

First Care Solutions (Pty) Ltd
(Registration number: 2011/011890/07)

*Manual in terms of section 51 of the
Promotion of Access to Information Act, 2 of 2000*

FIRST CARE SOLUTIONS (PTY) LTD

CONTENTS PAGE

1.	Contact particulars	3
2.	Introduction	3
3.	Guide in terms of section 10 of The Act.....	3
4.	Facilitation of a request for access to information	3
5.	Information available in terms of other legislation.....	4
6.	Information automatically available.....	4
7.	Information available in terms of The Act	5
8.	General	10
9.	Requesting procedures.....	10
10.	Availability of the Manual	10
11.	Signatory.....	11

Promotion of Access to Information Act, 2 of 2000

(The Act)

Section 51 Manual of FIRST CARE SOLUTIONS (PTY) LTD

(Registration number: 2011/011890/07)

1. CONTACT PARTICULARS

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E-mail address:	info@firstcare.solutions		
Website:	www.firstcare.solutions		

2. INTRODUCTION

The company is engaged in the delivery of medical administration, technology and management services to incorporated medical practices, private companies and patients in South Africa.

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

Any person who wishes to exercise any right contemplated in The Act may obtain a copy of the information guide issued by the Human Rights Commission in all official languages, from the Human Rights Commission, contact number (011) 887-3600 or www.sahrc.co.za.

4. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION

Information which is not readily available as indicated in this manual, may be requested in accordance with the procedure prescribed in terms of The Act. Copies of the prescribed forms to be completed for submitting a request, are available from First Care Solutions.

5. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Information is available in terms of certain provisions of the following legislation:

- 5.1 BASIC CONDITIONS OF EMPLOYMENT ACT 75 OF 1997
- 5.2 COMPANIES ACT 61 OF 1973
- 5.3 COMPANIES ACT 71 OF 2008
- 5.4 COMPETITION ACT 89 OF 1998
- 5.5 CONSUMER PROTECTION ACT 68 OF 2008
- 5.6 CUSTOMS AND EXCISE ACT 91 OF 1964
- 5.7 ELECTRONIC COMMUNICATIONS AND TRANSACTIONS ACT 25 OF 2002
- 5.8 EMPLOYMENT EQUITY ACT 55 OF 1998
- 5.9 NATIONAL HEALTH ACT NO 61 OF 2003, CHAPTER 8
- 5.10 INCOME TAX ACT 58 OF 1962
- 5.11 PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000
- 5.12 SOUTH AFRICAN RESERVE BANK ACT 90 OF 1989
- 5.13 SOUTH AFRICAN REVENUE SERVICES ACT 34 OF 1997
- 5.14 SKILLS DEVELOPMENT LEVIES ACT 9 OF 1999
- 5.15 UNEMPLOYMENT INSURANCE ACT 63 OF 2001
- 5.16 VALUE ADDED TAX ACT 89 OF 1991

6. INFORMATION AUTOMATICALLY AVAILABLE

The following categories of records are automatically available for inspection, purchase or photocopying:

- 6.1 WWW.FIRSTCARE.SOLUTIONS
- 6.2 LEAFLETS / BROCHURES
- 6.3 PRICELISTS
- 6.4 REPORTS
- 6.5 MARKETING AND PROMOTIONAL MATERIAL

7. INFORMATION AVAILABLE IN TERMS OF THE ACT

The subjects on which the business holds records and the categories on each subject are as listed below. Please note that a requestor is not automatically allowed access to these records and that access to them may or must be refused in accordance with section 62 to 69 of The Act.

7.1 ACCOUNTING RECORDS

- Annual financial statements and working papers
- General ledger
- Subsidiary ledgers (receivables, payables, etc.)
- Bank statements
- Customer and supplier statements and invoices
- Deposit slips
- Cash books and petty cash books
- Fixed asset register
- Tax returns and assessments
- VAT returns
- Lease or instalment sale agreements
- Budgets and business plans
- Insurance records
- Investment records
- Auditor's reports
- Internal auditors' report
- Compiler's reports
- Reviewer's reports
- Inventory records (including stock take)
- Systems documentation
- Management review
- Capital expenditure
- Credit agreement
- Record of assets
- Record of liabilities
- Record of loans to related parties
- Record of liabilities and obligation
- Record of revenue
- Record of expenses

- 7.2 AUDITORS
 - Working papers
 - Correspondence

- 7.3 CREDIT AGREEMENTS
 - Enquiries
 - Details and results of disputes lodged with consumers
 - Payment profile

- 7.4 FIXED PROPERTY
 - Leases

- 7.5 HEALTH AND SAFETY
 - Register, record of earnings, time worked, payment and particulars of all employees
 - Health and safety committee's records of each recommendation affecting the health of employees and reports made to the inspector
 - Emergency response plans
 - Employee public health emergency action plans
 - Permits, licenses, approvals and registrations for operations of sites and business
 - Records of incident reported at work

- 7.6 INFORMATION TECHNOLOGY
 - Agreements
 - Audits
 - Capacity and utilisation of current systems
 - Client database
 - Development or investment plans
 - Disaster recovery processes and procedures
 - Hardware
 - Internet
 - Intranet
 - Licenses
 - Systems support, programming and development
 - LAN Installations
 - Operating systems
 - Software packages
 - Telephone lines, leased lines and data lines

7.7 INSURANCE

- Claim records
- Details of coverage, limits and insurers
- Insurance policies

7.8 INTELLECTUAL PROPERTY

- Agreements relating to intellectual property, e.g. license agreements, secrecy agreements, research and development agreements, use agreements, joint venture agreements and joint development agreements.
- Litigation and other disputes involving intellectual property

7.9 LEGAL, AGREEMENTS AND CONTRACTS

- Acquisition or disposal documentation
- Agreements with contractors and suppliers/ vendors
- Agreements with clients
- Agreements with shareholders, officers or directors
- Complaints, pleadings, briefs and other documents pertaining to actual, pending or threatened litigation, arbitration or investigation
- Distributor, dealer or agency agreements
- Joint venture agreements, partnership agreements, participation, co-marketing, co-promotion or other alliance agreements
- Material agreements relating to provision of services or materials
- Material licenses, permits and authorisations
- Contracts, including lease agreements and finance agreements
- Restraint agreements
- Sale agreements
- Settlement agreements
- Electronic communications - Personal information and the purpose for which the data was collected
- Electronic communications - Record of any third party to whom the information was disclosed
- Electronic communications - All personal data which has become obsolete
- Consumer Protection Act - disclosure by intermediary: information provided to a consumer
- Consumer Protection Act - disclosure by intermediary: conflict of interest
- Consumer Protection Act - disclosure by intermediary: record of advise and basis on which it was given
- Consumer Protection Act - disclosure by intermediary: written instructions to consumer
- Consumer Protection Act - disclosure by promotional competitions: full details, rules, etc.

- Consumer Protection Act - disclosure by auctions: written agreement containing terms and conditions

7.10 PERSONNEL RECORDS

- Attendance register
- Disciplinary records
- Employee evaluation and performance records
- Employee information records
- Employee loans
- Employee remuneration
- Employment applications
- Employee date of birth
- Employment contracts
- Expense accounts
- Group life
- Health and safety records
- Incentive schemes
- IRP 5 and IT 3 certificates
- Letters of appointment
- Leave applications
- Maternity leave policy
- Medical aid records
- Name and occupation of each employee
- Organisational design
- Payroll
- Particulars of each employee
- Personnel file
- Policies and procedures
- Recruitment and appointments
- Salary and wage registers
- Salary slips and wage records
- Staff records after employment
- Tax returns of employees
- Time records
- Training and development
- UIF, PAYE and SDL returns

7.11 SALES AND MARKETING

- Brochures, newsletters and marketing material
- Customers
- Products
- Sales
- Service and product information

7.12 STATUTORY COMPANY RECORDS

- Annual Statutory Returns
- Certificate of Change of Name
- Certificate of Incorporation
- Certificate to Commence Business
- Directors' attendance register
- Memorandum and Articles of Association
- Memorandum of Incorporation and alterations / amendments
- Notice and minutes of shareholders' meetings
- Minutes of directors' meetings
- Minutes of directors' committee meetings
- Other minute books
- Register of Allotments
- Register of company secretary and auditors
- Register of directors and officers
- Register of directors' shareholding
- Register of past directors
- Registration Certificate
- Reports presented at Annual General Meeting
- General resolutions
- Special resolutions
- Resolutions
- Shareholders' agreements
- Shareholders' register
- Securities register / uncertificated securities register
- Minute books
- Resolutions passed at meetings

- 7.13 TAX
- Income tax returns
 - Provisional tax returns
 - Tax assessments
 - Records relating to taxable gain or assessed capital loss
 - VAT documents
 - Records of importation goods and documents
 - Vendors information
 - Documentary proof substantiating the zero rating of supplies
- 7.14 MEDICAL RECORDS (GOVERNED BY MEDICAL CONFIDENTIALITY LAWS)
- Patient details
 - Informed consent
 - Storage of medical records
 - Disclaimers

8. GENERAL

None.

9. REQUESTING PROCEDURES

A person who wants access to the records must complete the necessary request form, that is available at the offices of First Care Solutions , or can be accessed on www.sahrc.org.za. The completed request form must be sent to the address or fax number provided in this manual, and marked for the attention of the Information Officer.

10. AVAILABILITY OF THE MANUAL

Copies of this manual are available for inspection, free of charge, at the offices of First Care Solutions, from the South African Human Rights Commission and at www.firstcare.solutions.

11. SIGNATORY

We confirm, to the best of our knowledge, and belief, the accuracy and completeness of the information provided.

Dr Steven Holt

Information officer

09 October 2025

Date

Steven Holt

Signature of Information officer