

**MEDICLINIC GROUP OF COMPANIES  
MANUAL IN TERMS OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT, NO 2 OF 2000**

Manual of the Mediclinic Group of Companies (as per the individual companies and entities on the attached list, herein represented by Mediclinic (Pty) Ltd) prepared in terms of section 51 of the Promotion of Access to Information Act, No 2 of 2000.

1. **Particulars of Company and authorised officer**

<b>Name of company</b>	:	Mediclinic (Pty) Ltd Registration number: 1969/009218/07
<b>Authorised officer</b>	:	Mrs Clara Findlay (Legal Services Executive)
<b>Postal Address</b>	:	P O Box 456, STELLENBOSCH, 7599
<b>Street Address</b>	:	Mediclinic Offices, Strand Road, STELLENBOSCH
<b>Telephone number</b>	:	+27 21 809 6500
<b>Fax number</b>	:	+27 21 809 6755
<b>E-mail address</b>	:	<a href="mailto:clara.findlay@mediclinic.co.za">clara.findlay@mediclinic.co.za</a>

2. **Human Rights Commission Guide**

The Human Rights Commission has prepared a guide in terms of S10 of the Promotion of Access to Information Act, containing information required by a person wishing to exercise any right contemplated in the Act. Any queries concerning the guide should be referred to the Human Rights Commission in Johannesburg.

<b>Website Address</b>	:	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>
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**Head Office Address** : 29 Princess of Wales Terrace, Cnr York and St Andrews Street, Parktown, Johannesburg  
Private Bag 2700, Houghton, Johannesburg  
2041

**Telephone number** : +27 11 484 8300

3. **Categories of records available without a person having to request access in terms of the Act**

There is currently no description of categories of records which are automatically available in terms of section 52(2) of the Act.

4. **Description of records that are available in accordance with the following legislation**

All records that are legally required to be kept by the company in terms of the following legislation are available:

- 4.1 Companies Act
- 4.2 Labour Relations Act
- 4.3 Occupational Health and Safety Act
- 4.4 Basic Conditions of Employment Act
- 4.5 Employment Equity Act
- 4.6 Compensation for Occupational Injuries and Diseases Act
- 4.7 Unemployment Insurance Act
- 4.8 National Health Act
- 4.9 Any other legislation relevant to the business concerned

5. **How to go about requesting records**

Access to records may be requested by completing the prescribed form, (attached and known as Form C) and submitting it to the authorised officer as set out in paragraph 1.

Once a request is received, the authorised officer will contact the requester to advise him/her about the further management of the request.

6. **Subjects and categories of records held**

Records relating to the following subjects and categories are held by the company and may be requested:

- 6.1 Company Secretarial records
- 6.2 Funder Relations and Contracting
- 6.3 Hospital related records
- 6.4 Human Resources
- 6.5 Information Technology Services
- 6.6 Legal Services
- 6.7 Marketing
- 6.8 Nursing Services
- 6.9 Pharmacy Services
- 6.10 Property Services
- 6.11 Purchasing Services
- 6.12 Technical Services
- 6.13 Training and Development

## LIST OF COMPANIES / ENTITIES

- Blue Beacon Investments 81 (Pty) Ltd
- Curamed Holdings Ltd Share Incentive Trust
- Curamed Holdings (Pty) Ltd
- Curamed Hospitals (Pty) Ltd t/a:
  - Mediclinic Gynaecological Hospital
  - Mediclinic Heart Hospital
  - Mediclinic Kloof
  - Mediclinic Medforum
  - Mediclinic Muelmed
- Curamed Nominees Trust
- Curamed Properties (Pty) Ltd
- Curamed Stakeholder Trust
- D.J.H. Defty (Pty) Ltd
- ER24 EMS (Pty) Ltd t/a ER24
- ER24 Holdings (Pty) Ltd
- ER24 Trademarks (Pty) Ltd
- Ermelo Medi-Clinic Doctors' Trust
- Eureka Private Hospital Property Trust
- Hedrapix Investments (Pty) Ltd
- Hermanus Private Hospital Doctors' Trust
- Howick Private Hospital Holdings (Pty) Ltd
- Howick Private Hospital (Pty) Ltd t/a Mediclinic Howick
- Kimberley Medi-Clinic Doctors' Trust
- Medical Human Resources (Pty) Ltd
- Medical Innovations (Pty) Ltd
- Mediclinic Barberton (Pty) Ltd t/a Mediclinic Barberton
- Mediclinic Bloemfontein Investments (Pty) Ltd
- Mediclinic Brits (Pty) Ltd t/a Mediclinic Brits
- Mediclinic Cape Gate Investments (Pty) Ltd
- Mediclinic Cape Town Investments (Pty) Ltd
- Mediclinic Constantiaberg Investments (Pty) Ltd
- Mediclinic Durbanville Day Clinic (Pty) Ltd
- Mediclinic Durbanville Investments (Pty) Ltd
- Mediclinic Emfuleni Investments (Pty) Ltd

## LIST OF COMPANIES / ENTITIES (Continued)

- Mediclinic Ermelo (Pty) Ltd t/a Mediclinic Ermelo
- Mediclinic Europe (Pty) Ltd
- Mediclinic Finance Corporation (Pty) Ltd
- Mediclinic George Investments (Pty) Ltd
- Mediclinic Group Services (Pty) Ltd
- Mediclinic Hermanus (Pty) Ltd t/a Mediclinic Hermanus
- Mediclinic Highveld Investments (Pty) Ltd
- Mediclinic Hoogland Investments (Pty) Ltd
- Mediclinic International Ltd
- Mediclinic Investments (Pty) Ltd
- Mediclinic Kathu Investments (Pty) Ltd
- Mediclinic Kimberley (Pty) Ltd t/a Mediclinic Kimberley
- Mediclinic Klein Karoo Investments (Pty) Ltd
- Mediclinic Legae Investments (Pty) Ltd
- Mediclinic Lephalale (Pty) Ltd t/a Mediclinic Lephalale
- Mediclinic Limpopo Day Clinic (Pty) Ltd
- Mediclinic Limpopo Investments (Pty) Ltd
- Mediclinic Limpopo Ltd t/a Mediclinic Limpopo
- Mediclinic Limpopo Trust
- Mediclinic Louis Leipoldt Investments (Pty) Ltd
- Mediclinic Management Services (Pty) Ltd
- Mediclinic Middle East Investment Holdings (Pty) Ltd
- Mediclinic Midstream Properties (Pty) Ltd
- Mediclinic Midstream (Pty) Ltd t/a Mediclinic Midstream
- Mediclinic Milnerton Investments (Pty) Ltd
- Mediclinic Morningside Investments (Pty) Ltd
- Mediclinic Nelspruit Investments (Pty) Ltd
- Mediclinic Paarl (Pty) Ltd t/a Mediclinic Paarl
- Mediclinic Panorama Investments (Pty) Ltd
- Mediclinic Pietermaritzburg Investments (Pty) Ltd
- Mediclinic Plettenberg Bay Investments (Pty) Ltd
- Mediclinic Potchefstroom (Pty) Ltd t/a Mediclinic Potchefstroom
- Mediclinic Properties (Pty) Ltd

## LIST OF COMPANIES / ENTITIES (Continued)

- Mediclinic (Pty) Ltd t/a:
  - Mediclinic Bloemfontein
  - Mediclinic Cape Gate
  - Mediclinic Cape Town
  - Mediclinic Constantiaberg
  - Mediclinic Durbanville
  - Mediclinic Emfuleni
  - Mediclinic Geneva
  - Mediclinic George
  - Mediclinic Highveld
  - Mediclinic Hoogland
  - Mediclinic Kathu
  - Mediclinic Klein Karoo
  - Mediclinic Legae
  - Mediclinic Louis Leipoldt
  - Mediclinic Milnerton
  - Mediclinic Morningside
  - Mediclinic Nelspruit
  - Mediclinic Panorama
  - Mediclinic Pietermaritzburg
  - Mediclinic Plettenberg Bay
  - Mediclinic Sandton
  - Mediclinic Secunda
  - Mediclinic Stellenbosch
  - Mediclinic Strand
  - Mediclinic Vereeniging
  - Mediclinic Vergelegen
  - Mediclinic Welkom
  - Mediclinic Worcester
- Mediclinic Sandton Investments (Pty) Ltd
- Mediclinic Secunda Investments (Pty) Ltd
- Mediclinic Southern Africa (Pty) Ltd
- Mediclinic Stellenbosch Investments (Pty) Ltd
- Mediclinic Thabazimbi (Pty) Ltd t/a Mediclinic Thabazimbi

## LIST OF COMPANIES / ENTITIES (Continued)

- Mediclinic Tzaneen Investments (Pty) Ltd
- Mediclinic Tzaneen (Pty) Ltd t/a Mediclinic Tzaneen
- Mediclinic Upington (Pty) Ltd t/a Mediclinic Upington
- Mediclinic Vereeniging Investments (Pty) Ltd
- Mediclinic Vergelegen Investments (Pty) Ltd
- Mediclinic Welkom Investments (Pty) Ltd
- Mediclinic Worcester Investments (Pty) Ltd
- Medipark Clinic (Pty) Ltd
- Mpilo Investment Holdings 1 (RF) (Pty) Ltd
- Mpilo Investment Holdings 2 (RF) (Pty) Ltd
- Newcastle Private Hospital (Pty) Ltd t/a Mediclinic Newcastle
- Phodclinics (Pty) Ltd
- Practice Relief (Pty) Ltd
- The Mpilo Trust
- The Potchefstroom Medi-Clinic Doctors' Trust
- Victoria Hospital Investments (Pty) Ltd
- Victoria Hospital (Pty) Ltd t/a Mediclinic Victoria
- Victoria Hospital Pharmacy (Pty) Ltd
- Wits University Donald Gordon Medical Centre (Pty) Ltd t/a Wits Donald Gordon Medical Centre
- Zastrospot Investments (Pty) Ltd

**FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

(Section 53(1) of the Promotion of Access to Information Act, Act No 2 of 2000)

**[Regulation 10]**

**A. Particulars of private body**

The Head:

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**B. Particulars of person requesting access to the record**

- |   |
|---|
| (a) The particulars of the person who requests access to the record must be given below.                |
| (b) The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) Proof of the capacity in which the request is made, if applicable, must be attached.                |

Full names and surname: \_\_\_\_\_

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Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

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Fax number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person:

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**C. Particulars of person on whose behalf request is made**

- |   |
|---|
| This section must be completed ONLY if a request for information is made on behalf of another person. |
|---|

Full names and surname: \_\_\_\_\_

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Identity number: \_\_\_\_\_



**D. Particulars of record**

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Reference number, if available: \_\_\_\_\_

3. Any further particulars of record: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**E. Fees**

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**F. Form of access to record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:

Mark the appropriate box with an X.

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

**1. If the record is in written or printed form:**

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
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**2. If record consists of visual images** (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images	<input type="checkbox"/>	transcription of the images*
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**3. If record consists of recorded words or information which can be reproduced in sound:**

<input type="checkbox"/>	Listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
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**4. If record is held on computer or in an electronic or machine-readable form:**

<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
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* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Please note that postage is payable.</b>	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

**G. Particulars of right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Indicate which right is to be exercised or protected:

\_\_\_\_\_

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

\_\_\_\_\_

\_\_\_\_\_

**H. Notice of decision regarding request for access**

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

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**SIGNATURE OF REQUESTER / PERSON  
ON WHOSE BEHALF REQUEST IS MADE**

## FEES IN RESPECT OF PRIVATE BODIES

1 The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1.10 for every photocopy of an A4-size page or part thereof.

2 The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic machine-readable form	0.75
(c) For a copy in a computer-readable form on –	
(i) stiffy disc	7.50
(ii) compact disc	70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40.00
(ii) For a copy of visual images	60.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20.00
(ii) For a copy of an audio record	30.00

3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50.00.

4 The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0.75
(c) For a copy in a computer-readable form on-	
(i) Stiffy disc	7.50
(ii) compact disc	70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40.00
(ii) For a copy of visual images	60.00
(e) (i) For a transcription of an audio record, for an A4-size or part thereof	20.00
(ii) For a copy of an audio record	30.00
(f) To search for and prepare the record for disclosure, R30.00 for each hour or part of an hour reasonably required for such search and preparation.	
(2) For purposes of section 54(2) of the Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable; and	
(b) One third of the access fee is payable as a deposit by the requester.	
(3) The actual postage is payable when a copy of a record must be posted to a requester.	