

Helping Hand Trust Clicks Clinics



Amajuba Mall	Melkbos
Ashers Plumstead	Midwater
Bayside	Mimosa
Bethlehem	Mooi River
Blue Route	Mopanya Mall
Canal Walk	Mountain Mill
Cape Gate	N1 City
Carnival Mall	Northgate
Cavendish	Northvaal
Constantia	Oudtshoorn
Cornwall	Paarl mall
Diamond Pavilion	Parow
Dynarc Walk	Pinelands (Howard Centre)
Edenmeadows	Pinetown
Edgemean	Polokwane
Fichardt Park	Polokwane CBD
Garden Route Mall	Promenade
Gardens Centre	Robertson
Gezina	Rosebank Mall
Glengariff	Somerset Mall
Glengarry	Soneike
Golden Acre	Southgate
Grahamstown	Southway Mall
Gugulethu	Stellenbosch
Hermanus	Sunridge Village
Highland Mews	The Glen
Jabulani Mall	Town Square
Kenilworth	Tygervally
Knysna	Vangate Mall
Kolonade	Vincent Park
Langeberg Mall	Walmer Park
Liberty Centrel Welkom	Waterfall Mall
Liberty Midlands Mall	Waverley Plaza
Longbeach Mall	WeskusMall
Mafikeng	Westcoast Village
Market Square Bitau	Wilkoppies

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

"There can be no keener revelation of a society's soul than the way in which it treats its children."

Nelson Rolihlahla Mandela

Annual Report

1 September 2012 - 31 August 2013



Safe-guarding our future by lending a helping hand

This past year has been a year of action, generating support from local governments (starting in the Western Cape), Clicks business, suppliers and staff. 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 was increasing. Too many children are dying from preventable diseases. Helping Hand Trust has begun to gain momentum and reach the moms and babies that we set out to support, and chain these hard facts.

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.**
- **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 a challenging one for the Clicks Helping Hand Trust (HHT). We are extremely excited about the strong relationship we have forged with the Western Cape Department of Health and hope that the positive impact this relationship is making, helps build new, similar relationships in other provinces in the coming year. We now have a total of 75 HHT clinics operating nationally. Our Moms and Babies initiative performed 5656 immunisations, as well as provided around 10,000 baby wellness, education and family planning consultations and clinic services.

Our highlight for the year was the roll-out of State-sponsored vaccines in the Western Cape, allowing us to run free Mom and Baby services on a Thursday at ALL Clicks clinics in the Western Cape.

Statistics show that, on average, each HHT clinic carried out 2-3 consultations/immunisations every Thursday afternoon between 13h30 and 16h00.

Of these, Baby Wellness was 75% (57% of which were for immunisations), and Family Planning 25%. The value of the service fees and nurses' time was R463 255. A total of 12800 units of medication, to the value of R2,935,084 was dispensed through HHT clinics. Overall, the busiest HHT clinics were in the Western Cape at the Garden Route Mall, George and Gugulethu Square, Cape Town. Outside the Western Cape it was Amajuba Mall in Newcastle, KwaZulu-Natal and Bethlehem Mall in the Free State.

The Trustees

Following their appointments in 2012, our Trustees for the financial year 2012/13 remained in place. We thank Ralph Lorenz, Head of Operations, Jeff Steenkamer, Head of HR, Amanda Graham, Head of Merchandise

and our Chairman Dan Zinner, Head of Health Care and Group Business Development, for their service to HHT.

The financial year ended with more changes to the Board of Trustees and we would like to thank the current Trustees for their service and welcome Rachel Wigglesworth, new Head of Health Care as a trustee. We anticipate further new appointments for the 2013/14 period, and hope for greater stability among the new Trustees.

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 these 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."



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 have already begun to see the benefits of these relationships through our work with Western Cape. (TEXT MISSING?)

We are very grateful to everyone who has supported the HHT during this fiscal year. We would like to make a special mention of Lifebuoy for generously donating over R800,000 through product sales and Pharmacare who donated R252,000. We were also honoured to receive R174,300 from the Gilead Foundation and R380 000 from the Clicks Foundation. We thank Clicks for their invaluable support through donations of a percentage of sales, time and services. A phenomenal R2,486,969 was donated from 5% of the proceeds of every Clicks branded Baby Care product, marked with the Moms and Babies logo; R40,728 from sample sales and sales of other HHT branded products; as well as R276,722 in advertising and marketing costs.



Government Partnerships

Following the 2012 signing of the Memorandum of Understanding with the Western Cape Department of Health, Helping Hands has seen the successful delivery of these vaccines in the Western Cape. Distributed through United Pharmaceutical Distributors (UPD), vaccines are now reaching Western Cape Clinics, enabling us to provide free immunisations to Moms & Babies in the province.

However this process is still fraught with the challenges of stock availability and delivery from the State. We are constantly applying pressure to ensure stock availability in all clinics.

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 133 clinics*.

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.

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.

** At time of writing.*

Making a difference

Helping our tiniest customers to live long, healthy lives.

In the 2013 financial year:

- **75 Clicks Helping Hand Clinics** opened nationwide.
- **6 817 baby consultations and immunisations** have been administered
- **2 212 baby consultations** with nutritional advice, baby weighing, etc. were conducted
- **2 008 family planning consultations** and medication
- **donated R463,255** in professional time and consumables.
- **dispensed R2.9 worth of drugs.**

It is with sincere gratitude that we acknowledge the whole-hearted contribution that Clicks nursing practitioners make to HHT to ensure we are able to provide these services. This is what they have to say about the services they deliver:



"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, Pretoria.



"We have one of the busiest HHT clinics. It's so popular that patients begin lining up outside from 9 am. 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, 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, Welkom.

We also thank our staff who give so generously to HHT through the Employee Giving Program.

Rehana Jeppie on Feel Good Giving, *"It's a great initiative. Just to know that we're able to give a little back - every little bit counts"*

"It's something I really believe in because not everybody can afford medical aid. They need our help if we can give it." **Mkhululi Mngqebisa**



Clicks Helping Hand Trust Independent auditor's report

for the year ended 31 August 2013

We have audited the annual financial statements of The Clicks Helping Hand Trust ("the Trust"), which comprise the statement of financial position as at 31 August 2013, the statement of comprehensive income, the statement of changes in trust capital and statement of cash flows for the year then ended, a summary of significant accounting policies and other explanatory notes.

Trustees' Responsibility for the Financial Statements

The Trustees are responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards for Small and Medium-sized Entities ("IFRS for SME's"), and for such internal control as the Trustees determine are necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Trust's preparation and fair presentation of the financial statements in order to design

audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Trust's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Trustees, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Bases for Qualified Opinion

Cash donations are a significant source of fundraising revenue for The Clicks Helping Hand Trust. The Board of Trustees has determined that it is impracticable to establish internal controls over the collection of cash donations prior to the initial entry into its financial records. We were therefore unable to confirm whether all cash donations were recorded.

There was no requirement for the financial statements of The Clicks Helping Hand Trust to be audited prior to August 2013. We were therefore unable to satisfy ourselves that the opening balance of the distributable reserve of R322,350 does not contain misstatements that might materially affect the results for the current year and the distributable reserve balance as at 31 August 2013.

Qualified opinion

In our opinion, except for the possible effects of the matters described in the Bases for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of The Clicks Helping Hand Trust as at 31 August 2013, and its financial performance and cash flows for the year then ended in accordance with the International Financial Reporting Standards for Small and Medium-sized Entities.

Ernst & Young Inc., Director: Anthony Cadman, Chartered Accountant (SA), Cape Town (10 March 2014)

Income Statement 2013

	Audited 2013	Audited 2012
	R	R
Baby private label sales	2,486,969	1,601,222
Third party donations	442,785	1,221,660
Customer donations	-	500
ClubCard donations	-	-
Co-marketing fees	-	-
New Clicks Foundation	380,969	336,837
Other donations - advertising spend	276,722	1,189,205
Other donations - nurses' time & consumables	463,255	491,783
Other donations - initial trust funds	-	-
2011 adjustment for rounding correction to income	-	(1)
Clicks sample and other sales	40,728	129,461
Total donations received	4,091,427	4,970,667
Advertising spend	(276,722)	(1,189,205)
Employment costs	(1,096)	(124,215)
Other operating costs	(26,320)	(223,361)
Total expenses	(304,138)	(1,536,781)
Cost of immunisations	(2,935,084)	(4,057,781)
Cost of nurses' time & consumables	(463,255)	(491,783)
Distributions to beneficiaries	(3,398,339)	(4,549,565)
Profit / Loss before interest	388,950	(1,115,678)
Interest received	4,554	21,089
Interest expense	-	(8)
Net profit after distributions	393,504	(1,094,597)

Balance Sheet 2013

	Audited Aug-13	Audited Aug-12
ASSETS	R	R
Current assets	715,854	562,860
- Loans receivable - Clicks	101,790	0
- Donations receivable	0	221,660
Donations receivable	101,790	221,660
Accrued interest	0	600
Cash and cash equivalents	614,064	340,601
Total assets	715,854	562,860
EQUITY AND LIABILITIES		
Equity	715,854	322,350
Trust funds - distributable reserves	715,854	322,350
Current liabilities	0	240,510
Accruals	0	22,800
Borrowings - Clicks	0	217,710
Total equity and liabilities	715,854	562,860