



# Annual Report

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1 September 2011 - 31 August 2012



 **CLICKS**   
**Helping Hand**  
Moms & Babies

# Saving lives by lending a helping hand

Clicks believes that every child deserves access to healthcare advice and immunisations to help them grow strong and lead a healthy life. When the trust was formed, South Africa was struggling to meet our Millennium Development Goals and was one of 12 countries worldwide where the infant mortality rate is increasing. Too many children are dying from preventable diseases.

The Clicks Helping Hand Trust Moms & Babies initiative is in response to the need to reduce infant and maternal mortality in South Africa. The Trust aims to achieve this through increasing access to primary healthcare services, in selected Clicks Clinics every Thursday from 13h00 to 16h30. These services are available free of charge to all children born in state facilities and with no access to medical aid.

Services are available by appointment or walk-in at selected clinics. Clinics provide crucial primary healthcare services such as: immunisations, growth measurements and baby weighing, feeding and nutritional advice, as well as family planning advice and medication.

## Our Objectives

The provision of healthcare services and support to beneficiaries in a non-profit manner.

The Moms and Baby initiative includes but is not limited to:

- The provision of clinical services and education for mothers and babies;
- Access to medication, including child immunisations; **and**
- Advice on family planning and primary healthcare

## Corporate Governance

Launched in February 2011, the Clicks Helping Hand Trust is a public benefit organisation (PBO) registered as a non-profit organisation (NPO) (# IT3137/2010) under the Trust Property Control Act and the Income Tax Act.

### Did you know?

It costs over R3 500 in vaccination medication alone, at SEP, according to the DoH immunisation schedule guidelines, to vaccinate one baby for the first 18 months after it leaves the hospital.



# TRUSTEE REPORT – MAKING A DIFFERENCE FOR OUR FUTURE GENERATIONS

## The year under review

The year under review was an exciting one for the Clicks Helping Hand Trust (HHT). We are extremely proud to have extended the HHT clinics to all nine provinces across South Africa. During the 2011/12 financial year, we opened 13 HHT clinics, bringing our total clinics to 51. Our Moms and Babies initiative performed 6795 immunisations, as well as provided access to baby education, family planning advice and clinic services.

Our highlight for the year was the Gauteng launch of the HHT at Clicks Northvaal Arcade in Pretoria, which was attended by the Gauteng Provincial Department of Health, suppliers and dignitaries from the health sector.

Statistics show that, on average, each HHT clinic carried out four consultations/immunisations every Thursday afternoon between 13h30 and 17h00. Of these, Baby Wellness was 81% (75% of which was for immunisations), and Family Planning 19%. The value of the service fee and nurses time was R224 293. A total of 14 168 units of medication were dispensed, to the value of R4.7 million. Overall, the busiest HHT clinics were in the Western Cape at the Garden Route Mall in George, Vangate Mall in Athlone, and Gugulethu Square in Cape Town. Outside the Western Cape - Amajuba Mall in Newcastle, KwaZulu-Natal and Bethlehem Mall in the Free State.

**Clicks provides the clinic facilities, qualified nursing practitioners, consumables, as well as immunisation and family planning medicines. The Trust also receives stock donations from government and cash donations from sponsors, which we allocate exclusively to buying the vaccines.**

We had a change in trustees in this Financial Year. We thank Mike Harvey, ex-chairman of the HHT; and Willie Jordaan, ex-trustee; for their dedication and drive to making the HHT a success. We welcome Ralph Lorenz, Head of Operations, Jeff Steenkamer, Head of HR and our new Chairman Dan Zinner, Head of Health Care and Group Business Development, as the new trustees of the HHT.

We look forward to the value and expertise that they will bring to the management of the Trust.

## Sustainability of the Fund

Sustainability of the HHT remains an area of critical concern for us. With sustainable funding, we will be able to extend our reach and increase the impact we have in our country. We are actively campaigning for sponsored medicine supplies from government, as well as donations from corporates and foundations to extend this vital service across South Africa.

We are very grateful to everyone who has supported the HHT during this fiscal year, and would like to make a special mention of Nestlé, who generously donated R1 million, and Lifebuoy who donated R221 660. We were also honoured to receive R336 000 from the Clicks Foundation, R37 995 from sample sales, and R91 466 from the sale of HHT branded nail files. In addition, we raised a phenomenal R1.6 million from five percent of the proceeds of every Clicks branded baby product marked with the Moms and Babies logo.

## Government Partnerships

At the time of compiling this annual report, Clicks has signed a Memorandum of Understanding with the Western Cape Department of Health, to provide free immunisation stock for Clicks Clinics situated in the Western Cape, which will be distributed through United Pharmaceutical Distributors (UPD) free of charge.

We are actively looking to extend our partnership with provincial government across South Africa, in order to reach our objective of rolling out more immunisations across Clicks' nationwide footprint of 118 clinics\*. We have had active engagement with the Eastern Cape, KwaZulu-Natal and Gauteng provinces, and hope that these interactions will result in strong partnerships.

**We look forward to growing the HHT in the coming year, as part of our commitment to making quality primary healthcare services accessible to all.**

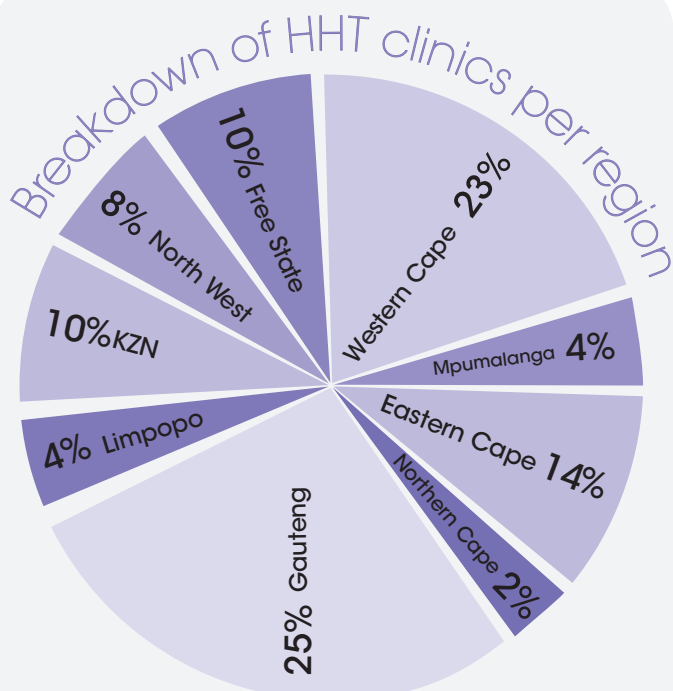
**– The Trustees**

\* at time of writing



## To date...

- **51** Clicks Helping Hand Clinics nationwide.
- **14 168** units of medication dispensed in FY2012.
- **11 000 free** immunisations and consultations provided.
- **6 795** baby immunisations were administered in FY2012.
- **2 197** baby consultations with nutritional advice, baby weighing and more in FY2012.
- **2 008** family planning consultations and medication in FY2012.
- **R224 293** donated in professional time and consumables in FY2012.
- **R4.7m** worth of drugs dispensed in FY2012.



## MAKING A DIFFERENCE:

Helping our tiniest customers to live long, healthy lives.

"Many of our customers are working parents and it makes a huge difference that they don't have to wait for hours. Clients arrive with babies who have skin or eating problems, so the clinic is a good opportunity to teach them about good nutrition and other important aspects of parenting."

- **SISTER MAPULA RAKOBELA,**  
Clicks HHT Clinic, Northvaal, in Pretoria.



"We have one of the busiest HHT clinics. It's so popular that patients begin lining up outside from 9am. Young women also come for family planning advice. We never judge, whereas in some cultures it's frowned upon and they end up with unwanted pregnancies."

- **SISTER JACQUI NEL,**  
Clicks HHT Clinic, Garden Route Mall, in George.

"I'm very proud that I'm able to offer this service. Many of our customers don't know the importance of immunisations and they're so grateful when I explain it all."

- **SISTER HANNELIE BEZUIDENHOUT,**  
Clicks HHT Clinic, Liberty Centre, in Welkom.

## Our Trustees



### **AMANDA GRAHAM, HEAD OF MERCHANDISE, CLICKS**

"A big thank you must go out to all our customers for purchasing Clicks branded baby products, in support of the Helping Hand Trust. Also, a big thank you is due to everyone at Clicks and our suppliers who helped to launch and build the Trust in this first 18 months."



### **RALPH LORENZ, HEAD OF OPERATIONS, CLICKS**

"I am inspired that our HHT clinics are making such a tangible difference in supporting the communities in which we operate."



### **JEFF STEENKAMER, HEAD OF HR, CLICKS**

"Thanks to all our healthcare professionals for making the HHT clinics something we can be really proud of; you have touched the lives of thousands."



### **DAN ZINNER, HEAD OF HEALTH CARE AND GROUP HEAD OF BUSINESS DEVELOPMENT, CLICKS**

"Clicks Pharmacy, through our extensive national footprint, is well positioned to provide access to quality primary healthcare for all of South Africa; we look forward to growing the reach of the HHT and extending our partnerships with government."

## Helping Hand Trust Clicks Clinics

Amajuba Mall, Newcastle  
Beacon Bay Shopping Centre, East London  
Birkenhead Shopping Centre, Melkbosstrand  
Carnival Mall, Brakpan  
Cornwall, Pretoria  
Cycad Centre, Polokwane  
Diamond Pavilion, Kimberley  
Dynarc Walk, Bloemfontein  
Fichardt Park, Bloemfontein  
Edenmeadows, Edenvale  
Eikestad Mall, Stellenbosch  
Game Centre, Mafikeng  
Garden Route Mall, George  
Gezina Galleries, Gezina  
High Street, Grahamstown  
High Street, Oudtshoorn  
Howard Centre, Pinelands

Greenacres Shopping Centre, Port Elizabeth  
Gugulethu Square, Cape Town  
Highland Mews, Witbank  
Jabulani Mall, Soweto  
Jacaranda Centre, Pretoria  
Kolonade Centre, Pretoria  
Langeberg Mall, Mossel Bay  
Liberty Mall, Welkom  
Liberty Midlands Mall, Pietermaritzburg  
Market Square, Plettenberg Bay  
Metlife Mall, King William's Town  
Metropolitan Life Centre, Bethlehem  
Metropolitan Life Centre, Ladysmith  
Midwater Centre, Middelburg  
Mimosa Mall, Bloemfontein  
Mooi River Shopping Centre, Potchefstroom  
Mopanya Mall, Soweto

Mountain Mill Shopping Centre, Worcester  
Northgate Mall, Randburg  
Northvaal Arcade, Pretoria  
Pinecrest Centre, Pinetown  
Standard Bank Square, Polokwane  
Promenade Mall, Cape Town  
Southgate Mall, Johannesburg  
Southway Mall, Seaview  
Sunridge Village, Port Elizabeth  
The Glen, Oakdene  
Town Square, Weltevreden Park  
Vangate Mall, Athlone  
Vincent Park Centre, East London  
Walmer Park, Port Elizabeth  
Waterfall Mall, Rustenburg  
Wilkoppies, Klerksdorp  
Woodmill Lane Shopping Centre, Knysna

# CLICKS GROUP L I M I T E D

The Trustees  
Clicks Helping Hand Trust  
Cnr Searle and Pontac Streets  
Woodstock  
Cape Town  
8001

We have reviewed the Annual Financial Statements as at 31 August 2011 for the Helping Hand Trust to verify the validity, accuracy of both income and expenses. In addition our review verified that the trust funds were utilised in accordance with the trust deed.

## Conclusion

Based on the results of the testing performed we verify that the income, expenses, assets, liabilities and cash flows recorded in Annual Financial Statements as at 31 August 2011 for the Helping Hand Trust are valid, accurate and complete.

As the above procedures do not constitute either an audit or a review made in accordance with International Standards on Auditing, we do not express any assurance about whether the financial statements are free of material misstatement or that the Trust will remain a going concern for the foreseeable future.

## Clicks Group Internal Audit

Date: 21 September 2012

### CONFIDENTIALITY

This report is issued solely for the use of the Trustees of the Helping Hand Trust and other parties appointed at their discretion and is not to be used by or relied upon by others for any purpose whatsoever. The report should therefore be regarded as confidential and the Trustees should use discretion when circulating the report.

# Helping Hand Trust Income Statement

Income Statement	Audited FY2011 R	Unaudited FY2012 R
Baby private label sales	808,372	1,601,222
Third party donations	1,021,424	1,221,660
Customer donations	-	500
Clubcard donations	-	-
Co-marketing fees	-	-
New Clicks Foundation	450,000	336,837
Other donations - advertising spend	1,172,980	1,189,205
Other donations - nurses' time & consumables	41,949	224,293
Other donations - initial trust funds	10,000	-
interest Received		20,489
Clicks sample sales	107,307	129,461
<b>Total donations received</b>	<b>3,612,032</b>	<b>4,723,667</b>
Advertising spend	(1,172,980)	(1,189,205)
Employment costs	(128,899)	(130,738)
Other operating costs	(282,344)	(351,294)
<b>Total expenses</b>	<b>(1,584,223)</b>	<b>(1,671,237)</b>
Cost of immunisations	(568,913)	(4,676,950)
Cost of nurses' time & consumables	(41,949)	(224,293)
<b>Distributions to beneficiaries</b>	<b>(610,862)</b>	<b>(4,901,243)</b>
<b>Net profit after distributions</b>	<b>1,416,947</b>	<b>(1,848,813)</b>

\*FY2012 audited financials were not ready at the time of going to print due to the timing of our financial year-end, which is 31 August. Audited Statements will be available on request from November 2012

# Helping Hand Trust Balance Sheet

ASSETS	August 2011	August 2012*
<b>Current Assets</b>	<b>2,397,103</b>	562,595
Donations receivable	1,091,554	221,659
Cash and cash equivalents	1,305,549	340,936
<b>Total Assets</b>	<b>2,397,103</b>	<b>562,595</b>

EQUITY AND LIABILITIES	August 2011	August 2012*
<b>Equity</b>	<b>1,416,947</b>	(431,866)
Trust funds - distributable reserves	1,416,947	(431,866)
<b>Current Liabilities</b>	<b>980,156</b>	994,461
Accruals	-	141,255
Borrowing - Clicks	980,156	853,206
<b>Total equity and liabilities</b>	<b>2,397,103</b>	<b>562,595</b>

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**Helping Hand**

**Moms & Babies**

In partnership with:



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