

PAIA MANUAL FOR CLICKS GROUP LIMITED

(Registration number 1937/009504/06)

In accordance with Section 51 of the Promotion of Access to Information Act No 2 of 2000 (“the Act”)

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A. INTRODUCTION TO CLICKS GROUP LIMITED

The manual is to assist potential requesters as to the procedure to be followed when requesting access to information/documents from Clicks Group Limited as contemplated in terms of the Act.

The manual may be amended from time to time and as soon as any amendments have been finalised the latest version of the manual will be made public.

Any requester is advised to contact our Information Officer(s) should he/she require any assistance in respect of the use of this manual and/or requesting of documents/information from Clicks Group Limited.

The following words in this manual mean:

“the Act” shall mean the Promotion of Access to Information Act, No 2 of 2000, together with all relevant regulations.

“the/this manual” shall mean this manual together with all annexures thereto as available at the offices of Clicks Group Limited.

“Clicks Group Limited” shall mean Clicks Group Limited, and its subsidiaries.

The company is a holding company and is listed on The JSE Limited

It also administers the Clicks Group Retirement Fund, Clicks Group Negotiated Pension Fund and Clicks Group Negotiated Provident Fund.

Clicks Group Limited is a private body as defined in the Act.

B. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

1. Contact details (in terms of Section 51(1)(a) of the Act)

Full Name	: Clicks Group Limited
Registration Number	: 1996/000645/06
Registered Address	: Cnr. Searle & Pontac Streets, Cape Town, 8001
Postal Address	: P.O. Box 5142, Cape Town, 8000
Telephone Number	: +27 (0)21 460 1911
Fax Number	: +27 (0)21 460 1805
Head/CEO	: Bertina Engelbrecht
Designated Information Officer	: Ross Forgan
Email Address of Information Officer	: popia@clicksgroup.co.za
Website	: http://www.clicks.co.za

Name	Clicks Negotiated Provident Fund
Registration number	12/8/25816
Name	Clicks Negotiated Pension Fund
Registration number	12/8/25815
Name	Clicks Group Retirement Fund
Registration number	12/8/9883/2
Information Officer:	Sunilduth Harilall
Street Address:	Cnr. Searle & Pontac Streets, Cape Town, 8001
Postal Address:	P.O. Box 5142, Cape Town, 8000
Telephone:	+27 (0)21 460 1911
Website:	+27 (0)21 460 1805
E-mail:	principalofficer@clicksgroup.co.za

2. The section 10 Guide on how to use the Act (in terms of Section 51(1)(b))

(Information required under Section 51(1)(b) of the Act)

A copy of the PAIA Manual is available here. Enquiries regarding the Guide can be addressed to the Information Regulator, the contact details of which are as follows:

Physical Address	: The Information Regulator (South Africa) JD House 27 Stiemens Street Braamfontein Johannesburg 2001
Postal Address	: P.O Box 31533 Braamfontein Johannesburg 2017
Website	: https://www.inforegulator.org.za/
E-mail	: PAIAComplaints@inforegulator.org.za

3. Records available in terms of any other legislation (in terms of Section 51(1)(d))

Records are kept in accordance with the legislation as is applicable to Clicks Group Limited, which includes the following legislation (as amended):

- Electronic Communications and Transactions Act 25 of 2002
- Protection of Personal Information Act 4 of 2013
- Financial Intelligence Centre Act 38 of 2001
- Consumer Protection Act 68 of 2008
- Pharmacy Act 53 of 1974 and related regulations
- Medicines and Related Substances Act 101 of 1965 and related regulations
- South African Revenue Services Act 34 of 1997
- Close Corporations Act, No. 69 of 1984
- Companies Act, No. 71 of 2008
- Income Tax Act, No. 58 of 1962
- Customs and Excise Act, No. 91 of 1964
- Basic Conditions of Employment Act, No. 75 of 1997
- Labour Relations Act, No. 66 of 1995
- Unemployment Insurance Act, No. 63 of 2001
- National Credit Act 34 of 2005
- Pensions Act 24 of 1956
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Unemployment Insurance Act 63 of 2001
- Compensation, for Occupational Injuries and Diseases Act, No. 130 of 1993
- Occupational Health and Safety Act, No. 85 of 1993, and regulations
- Prescription Act, No. 68 of 1969
- Auditing Profession Act No. 26 of 2005
- Payment Card Industry Data Security Standards

4. Gaining access to records held by Clicks Group Limited (in terms of Sections 51(1)(c) and 51(1)(e)).

4.1 What categories of records are, or will be, automatically available without you having to request access to these records in terms of the Act?

The Act provides for the automatic disclosure of certain records. Should records be automatically disclosed, you will not have to formally request these records in terms of the Act.

In terms of the Act, this automatic disclosure by private companies is voluntary. This means that a private company is not obliged to make such disclosure. If a private company chooses to make such voluntary disclosure, it may do so by giving notice thereof in terms of Section 52(2) of the Act.

4.2 What records can you request?

(in terms of Section 51(1)e))

Requests for records in respect of any of the companies in the Group are to be forwarded to our Information Officer as follows:

Full Name	: Clicks Group Limited
Registration Number	: 1996/000645/06
Registered Address	: Cnr. Searle & Pontac Streets, Cape Town, 8001
Postal Address	: P.O. Box 5142, Cape Town, 8000
Telephone Number	: +27 (0)21 460 1911
Fax Number	: +27 (0)21 460 1805
Head/CEO	: Bertina Engelbrecht
Designated Information Officer	: Ross Forgan
Email Address of Information Officer	: popia@clicksgroup.co.za
Website	: http://www.clicks.co.za

Requests for records in respect of the Clicks Group Retirement Fund are to be forwarded to our Information Officer as follows:

Name	Clicks Negotiated Provident Fund
Registration number	12/8/25816
Name	Clicks Negotiated Pension Fund
Registration number	12/8/25815
Name	Clicks Group Retirement Fund
Registration number	12/8/9883/2
Information Officer:	Sunilduth Harilall
Street Address:	Cnr. Searle & Pontac Streets, Cape Town, 8001
Postal Address:	P.O. Box 5142, Cape Town, 8000
Telephone:	+27 (0)21 460 1911
Website:	+27 (0)21 460 1805
E-mail:	principalofficer@clicksgroup.co.za

Categories of information

We hold the following categories of information:

- a) STATUTORY COMPANY INFORMATION
 - (i) Memorandum of Incorporation;
 - (ii) Certificate of Change of Name (if any);
 - (iii) Certificate to Commence Business;
 - (iv) Proxy Forms;
 - (i) Register of Members;
 - (v) Index of Members;
 - (vi) Register of Mortgages and Debentures and Fixed Assets;
 - (vii) Register of Directors' shareholdings;
 - (viii) Register of Directors and Officers;
 - (x) Directors' Attendance Register;
 - (xi) Annual Financial Statements including:
 - (a) Annual accounts;
 - (b) Directors' reports;
 - (c) Auditor's report
 - (xii) Books of Account regarding information required by the Companies Act, 2008;
 - (xiii) Supporting schedules to books of account and ancillary books of account;
- b) ACCOUNTING RECORDS
 - (i) Books of Account including journals and ledgers;
- c) AGREEMENTS AND CONTRACTS
 - (i) Agreements with shareholders, officers or directors;
 - (ii) Acquisition or disposal documentation;
 - (iii) Agreements with contractors and suppliers;
 - (iv) Restraint of trade agreements
- d) TAXATION
 - (i) Copies of all Income Tax Returns and other tax returns and documents.
- e) LEGAL
 - (i) Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation;
 - (ii) Settlement agreements;

5. Procedure for requesting access to the above information

If you wish to request access to any of the above categories of information, you are required to complete a request form. These forms are available from:

- our information officer (whose contact details are in section A of this manual);
- the Information Regulator's website (www.inforegulator.org.za)
- the Department of Justice and Constitutional Development website (www.doj.gov.za).

There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in the request form.

You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information, which you have requested, including copying charges.

It is important to note that access is not automatic – you must identify the right you are seeking to exercise or protect and explain why the record you request is required for the exercise or protection of that right. You will be notified in the manner indicated by you on the request form whether your request has been approved.

6. Should you wish to obtain a copy of this manual, or part thereof, such copy can be obtained from either:

Our head office, at the prescribed fee as set out in Item 1 of Part III of the Fee Schedule; or

The South African Human rights Commission. Please direct your query for a copy directly to the SAHRD details of which are set out about; or

The Government Gazette (the Government Printers); or

It can be downloaded from our website at <https://www.clicks.co.za>

7. Prescribed fees.

- i. Once your request is made, you will receive notice from us to pay the prescribed fee of R50.00.
- ii. This prescribed fee must be paid before your request will be processed.
- iii. Payment of this fee is to be made as directed by the Information Officer.
- iv. If you are making a request in your personal capacity, payment of the prescribed fee of R50.00 may not be required.
- v. We will then make a decision in respect of your request and will notify you of our decision.
- vi. Should your request be refused, you may lodge an application at court against the tender or payment of the requested fee as will be advised in the Notice to you (in terms of (sec 54(3)(b) of the Act).

- vii. If your request is granted then you will have to pay a further access fee for the search, reproduction and preparation of the record as well as for any time, that has exceeded the prescribed hours, to search and in order prepare the record for disclosure to you (in terms of sec 54(6) of the Act).
- viii. The fees schedule can be downloaded from the Department of Justice website at www.doj.gov.za

VALUE ADDED TAX: Please note that certain of Clicks Group Limited's subsidiaries are registered under the Value Added Tax Act (Act No. 89 of 1994) as a vendor and may in terms thereof add value added tax (VAT) to all fees prescribed.

8. Prescribed forms.

Your request must be set out in the prescribed form, which you can download from the Department of Justice website at www.inforegulator.org.za and after completion must be forwarded to Ross Forgan or Sunilduth Harilall on the details provided above.