

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
Edgemoor	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	Tyger Valley
Knysna	Vangate Mall
Kolonade	Vincent Park
Langeberg Mall	Walmer Park
Liberty Central Welkom	Waterfall Mall
Liberty Midlands Mall	Waverley Plaza
Longbeach Mall	Weskus Mall
Mafikeng	Westcoast Village
Market Square Bitou	Wilkoppies

Annual Report

1 Sept 2013 - 31 Aug 2014



Lending a helping hand

The 2014 year was one of consolidation and strengthening our service offering, understanding our beneficiaries and meeting their needs. According to The World Bank: World Development Indicators (Mortality) statistics, South African life expectancy has reduced significantly over the past 15 years, leaving South Africa in the bottom 25 countries in world when considering average life expectancy. The South African government has shown their commitment to improving these statistics through a number of initiatives. Clicks Helping Hand Trust 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 17h00. 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 (where state stock is available).**
- **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 Department of Health immunisation schedule guidelines, to vaccinate one baby for the first 18 months after it leaves the hospital.



Trustee Report

The year under review

The year under review was a challenging one for the Clicks Helping Hand Trust (HHT). The relationship we have forged with the Western Cape Department of Health has had its ups and downs, with unexpected challenges relating to availability of drugs. Whilst we were able to continue delivering these invaluable services, they came at a higher price to the Trust than originally planned. The year ended with this problem being resolved and allowing us to look forward to a smoother year ahead. We have continued to attempt to broker new, similar relationships with other provincial governments, and although to date no new agreements have been concluded there are discussions on the table. This year, we have maintained a total of 75 HHT clinics operating nationally. Our Moms and Babies initiative performed 5841 immunisations, as well as provided around 6000 baby wellness, education and family planning consultations and clinic services.

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

Of these, Baby Wellness was 70% (50% of which were for immunisations), and Family Planning 30%. The value of the service fees and nurses' time was R728,888. A total of 8932 units of medication, to the value of R2,622,283 was dispensed through HHT clinics. Overall, the busiest HHT clinics were in the Western Cape at the Garden Route Mall and Mountain Mill, Worcester. Outside the Western Cape it was Liberty Centre, Welkom and Bethlehem Mall in the Free State.

The Trustees

This financial year ended with more changes to the Board of Trustees and Rachel Wigglesworth, chairperson of the Trust would like to thank the current Trustees for their service and welcome, new Head of Health Care as a trustee.

Our Trustees



Keith Warbuton,
COO Clicks



Rachel Wigglesworth,
Head Of Healthcare, Clicks



Alex Anson-Esparza,
Head Of Merchandise
and Marketing, Clicks

Sustainability of the Fund

The financial year was filled with sense of opportunity, based on financial reserves available. The Trust continues to deliver services and has begun investing in creating a visible and sustainable service offering. However, sustainability of the HHT remains an area of critical concern for us. Finding and securing sustainable funding remains a challenge. We are reviewing our service offering and the ways in which we will be able to extend our reach and increase the impact we have in our country. We continue to campaign for sponsored medicine supplies from government, as well as donations from corporates and foundations to extend this vital service across South Africa. Whilst we have begun to see the benefits of these relationships through our work with Western Cape, we also realise there are challenges with stock availability which has a direct impact on the medicinal costs incurred by the trust, making us increasingly, financially vulnerable.

We are very grateful to everyone who has supported the HHT during this fiscal year. We would like to make a special mention of Aspen Pharmacare for the generous donation of R220 000 and Colgate-Palmolive for donating to R125,000. We were also honoured to receive R245,000 from the Gilead Foundation and R380 000 from the Clicks Foundation. We thank Relate for involving us in their far reaching project which brought in R118,000 to the trust, while empowering their workers. 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.
- **5841 baby consultations and immunisations** have been administered
- **2 454 baby consultations** with nutritional advice, baby weighing, etc. were conducted
- **3 500 family planning consultations** and medication
- **donated R738,888** in professional time and consumables.
- **dispensed R2.6 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:



Comments from our nursing Sisters:

"We have many staff that work at the mall attending the HHT on Thursdays. This is really a benefit for them, as the clinic is available to them during their lunch hours, there is minimal queuing, and the service is reliable. The service also means they don't have to put in leave in order to get to a local clinic."

-Sister Thenette Loots, Clicks Mountain Mill. Worcester (Western Cape)

"This is a wonderful service we are rendering to the Community for Mothers who cannot afford to take time off and sit at busy Government Clinics for hours to have babies vaccinated and who also cannot afford the Private Services. These are mothers who would otherwise have to take the whole day off work to go to the clinic. Here an appointment is made on a Thursday afternoon and times and appointments are kept so within a half an hour this mother can be back at work. Most of the mothers making use of this service in Knysna are Domestic Workers who do not earn a lot of money and therefore cannot afford the fees of a Private Service but are still enjoying the Service Free of charge. At the same visit the mother can have her Contraceptive Services done as well."

-Sister Felicity, Knysna Western Cape.

Auditor's report

Independent auditor's report for the year ended 31 August 2014. 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 2014, 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

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, as of 1 September 2012, may be necessary.

Qualified opinion

In our opinion, except for the possible effects of the matters described in the Basis 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 2014, 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,

Income Statement 2014

	Audited 2014	Audited 2013
	R	R
Baby private label sales	3 442 358	2 486 969
Third party donations	914 655	442 785
Customer donations	-	-
Clubcard donations	-	-
Co-marketing fees	37 035	-
New Clicks Foundation	346 351	380 969
Other donations - advertising spend	300 000	276 722
Other donations - nurses' time & consumables	-	463 255
Other donations - initial trust funds	52 008	-
2011 adjustment for rounding correction to income	618 641	-
Clicks sample and other sales	747 979	40 728
Total donations received	6 459 028	4 091 427
Advertising spend	(300 000)	(276 722)
Employment costs	(52 008)	(1 096)
Other operating costs	(104 825)	(26 320)
Total expenses	(456 833)	(304 138)
Cost of immunisations	(2 618 303)	(2 935 084)
Cost of nurses' time & consumables	(742 868)	(463 255)
Distributions to beneficiaries	(3 361 170)	(3 398 339)
Profit / Loss before interest	2 641 024	388 950
Interest received	29 486	4 554
Interest expense	-	-
Net profit after distributions	2 670 510	393 504

Balance Sheet 2014

Statement of Financial Position at 31 August 2014		
ASSETS		
Current assets	R 3 390 714,00	R 715 854,07
Amounts receivable from Group companies	R 203 645,00	R 101 790,23
Cash and Cash equivalents	R 3 187 069,00	R 614 063,83
Total assets	R 3 390 717,00	R 715 854,07
Trust Capital and liabilities		
Trust Capital	R 3 386 364,00	R 715 853,86
Distributable reserves	R 3 386 364,00	R 715 853,86
Current liabilities	R 4 350,00	R -
Amounts owing to group companies	R 4 350,00	R -
Total Trust Capital and Liabilities	R 3 390 714,00	R 715 853,86