branding
  - brand policy and standards
  - brand and advertising material
  - marketing materials
  - company profile
- Communications
  - documents relating to customer and public communications
  - documents relating to internal communications
- Company Secretarial
  - share register
  - memorandum of incorporation
  - annual returns
  - share certificates
  - statutory records
  - structure diagrams
- Customers
  - customer records
  - invoices

- credit notes
- sales agreements
- credit applications
- Financial
  - accounting records
  - audited financial statements
  - agreements
  - asset register
  - income tax returns
  - banking records
  - invoices and statements
  - VAT, PAYE, UIF and other tax records
- Insurance
  - liability and other insurance policies
  - underwriting documents
  - claims documents
- Intellectual Property
  - trademarks
  - copyright material
- Labour and Human Resources
  - employee personal records
  - collective and related agreements
  - human resource policies and procedures
  - documents relating to general terms of employment (e.g. pension, medical aid, share incentives)
  - documents relating to appointments, promotions, dismissals, suspensions and disciplinary actions
  - UIF returns
  - training materials
- Procurement
  - documents relating to procurement and supply of commodities
  - operational records
  - databases
  - information technology
- Health and Safety
  - health and safety policies
  - documents relating to investigation and reporting of health and safety incidents
- 8. [Records available in terms of other Legislation \(Section 51\(1\)\(d\)\)](#)

Records are held and can be made available in accordance with, but not limited to, the following legislation (as amended):

- Attorneys Act 53 of 1979
- Auditing Professions Act 26 of 2005
- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003

- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Constitution of the Republic of South Africa 108 of 1996
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1978
- Counterfeit Goods Act 37 of 1997
- Cross-Border Road Transport Act 4 of 1998
- Customs and Excise Act 91 of 1964
- Electronic Communications Act 36 of 2005
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Independent Communications Authority of South Africa Act 13 of 2000
- Income Tax Act 58 of 1959
- Labour Relations Act 66 of 1995
- Legal Practice Act 28 of 2014
- National Credit Act 34 of 2005
- National Road Traffic Act 28 of 2014
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013 (“**POPIA**”)
- Road Transportation Act 74 of 1977
- Unemployment Contributions Act 63 of 2001
- Unemployment Insurance Act 30 of 1966
- Value Added Tax Act 89 of 1991

9. [Personal Information on Data Subjects](#)

FedEx Express SA processes many different categories of personal information, including:

Contact details, such as phone numbers, physical and postal addresses, and email addresses
Personal details, such as names and ages
Account numbers
Background information
Credit information
Market intelligence information; and
Debt and debtor information.

Planned trans-border flow of personal information

FedEx Express SA may send personal information outside of South Africa to various countries. However, only countries that have similar privacy laws with South Africa and recipients that guarantee the protection of personal data.

#### 10. Procedure for requesting Information (Section 51(1)(e))

Any request for information held by FedEx Express SA, other than information which is automatically available, must be made on the prescribed form, attached hereto as Annexure A. In addition, requests must comply with all procedural requirements set out in the Act.

The prescribed form may be submitted by hand, post or email, to FedEx Express SA at the addresses reflected in paragraph 4 above, for the attention of the Information Officer. The prescribed form must be completed with sufficient information to identify:

- the record requested;
- the identity of the requester;
- should the request be granted, the form of access required;
- the postal address within South Africa, or email address, of the requester;
- the right the requester is seeking to exercise or protect; and
- details as to why the record requested is required to exercise or protect such right.

If the request is made on behalf of a person, the requester must submit proof of the capacity in which the requester is making the relevant request.

Oral requests may be made, only in circumstances where the requester is unable to make the request in the prescribed form due to illiteracy or a disability.

FedEx Express SA will process the request within 30 days, unless the requester has justified, to the satisfaction of the Information Officer, circumstances that require the information to be provided in a lesser timeframe.

#### 11. Prescribed Fees

When a request for information is received by the Information Officer, the requester shall be required to pay the prescribed fee prior to the request being processed. The Information Officer shall be entitled to withhold the relevant information until the prescribed fee has been received.

The fees payable by the requester shall be charged as follows:

1. The "request fee" payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50;
2. The "fees for reproduction" referred to in section 52(3) and "access fees" payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
  - (a) For every photocopy of an A4-size page or part thereof: R10
  - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form: R0 - R75
  - (c) For a copy in a computer-readable form on compact disc: R70

In addition to the above, postage fees are payable where copies are required to be posted to a requester.

## 12. [Refusal of Access to Information](#)

The primary justification for FedEx Express SA to reject a request for information will be for any of the following reasons:

- compulsory protection of the privacy of a third party that is characterized as an individual that would include the unreasonable disclosure of personal data of that regular individual;
- compulsory protection of the commercial data of a third party, if the record contains:
  - trade secrets of that third party;
  - financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
  - financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
  - information disclosed in confidence by a third party to the FedEx Express SA, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- compulsory protection of confidential data of third parties in cases where it is protected in terms of any contract or agreement;
- compulsory protection of confidential data in the protection of property;
- compulsory protection of records that would be viewed as privileged in legal procedures
- the commercial activities of FedEx Express SA, which may include:
  - trade secrets of FedEx Express SA;
  - financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of the organization;
  - information which, if disclosed could put the organization at a disadvantage in negotiations or commercial competition;
  - a computer program, owned by the organization, and protected by copyright;
- research information of the organization or a third party, if its disclosure would reveal the identity of the organization, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

## 13. [Remedies available when FedEx Express SA refuses a request](#)

### Internal remedies

FedEx Express SA does not have an internal appeal procedure. Accordingly, the decision made by the Information Officer is conclusive, and requesters should exercise such external remedies available to them if the request for data is rejected, and the requester is not happy with the appropriate response provided by the Information Officer.

### External remedies

A requester or third party who is dissatisfied with an Information Officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief.



## Annexure A

The below request form is available from the FedEx Express SA Information Officer.

### 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 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 <i>ONLY</i> if a 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) 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 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
Form in which record is required:	
Mark the appropriate box with an X.	
<p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

<b>1. If the record is in written or printed form:</b>		
<input type="checkbox"/>	copy of record*	<input type="checkbox"/> inspection of record
<p><b>2. If record consists of visual images</b> this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</p>		

	view the images		copy of the images"		transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
	listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
	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?

Signed at..... This..... day of .....20

SIGNATURE OF REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE