



GP Retail Operations
Guaranteed Productivity

Registration Number of Company:

1998/023885/07

NAME OF COMPANY: GP Retail Operations (Pty) Ltd

MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000

(the "ACT")

DATE OF COMPILATION: May 2021

DATE OF REVISION: May 2022



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1. INTRODUCTION

GP Retail Operations (Pty) Ltd was established in 1997 in servicing a specific niche market in the retail environment. The company has a national footprint with more than 7000 active employees across various divisions in the retail sector. The company provides specialised outsourced services that includes:

- outsourced staffing solutions
- functional outsourcing
- merchandising
- trolley solutions

Offering flexible, innovative and cost effective Human Capital Solutions, and providing superior service by adhering to productivity targets as agreed upon in the service level agreement (SLA) supported by strong customer relations.

Supplying a support service to clients in areas where expertise and human capital are of the essence, through innovative systems and operational excellence.

Uplifting the community, committed to create equal employment opportunities through growth, training and development of its human resources.

Creating a learning organisation that is characterised by professionalism and continuous improvement.

GP Retail Operations business is guided by the following principles.

Being the appointed and preferred value-added partner of selected customers in core markets based on our customised and specialised business solutions. Offering flexible, innovative and cost-effective Human Capital Solutions.



2. COMPANY CONTACT DETAILS

Persons designated/duly authorised persons:

Directors: N du Toit (Managing Director)

G Skhosana (Director)

D Talmakkies (Director)

E Cloete (CEO)

Information Officer: C van der Merwe (Chief HR and Training Officer)

Postal Address: P.O Box 34, Groenkloof 0027

Street Address: 19 Florence Ribeiro Street, Muckleneuk

Telephone Number: 012 343 6859

Fax Number: 012 343 7610

Email: info@gpretail.co.za

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3. THE ACT

3.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

3.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
 Telephone Number: +27-11-877 3600
 Fax Number: +27-11-403 0625
 Website: www.sahrc.org.za

4. APPLICABLE LEGISLATION

No	Ref	Act
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 75 of 1997	Basic Conditions of Employment Act
9	No 69 of 1984	Close Corporations Act
10	No 25 of 2002	Electronic Communications and Transactions Act
11	No 2 of 2000	Promotion of Access of Information Act
12	No 30 of 1996	Unemployment Insurance Act
13	No 97 of 1998	Skill Development Act

5. Schedule of Records

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Financial	<ul style="list-style-type: none"> • Financial Statements • Financial and Tax Records (Company & Employees) • Asset Register • Management Accounts • Audit Reports 	Request in terms of PAIA
Marketing	<ul style="list-style-type: none"> • Public Customer Information: <ul style="list-style-type: none"> ○ Product Brochures ○ Owner Manuals • Marketing Strategies • Customer Database 	<p>Limited Information available on web site</p> <p>Request in terms of PAIA</p>
Human Resources	<ul style="list-style-type: none"> • Employee personal records • Disciplinary records • Reference check information • Criminal Record Checks 	<p>As per request</p> <p>Not Available</p> <p>Request in terms of PAIA</p> <p>Not available</p>
Suppliers	<ul style="list-style-type: none"> • Supplier data base • Supplier statements 	<p>Request in terms of PAIA</p> <p>Request in terms of PAIA</p>

6. FORM OF REQUEST

To facilitate the processing of your request, kindly:

6.1 Use the email address available: info@gpretail.co.za

6.2 Address your request to the Information Officer

6.3 Provide sufficient details to enable the COMPANY to identify:

- (a) The record(s) requested;
- (b) The requester (and if an agent is lodging the request, proof of capacity);
- (c) The form of access required;
- (d) (i) The postal address or fax number of the requester in the Republic;
 - (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
- (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.



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7. PRESCRIBED FEES

The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

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- Manuals are subject to review and comment with the possibility of manuals being rejected on the basis of not meeting the minimum requirements and the SAHRC is not liable for the amendment costs if any and resubmission if any of any manuals.