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MANUAL

IN ACCORDANCE WITH

**THE PROMOTION OF ACCESS TO
INFORMATION ACT (NO. 2 OF 2000)**



AIDS HELPLINE: 0800-0123-22 Prevention is the cure

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ACCESS TO INFORMATION ACT MANUAL

INTRODUCTION TO FHC HOLDINGS (PTY) LTD

Established in 1997, FHC aims at providing companies with effective communications strategies to support their marketing activities and to grow their business. By conveying clients' messages strongly in all media channels, FHC is regarded as strategic and integral to the business of all its clients.

PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

1. CONTACT DETAILS

Information Officer: Monica Reuben

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Linbro Business Park
Linbro Park
2146

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Edenvale
1610

e-mail address: monica@fhc.co.za

Telephone: +27 11 608 1228

Fax: +27 11 608 1712

2. THE SECTION 10 GUIDE ON HOW TO USE THE ACT

The guide will be available from the South African Human Rights Commission. 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 0582

Website: www.sahrc.org.za

e-mail: paia@sahrc.org.za

3. ACCESS TO THE RECORDS HELD BY FHC HOLDINGS (PTY) LTD.

- i. Categories available without having to request access in terms of Promotion of Access to Information Act are available on the www.fhc.co.za website.

ii. CATEGORIES AVAILABLE

RECORDS OF THE BODY HELD

SUBJECTS

Human Resources
Clients
Financials
Administration
Methodology
Legal
Quality records
Press records
Press material
Database
Affiliations – national and international
Training and development

CATEGORIES**HUMAN RESOURCES**

- Personal details
- Employment history
- Disciplinary records
- Salary advice
- Medical history
- Leave records
- Role definitions
- Contractual documents
- Retirement Annuity
- HR policy

CLIENTS

- Contracts and proposals
- Client history and profiles
- Client records
- Delivery history
- Billing information
- Status reports
- Press clippings
- Press material
- Client list
- Media plans
- Strategic documents
- Correspondence
- Pipeline

FINANCIALS

- Tax records (VAT and PAYE)
- Debtors
- Creditors
- Salaries and wages
- UIF
- Skills levy
- Workman's Compensation
- Banking records
- Management accounts
- Audited accounts
- Forecasts and budgets
- Purchasing
- External contractors
- Asset inventory

ADMINISTRATION

- Service providers
- Maintenance
- Clipping library
- Photo library
- Information Technology
- Correspondence
- Minutes of staff meetings
- Minutes of Exco
- Minutes of account manager meetings
- Office management
- Report material
- Reporting structures and organogram

METHODOLOGY

- Vision and mission statement
- Processes
- Systems
- Delivery standard
- Quality control
- Production system
- Documented best method
- Service design
- Implementation plan

LEGAL

- Client contracts
- Personnel
- Joint venture agreements
- Contractual agreements
- Confidentiality agreements
- Legal actions taken
- Company secretarial documents

QUALITY RECORDS

- Master Production Schedule
- Quality standards
- Quality manual
- Procedures and work instructions
- Code of practice
- Goals and objectives
- Measurement

PRESS RECORDS

- Press database
- Target markets
- Contact details
- Standards and requirements

PRESS MATERIAL

- Published articles
- Articles ready to submit
- Activity history

DATABASE

- Client list
- Media list
- Portal databases
- Matrix

AFFILIATIONS – NATIONAL AND INTERNATIONAL

- Eurocom
- M & D
- Vivid
- Spirit
- Andrew Seldon
- Freelance writers

TRAINING AND DEVELOPMENT

- Technology
- Public relations
- Media training
- Writing

4. AVAILABILITY OF THE MANUAL

Guide of records kept at the premises of FHC Holdings (Pty) Ltd. at the above physical address. Access to information can be obtained through contacting Monica Reuben or on www.fhc.co.za. Copies are also available with SAHRC and in the Government Gazette.

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