

Manual
Of
Medipost Pharmacy

In terms of
Section 51(1) of the Promotion of Access to
Information Act 2 of 2000

December 2011

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Section A

1. Interpretation

In this document, clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention:

An expression which denotes

any gender includes the other genders

a natural person includes an artificial or juristic person and vice versa

the singular includes the plural and vice versa

The following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meanings

"this document" – this document together with all of its annexures, as amended from time to time

"the Act" – Promotion to Access to Information Act No. 2 of 2000, as amended from time to time including the regulations promulgated in terms of the Act.

Any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time.

If any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this document.

Where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this document.

Any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be.

The use of the word "including" followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific example/s.

Insofar as there is a conflict in the interpretation of or application of this document and the Act, the Act shall prevail.

This document does not purport to be exhaustive of or comprehensively deal with every procedure provided for in the Act. A requester is advised to familiarise his/her/itself with the provisions of the Act before lodging any request with the company.

2. Aim

To facilitate the requests for access to records of the business as provided for in the Act.

Section B

1. Contact Details

[Information required under section 51(1)(a) of the Act]

Name of body: Medipost Pharmacy

Owner: HH Dürrheim (Pty) Ltd

CEO: Mr. A H Visagie

Physical addresses:

Four sites:

Gezina City
593 Michael Brink Street
Gezina
Pretoria

Loftus Rugby Stadium
Second Floor
Northern Pavilion
Pretoria

Hatfield Corner
c/o Church and Gordon Streets
Hatfield
Pretoria

North Gate Island
Unit 6A/7A
c/o Section & Koeberg Streets
Milnerton
Cape Town

Postal address: PO Box 40101, Arcadia 0007

Telephone no.: 012 426 4000

Fax no.: 012 335 6764

E-mail: management@medipost.co.za

Website: www.medipost.co.za

2. Human Rights Commission (HRC) Section 10 Guide
[Information required under section 51(1)(b) of the Act]

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

Any enquiries should be directed to:

The SA Human Rights Commission
PAIA Unit
Private Bag 2700
HOUGHTON
2041

Telephone Number : 011 877 3600
Fax : 011 403 0625
Website : www.sahrc.org.za
E-mail : dmalesa@sahrc.org.za

3. Records available in terms of any other legislation
[Information required under section 51(1)(d) of the Act]

- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Disease Act 130 of 1993
- Companies Act 61 of 1973
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- Income Tax Act 58 of 1962
- Skills Development Act 9 of 1999

4. Access to the records held by the private body
[Information required under section 51(1)(d) of the Act]

(i) The latest notice regarding the categories of records of the body, which are available without a person having to request access in terms of this Act in terms of Section 52(2)

[Information required under section 51(1)(c) of the Act]

Available to employees:

The following records are automatically available to all employees and need not be requested in accordance with the procedure outlined in paragraph 10 –

- personnel records are available to the employee whose file it is;
- records of disciplinary hearings and related matters are available to the employee concerned;
- the company's policies and procedures manual;
- the company's document format manual.



(ii) Records that may be requested. A description of the subjects of the records held by the body and the categories in which these subjects are classified.
[Information required under section 51(1)(e) of the Act]

These records are not automatically available without a request in terms of the Act. A request in terms of this section is subject to section 63(1) of the Act, which provides that the head of the private body must refuse a request for access to a record of the company if the disclosure of the record would involve the unreasonable disclosure of personal information about a third party including a deceased individual.

Administration

- Registration documentation
- Contracts

Human Resources

- Employment contracts
- Remuneration records and policies
- Employment equity plan (if applicable)
- Skills development plan (if applicable)
- Staff attendance/leave records
- Medical Aid records
- Pension fund records
- Disciplinary records
- Salary records
- SETA records
- Disciplinary code
- Leave records
- Training records
- Training manuals

Operations

- Client information –Client's confidentiality must be taken into account.

Financial Records

- Annual financial statements
- Tax returns
- Accounting records
- Banking records
 - Bank statements
 - Paid cheques
 - Electronic banking records
- Asset register
- Rental agreements
- Invoices

Income Tax Records

- PAYE records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
 - VAT
 - Regional services levies
 - Skills development levies
 - UIF
 - Workmen's compensation

(iii) Request Procedures

Form of request:

- 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 [s 53(1)].
- 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 any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)]
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- If a request is made on behalf of another 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 [s 53(2)(f)].

Fees:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- 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 [s 54(1)].
- The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

5. Other information as may be prescribed


[Information required under section 51(1)(f) of the Act]

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

6. Availability of the manual

[Information required under section 51(3) of the Act]

The manual is also available for inspection at the offices of the private body free of charge and copies are available from the SAHRC.



Heena Govind
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Medipost Pharmacy

29/12/2011
Date