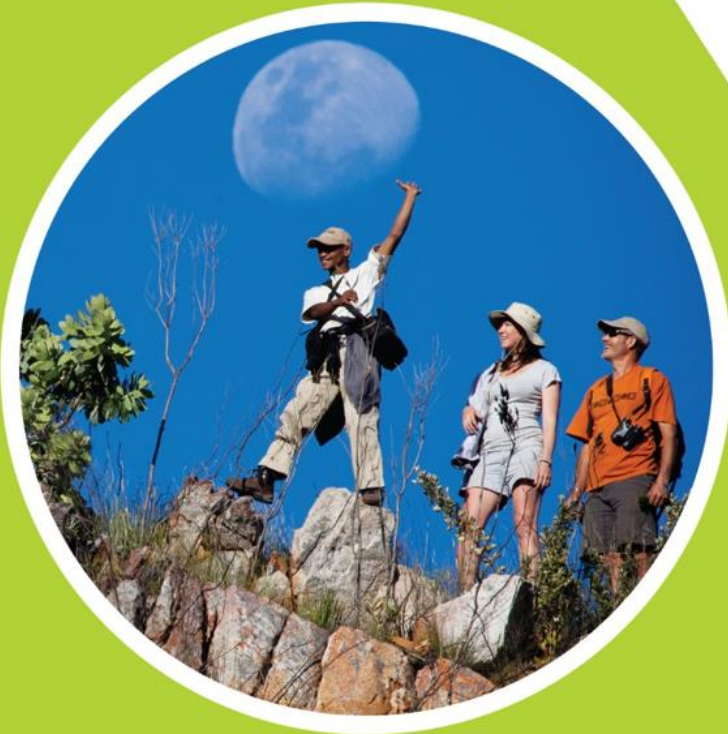




CapeNature

S TANDARD **O** PERATING **P** ROCEDURE

**Filming and Photography
Version 3**



Eco- Tourism & Access

Accountable Manager: Executive Director: Eco- Tourism & Access

Reporting Manager: Marketing & Promotions Manager

Responsible person: Promotions Officer

Purpose of standard operating procedures:

"A Standard Operating Procedure is a document which describes the regularly recurring operations relevant to the quality of the investigation. The purpose of a SOP is to carry out the operations correctly and always in the same manner. A SOP is a set of step-by-step instructions compiled by an organisation to help workers carry out routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with required regulations. A SOP should be available at the place where the work is done".

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Marketing and Promotions Manager

X 28 June 2023

Date

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Team Leader: Internal Control

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Acting Contact Centre Manager

X 03 July 2023

Date

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Mr. Sheraaz Ismail
Approved by: Executive Director

X 04/07/2023

Date

Reviewer:					
Date:					

Abbreviations:

CapeNature	CN
Credit	CR
Debit	DR
Environmental Control Officer	ECO
Electronic Document Management System	EDMS
General Ledger	GL
Head Office	HO
Internal Control Unit	ICU
Memorandum of Understanding	MOU
Non- Governmental Organisation/Non- Profit Organisation	NGO
Proof of payment	POP
Protection of Personal Information Act, No 4 of 2013	POPI
Return on Investment	ROI
Standard Operating procedure	SOP
Systems, Applications and Products	SAP
Value Added Tax	VAT

Definitions:

Applicant is any person or company who is enquiring followed by applying for a film or still photography permit.

Filming and still photography is any footage taken on a CapeNature reserve which will be used in a:

- Feature film;
- TV commercial;
- TV series;
- Media news;
- Nature documentary;
- Social Media platform
- Music video; and
- Still photography

Whereby the applicant will gain financially from the footage, either used for commercial, broadcast purposes, resale, marketing, advertising or Social Media

Service provider is a film and photography permit management company who has been appointed by CapeNature to administer the filming application process and manage still photography and filming on locations in CapeNature reserves on behalf of CapeNature.

Purpose:

The purpose of this SOP is to assist CapeNature in regulating the filming and still photography process to ensure that there is consistency, transparency, and accountability in the process.

The objective of the SOP is to reduce inconsistent application of rules which increase revenue loss. It will also allow CapeNature to adhere to the regulations relating to finance. Further the SOP will improve efficiencies, quality of service and ensure safety and minimise risk to the organisation.

Background:

The Western Cape is world renowned as being able to offer almost every possible cinematic location imaginable. Many of CapeNature's reserves offer film producers and photographers a wide selection of landscapes including mountains, dams, waterfalls, rivers, and roads making it suitable for film and still photography shoots.

Filming and still photography in nature reserves by the filming industry should:

- Be a source of income; and
- Promote and publicise CapeNature in terms of its mandate and objectives.

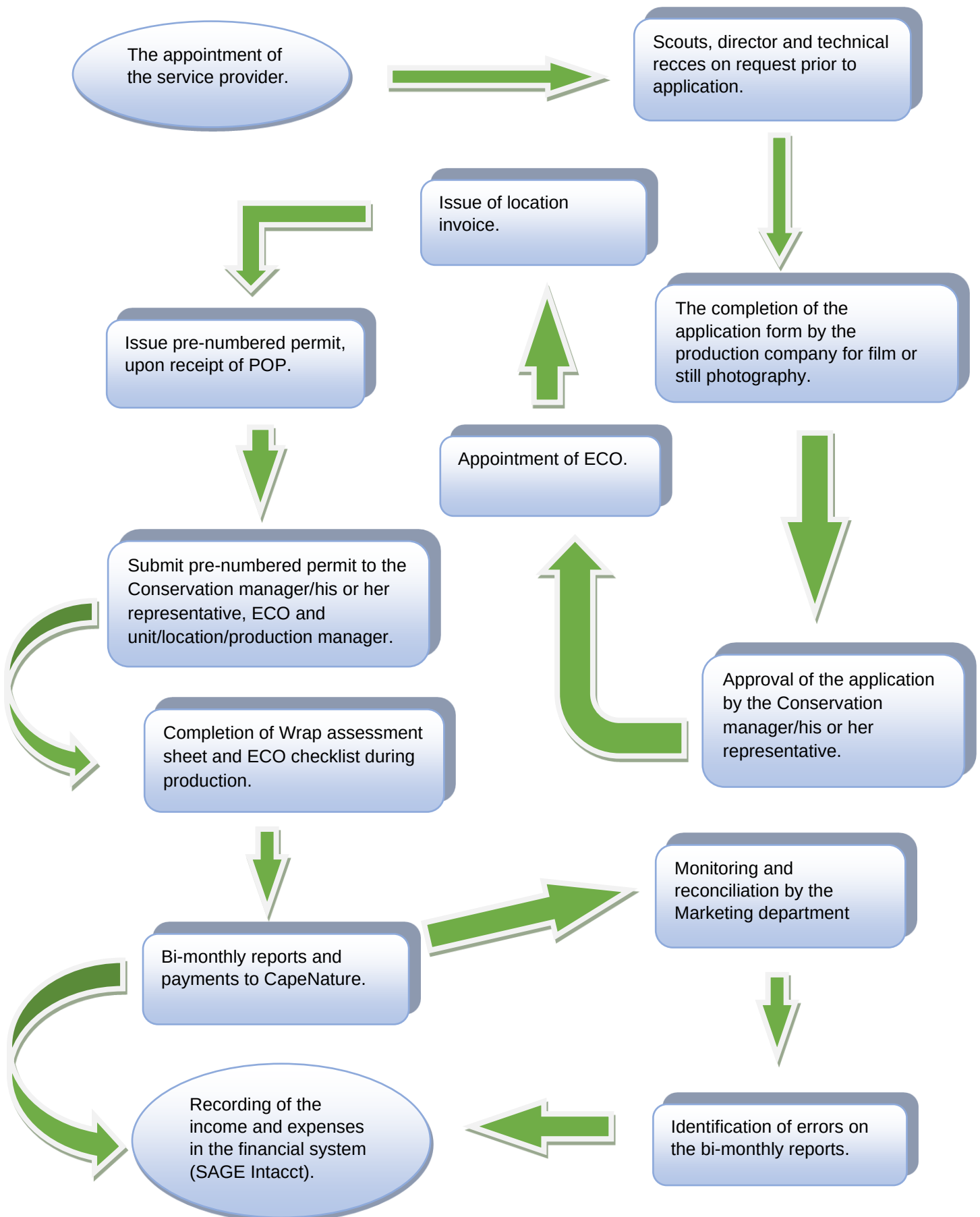
Disclaimer

SOP's are to be reviewed annually and resigned. If any changes are to be made during the year, it has to be approved, signed and attached as an annexure to this document.

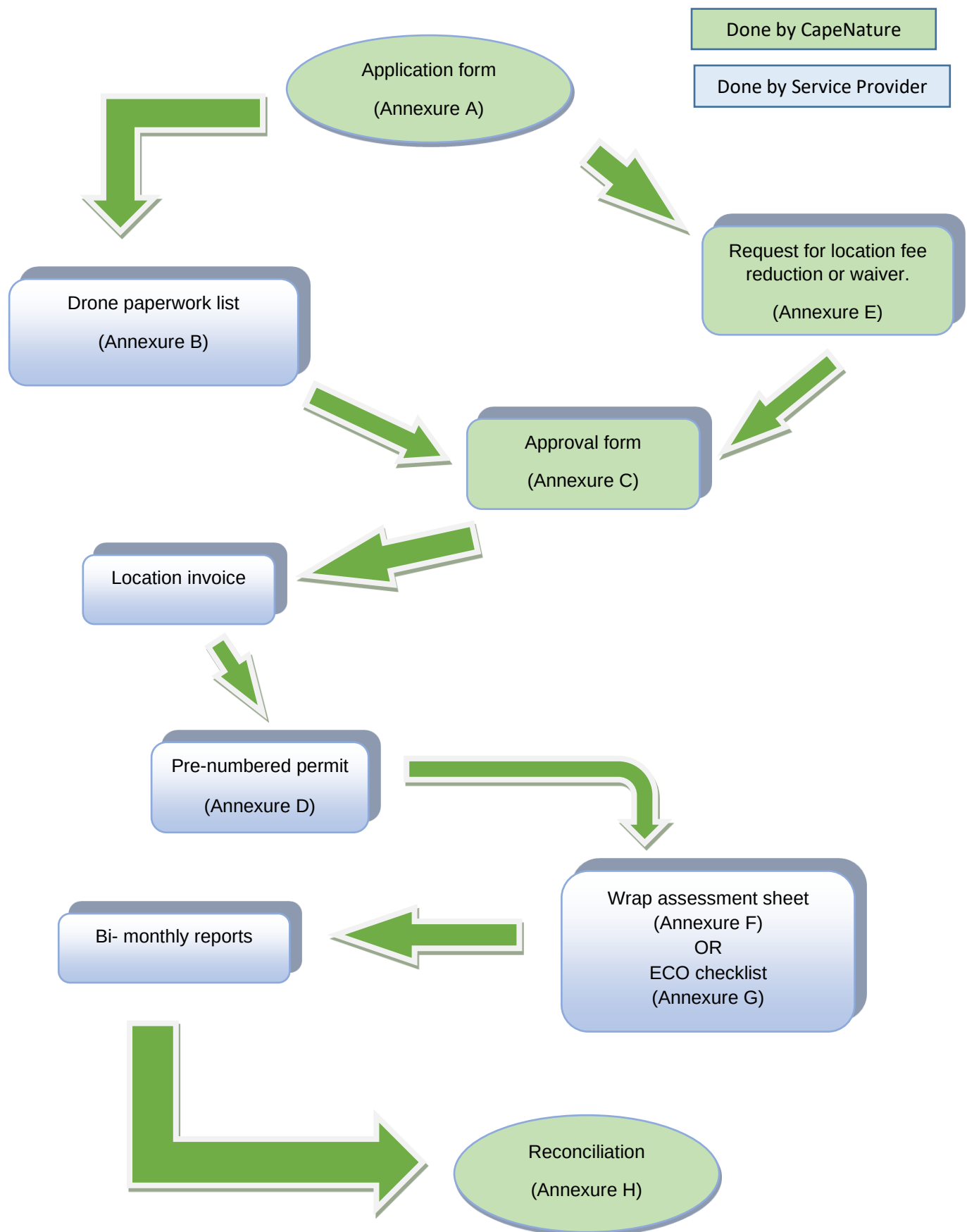
All information has to be shared and stored as well as access to it has to be limited in terms of the Protection of Personal Information (POPI) Act.

This document is not applicable to tourist or visitors who gain access to CapeNature reserves and take films or photographs for recreational purpose and whom does not intend to gain personally from the footage.

Flow Chart Diagram for Filming and Photography



Flow Chart Diagram for Filming and Photography supporting documents



Standard Operating Procedure Detail:

I. Application process

Prior to applying for a film or still photography permit, the prospective applicants will perform a scouts recce, director recce and technical recce. This entails providing access and viewing of the intended CapeNature reserves and location(s). In this regard, the production company will engage with the Conservation Manager/his or her representative for permission and arrange for an appropriate time to do the recce.

Once the production company has confirmed the location(s) for the film or still photography, it will complete the **application form (Annexure A)**. The application form will detail the logistics for the film or still photography.

If the production company would like to make use of a drone during the filming/still photography, it should refer to the **drone paperwork list (Annexure B)** for the relevant supporting documents to support the application form.

Thereafter the service provider will review the application form to ensure that all relevant information is provided, the application is fully completed and signed by the designated person(s). Correspondence should be provided to the production company within 24 – 48 hours of receipt of application. The service provider will review the application and send back to production company to correct any errors identified.

The service provider will ensure, through the review, that the production company has adequate insurance to cover any damages that might occur to the location(s).

Once satisfied with the detail of the application, the service provider will send the application form to the relevant Conservation Manager/his or her representative for approval together with a supporting email or supporting documents based on the assessment of impact on the location(s) conducted by the service provider.

Upon receipt of the application form, the Conservation Manager/his or her representative will notify the service provider thereof.

The Conservation Manager/his or her representative should provide feedback to the service provider within five (5) working days from date of receipt of the application form.

When the Conservation Manager/his or her representative is satisfied with the information provided, he/she will approve and sign the **approval form (Annexure C)** and return the signed approval form to the service provider. If the Conservation Manager/his or her representative require any further information than what is provided in the application form, the service provider will assist in obtaining and providing the information.

The service provider with the approval of the Conservation manager/his or her representative will appoint the ECO to facilitate the filming or still photography on location(s). The service provider is responsible for the payment of the ECO at freelance rates (ECO's are invoiced as a service and not employment). Should a CapeNature ECO be used, the costs for using the CapeNature ECO will be allocated to CapeNature and the relevant cost centre. Where the service provider provides the ECO, the ECO should be provided with the necessary training.

Once the service provider has received the signed approval form from the relevant Conservation Manager/his or her representative, it will issue the location invoice to the production company.

Once payment has been made and proof of payment provided to the service provider, a **pre-numbered permit (Annexure D)** will be issued. A copy of the numerical permit is submitted to the relevant Conservation Manager/his or her representative, ECO and unit/location/production manager on the set.

Production companies are invoiced per the current tariff listing per production type and location(s). Tariff listings are reviewed annually and changes to the listings are recommended by the Marketing & Promotions Manager and approved by the Executive Director: Eco- Tourism & Access. Once approved the tariff listing is provided to the service provider for implementation.

When there is any event or unforeseen activity (fire, upgrade, renovation, etc.) on a CapeNature reserve, the Conservation manager/his or her representative will notify the service provider immediately thereof.

The service provider will make a note of such activity/event in their booking system to avoid any double bookings of a location and if necessary, will notify the affected production company.

All logistical arrangements from the commencement of the film/still photography will be done through the Conservation Manager/his or her representative.

For further detail refer to the contract between CapeNature and the service provider.

Disputes

If an application is declined by the Conservation manager/his or her representative and all the details/requests was submitted by the production company, the service provider may perform the following to resolve the dispute:

- Enquire from the Conservation manager/his or her representative to provide the reasons for the decline of the application. Once the reasons have been obtained, the service provider will inform the production company.
- If the matter is not resolved, then the Marketing & Promotions Unit can escalate it to the Landscape Manager for further review.

Location fee reduction or waiver

CapeNature will waive fees in the following instances:

- Media news - Any news specific filming for the promotion of conservation or eco-tourism relevant to CapeNature;
- Partnerships - Partner entities or NGO's that have MOUs with CapeNature or film production agencies that are procured or paid to film on behalf of CapeNature for CapeNature's own use;
- Brand promotion - At least one verbal/visual mention of the name of the reserve, i.e. Kogelberg Nature Reserve, with a specific mention that it is managed by CapeNature; or "Accidental exposure" promoting identifiable features of the reserve, entrance/sign board at the reserves, depicting the CapeNature logo;
- Biodiversity and conservation documentaries - Low impact films that aims to inform the public about biodiversity, conservation, species specific information or other. These films support CapeNature's mandate of promoting and creating awareness of the biodiversity of the Western Cape; or
- Any other brand promotion opportunity in which CapeNature will benefit. These can include influencer vlogs/blogs, popular personalities or brand collaborations where CapeNature will

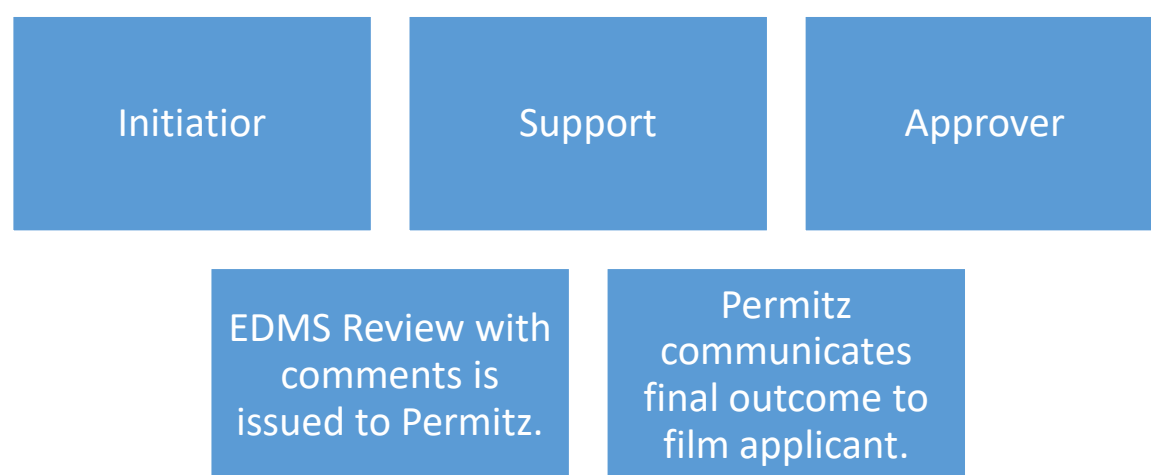
benefit in terms of brand association for either broadcast or digital filming.

When a production company would like the location fee to be reduced or waived, they must complete the request for location fee reduction or waiver form (Annexure E) in conjunction with the application form and submit the forms to the service provider for consideration by CapeNature. The service provider will then submit the request for location fee reduction or waiver form to the CapeNature contact centre via info@capenature.co.za.

A CapeNature agent will pick up the email discount request and upload the supporting documents to EDMS under Filming fee waiver Submission Type.

The request is sent to the Marketing & Promotions Manager for review/support and approved by the Executive Director: Eco-Tourism & Access.

The outcome of the EDMS request is emailed to the service provider to inform the applicant and the Contact Centre Agent updates the Filming Report spreadsheet.



Once approval have been obtained from CapeNature, the service provider will notify the production company thereof. Thereafter, the invoice will be updated to reflect the reduction or waiver.

Where fees are reduced or waived CapeNature's contribution will have to be acknowledged and terms of approval are to be adhered, accepted and actioned accordingly to justify ROI . Reduction or waiver of fees is an exception rather than the rule.

Whereby a reduction or waiver of the location fees is approved by CapeNature, the production company is still liable for the administration and ECO fees. Such request are not exempt from standard filming and still photography application process (stated above).

2. All productions

Each production company/photographer will be accompanied by an ECO while filming or shooting on a CapeNature location at all times. The ECO may be assisted by a CapeNature staff member, however at the discretion of the Conservation Manager/his or her representative.

The filming permit must be presented on request to the Conservation Manager/his or her representative before filming will be allowed to commence on the location. Where the Conservation Manager/his or her representative comes across a film or photographic crew that does not have a permit, the name and phone number of the production company or unit manager or production manager must be obtained and provided to the service provider to do a follow-up.

The ECO appointed to a location is responsible for recording of all activities during the film/still photography, monitoring compliance to the permit and/or other environmental conditions and performing inspections during the film/still photography.

A Wrap assessment sheet (Annexure F) and ECO checklist (Annexure G) will be completed by the CapeNature ECO and the private ECO respectively. These documents are completed at the end of every film or still photography shoot day.

The ECO, CapeNature official and location manager will do a final inspection of the terrain/environment immediately after wrap up, depending on the size of the production.

Possible ecological damage and transgressions of conditions in the permit will be identified and recorded on the Wrap assessment sheet or ECO checklist.

The ECO, for large scale filmsets of more than 30 pax, will collect a [*“Don’t Be Trashy”*](#) dirt bag from the nearest CapeNature reserve welcome centre. The bags are to be filled with dirt, a photograph taken and sent to learning@capenature.co.za.

3. Refunds

A 100% refund is applicable when a film or still photography is cancelled on a CapeNature location due to a fire or any other event if the service provider:

- Cannot move the shoot date to another day that is safe for the production company to shoot at; or
- Cannot find an alternative location at a different reserve for the production company to shoot at.

A 100% refund is only applicable if the cancellation is made by CapeNature and not the production company. In such a case the service provider will refund the production company. Where the service provider had already paid over the fees to CapeNature, the refund will be paid by the service provider to the production company and the service provider will deduct the amount from the following payment to CapeNature.

4. Commission

The service provider deducts a percentage-based commission as set out in the contract for the rendering of services. This excludes the permit fee and VAT.

Commission due to the service provider is structured based on the invoice value.

In the event the service provider achieves on its targets (based on turnover generated for CapeNature) as set out and agreed by CapeNature for the financial year (within the contract term), shall the commission be increased by 5%.

5. Payments

The service provider will provide the Marketing & Promotions Manager and Finance Officer | Financial Transactions with bi-monthly income reports, invoices, permits, wrap assessment sheets and any other supporting documents that is scrutinized for quality, effectiveness and efficiency of deliverables.

Payments received by CapeNature is net of commission.

Once payment has been made, the service provider will provide CapeNature with the proof of payment and the final reports.

Reporting and payments are made bi-monthly to Finance at CapeNature.

Invoicing process for Events & Filming Permits: MTO Group Effective as from 1 April 2022

- The MTO Group shall provide CapeNature with invoices by the 2nd working day of the month, where their services were provided relating to Events and Filming in respect of the previous month.
- CapeNature's Filming and Events Administrator shall verify and approve the invoices after confirming the activities (filming and events)

Commissions / Handling Fee owed to MTO:

- CapeNature shall undertake to make payment to the MTO group within 30 days from date of receipt of invoice via the creditor's mailbox. All invoices must be sent to creditorsho@capenature.co.za and CN's Logistics Administrator at Jonkershoek.
- CN's Filming and Events Administrator shall verify and approve the invoices after confirming the activities (filming and events) and submit to creditorsho@capenature.co.za
- CN's Logistics Administrator at Jonkershoek must verify the invoiced amount.
- CN's Conservation Manager must pre-approve all invoices, once the verification is complete and send approval to the Finance unit on creditorsho@capenature.co.za
- Should payment not be affected within the 30-day period, the MTO may have a right to institute a late payment interest fee based on the prime rate of interest against CapeNature, should no reasonable reason for delay of payment exist.

Note:

- For invoice issuing to MTO, the request must be sent to:

accounts@capenature.co.za

- For payments, the request must be sent to:

creditorsho@capenature.co.za

6. Monitoring and reconciliation

The bi-monthly income reports are submitted to the Marketing & Promotions Manager and Finance Officer | Financial Transactions by the service provider for tracking purposes. The bi-monthly reports include:

- Permit numbers;
- Valid invoices; and
- Filming wrap assessment sheets.

From the above-mentioned documents, Finance Officer | Financial Transactions will perform a **reconciliation (Annexure H)** for finance purposes. The reconciliation will ensure that filming income received from the service provider is accurate and complete. The Marketing and Promotions Unit checks that all permit numbers are accounted for and reconciled to a valid invoice and that all income due to CapeNature is accounted for and received for the specified period.

7. Recording

Once the bi-monthly reports have been scrutinized, the Finance Officer | Financial Transactions will confirm the correct values, cost and profit centres and general ledger (GL) codes. The bi-monthly reports must consist of the following:

- Permit number;
- Valid invoice;
- Filming wrap assessment sheets; and
- Reconciliation.

The above-mentioned documents are then submitted to the Finance Officer within the finance unit (HO) for the recording thereof in the financial system (SAGE).

All balances captured in the financial system is VAT exclusive.

The net amount due to CapeNature for filming income is calculated as: Invoice amount LESS VAT = Exclusive VAT amount.

The exclusive VAT amount LESS commission paid LESS permit fee LESS any other expense = Net amount due to CapeNature. The net amount due to Cape Nature should reflect in the Deposit bank account.

The income amount (Exclusive VAT amount) is allocated to Filming Income and the cost/profit centre of the relevant reserve as indicated on the reconciliation.

Commission paid is allocated to the account “Commission Paid” and permit fee to the account “Permit Fee” is allocated to the cost centre of Marketing & Promotions.

RAISING FILMING INCOME ACCRUAL AT MONTH END

DR. Accrued income

DR. Commission paid

DR. Permit fee

CR. Filming income

Recognition of filming income due, based on previous bi-monthly actual income received.

(Payment have not been received in the deposit bank account).

The accrual is reversed in the new month and the actual income and expenses is captured.

RECOGNITION OF THE FILMING INCOME AND CLEARING FROM DEPOSIT BANK ACCOUNT

When the Cashbook & Banking Reconciliation Clerk clears from the deposit bank account, a unique clearing document number is provided by SAGE once the clearing from the bank takes place.

Captured per line item as per the filming income reconciliation.

DR. Deposit bank account (Money is allocated from the Deposit bank account)

DR. Commission paid

DR. Permit fee

CR. Filming income

Recognition of payment received for filming income and expenses.

How errors are detected

The Finance Officer | Financial Transactions will scrutinize the bi-monthly reports to agree the money due to CapeNature, any discrepancies identified will be communicated to the service provider. If both parties are in agreement with the identified error, the error will be corrected in the next bi-monthly report.