



Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

SOP File Number:

ECDSO COVID-19-SRD-01

SOP Version:

V.001

Document Owner:

Head of Department

**STANDARD OPERATING PROCEDURE: COVID-19 DONATION MANAGEMENT**

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| <b>Approval Date</b>     | 14 October 2020  |
| <b>Commencement Date</b> | 14 October 2020  |
| <b>Review Date</b>       | 14 October 2021  |
| <b>Periodical Review</b> | Annually   |
| <b>Resources</b>         | Staff, Stationary, ICT Equipment, Protective Equipment, Sanitisers.  |
| <b>Intent of SOP</b>     | To document the Standard Operating Procedure (SOP) for receiving, acceptance and distribution of donations targeting the poor, homeless, displaced and unemployed. The SOP is intended to assist ECDSO to maintain existing financial management and internal control frameworks while ensuring that the necessary disaster relief support can be provided in the relevant circumstances timely. |
| <b>Scope</b>             | The SOP applies to the management of donations received by the Eastern Cape Department of Social Development from various donors regardless of who they are or where they come from.   |
| <b>Objective(s)</b>      | To provide integrated strategic direction and support to achieve good governance at all times.   |
| <b>Definitions</b>       | <b>HOD:</b> Head of the Department<br><b>DDG:</b> Deputy Director General.   |

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| <b>Key Performance Indicator</b> | Number of Service Delivery Improvement interventions co-ordinated.   |
| <b>Principles</b>                | <p><b>Beethopete Principles:</b></p> <p><b>Consultation:</b> Stakeholders should be consulted on the nature, quantity and quality of services to be provided in order to determine the needs and expectations of the end users.</p> <p><b>Service Standards:</b> Employees should be told what level and quality of public services they will receive so that they are aware of what to expect.</p> <p><b>Ensuring courtesy:</b> Employees should be treated with courtesy and respect.</p> <p><b>Access:</b> All employees should have equal access to the services to which they are entitled</p> <p><b>Information:</b> Employees should be given full, accurate information about the public services they are entitled to, e.g. through induction training and workshops.</p> <p><b>Openness and transparency:</b> Employees and donors should be told about process implementation</p> <p><b>Redress:</b> The ECDSD should establish a mechanism for recording any public dissatisfaction by handling complaints fast and efficiently.</p> <p><b>PARTICIPATION</b></p> <p>All line managers and employees involved are key to the successful implementation of effective and efficient management of donations.</p> <p><b>ACCOUNTABILITY</b></p> <p>The accounting officer or delegated official must approve the acceptance of all donations.</p> <p>All donation must be recorded in a donation acceptance and receipt form.</p> <p>All donations must also be recorded in the donation's register.</p> <p>Non-compliance will be dealt with in terms of the Disciplinary Code and Procedures.</p> |
| <b>Compliance Measures</b>       | <p><b>7.CONDITIONS UNDER WHICH DONATIONS IN-KIND CAN BE ACCEPTED/ NOT ACCEPTED</b></p> <p>7.1 The Head of Department or the delegated official should ensure that the offer or acceptance of all gifts, donations and sponsorships are:</p> <p>7.1.1. In both the public interest and the overall interest of the vulnerable and poor people of the Eastern Cape Province</p>  |

- 7.1.2. For purposes consistent with the interest of sponsors or donors are appropriate, which ensuring that the interest of sponsors or donors are appropriate, such as community development, national aims, such as community development,
- 7.1.3. Politically neutral, i.e. sponsors or donors involved with political or controversial objectives who seek the Department's legitimacy or endorsement must be avoided,
- 7.1.4. Able to stand the test of public scrutiny,
- 7.1.5. Well documented to demonstrate transparency,
- 7.1.6. Free from expectations or perception of preferential treatment from the Department regarding the sponsorship or donation involved, or in present of future dealings,
- 7.1.7. Visible to, and subject to reviews by various authorities including the Executive Authority, Provincial and National Treasury, Auditor General and the Legislature to ensure objectivity and openness and
- 7.1.8. Used only for the purpose intended.
- 7.1.9. The Head of Department may only delegate the responsibility attached to the granting and acceptance of gift, donations and sponsorships to an official in the level of a Deputy Director General or Chief Director or District Director only.

#### **8. APPROVAL OF ACCEPTANCE**

- 8.1. The Head of Department or delegated official mandated to coordinate Humanitarian Relief or Disaster Relief (as the case may be) may approve the acceptance of any donations in kind of essential goods or services required for the purposes of Provincial Disaster Relief, if compliance with the requirements set out in Regulation 21.2 of the National Treasury Regulations, see Annexure 'A' Donation, Acceptance & Receipt Form.
- 8.2. When a potential donor comes forward with an offer to donate essential goods or services required for the purposes of Disaster Relief, the following process must be followed:
  - 8.2.1. The Head of Department or delegated official responsible for considering the offer shall consider and decide whether it is feasible and appropriate in the circumstances for the Department to accept such an offer and to record such decision in writing.
  - 8.2.2. When determining whether it is feasible and appropriate in the circumstances for the offer to be accepted, the Head of Department or delegated official must consider, amongst other things, the following factors:
    - 8.2.3. The nature and scope of any disaster category that is or will become applicable in the Province;
    - 8.2.4. The relevance of the offer to meeting current or anticipated Provincial Disaster Relief needs,
    - 8.2.5. The ability of the Department to ensure that the goods or services that are the subject of the offer are directed at meeting current or anticipated Provincial Disaster Relief needs effectively,
    - 8.2.6. The costs to the Department of accepting the offer and directing the goods or services that are the subject of such

offer at meeting current or anticipated Provincial Disaster Relief needs effectively (including, but not limited to, logistics and storage costs),

8.2.7. All financial, legal and other risks that the goods or services that are the subject of the offer may present to human life, the environment and critical infrastructure should the offer be accepted; and

8.2.8. The ability of the Department to assume and mitigate all risks referred to in paragraph (vi) above.

**9. NO OFFER SHALL BE APPROVED FOR ACCEPTANCE UNLESS:**

- 9.1 The donor warrants to the Department, in writing, that the goods or services that are the subject of the offer are free from any defects and suitable in all respects for Disaster Relief purposes and, as such, do not present any material risks to human life, the environment or critical infrastructure.
- 9.2 The donor assumes, in writing, full responsibility for any loss, damage or claim of any kind that may arise, whether directly or indirectly, from the deployment of the goods or services that are the subject of the offer for Disaster Relief purposes.
- 9.3 The donor indemnifies, in writing, the Department against any and all losses, damages or claims that may arise, whether directly or indirectly, from any defects in the goods or services that are donated by the donor or from the negligence or fault on the part of the donor and/or any agent, representative, contractor or employee of the donor when giving effect to the donation in question (as the case may be).
- 9.4 The Head of Department or delegated official may negotiate with the donor on any further conditions that he or she considers appropriate for the protection of citizens, the environment, critical infrastructure and the interests of the Department and that should apply to the acceptance of the offer.
- 9.5 The Head of Department or delegated official must record in writing the reasons for approving or rejecting an offer.
- 9.6 The Head of Department or delegated official must ensure that the donor is given written notice of whether the offer has been accepted and, if so, on what conditions.
- 9.7 Cash donations are not encouraged by the Department as it might take longer period to access donated funds from state coffers however, it is advisable that donors to purchase directly from sellers the goods or services intended to donate.
- 9.8 The Head of Department or delegated official must keep a register of all donation accepted by a department.
- 9.9 Where the offer is approved for acceptance, the Head of Department or delegated official must take all reasonable steps to ensure that the goods or services that are the subject of the offer are directed at meeting current or anticipated Provincial Disaster Relief needs effectively and tirelessly and with minimal risk to human life, the environment, critical infrastructure and the interests of the Department.
- 9.10 Where the offer is approved for acceptance, the Head of Department or delegated official must obtain in writing from the donor an indication of whether the donor's identity may be noted in the relevant department's annual financial statements pursuant to Regulation 21.2.4 of the National Treasury Regulations. If the donor wishes to remain anonymous, the responsible accounting must comply with the requirements of Regulation 21.4.1 of the National Treasury Regulations.
- 9.11 When a potential donor comes forward with an offer to donate essential goods or services required for the purposes of Humanitarian Relief or Disaster Relief, the following process must be followed:

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|  | <p>9.11.1 The offer must be directed to the Head of Department or the delegated official.</p> <p>9.11.2 Upon receipt of the offer, the Head of Department or delegated official must determine whether the offer should be considered for acceptance by DSD.</p> <p>9.11.3 The Head of Department or delegated official shall consider and decide whether it is feasible and appropriate in the circumstances for the department to accept such offer and to record such decision in writing.</p> <p>9.12 When determining whether it is feasible and appropriate in the circumstances for the donors to be accepted, the Head of Department or delegated official must consider, amongst other things, the following factors:</p> <p>9.12.1 The nature and scope of any disaster category that is or will become applicable,</p> <p>9.12.2 Current or anticipated Provincial Humanitarian Relief needs,</p> <p>9.12.3 The relevance of the offer to meeting current or anticipated Provincial Humanitarian Relief needs,</p> <p>9.12.4 The ability of the Department to ensure that the goods or services that are the subject of the offer are directed at meeting current or anticipated Provincial Humanitarian Relief needs effectively,</p> <p>9.12.5 The costs to the Department of accepting the offer and directing the goods or services that are the subject of such offer at meeting current or anticipated provincial Humanitarian Relief needs effectively (including, but not limited to, logistics and storage costs),</p> <p>9.12.6 All financial, legal and other risks that the goods or services that are the subject of the offer may present to human life, the environment and critical infrastructure should the offer be accepted, and</p> <p>9.12.7 The ability of the Department to assume and mitigate all risks referred to in paragraph (f) above.</p> <p>9.13 The Head of Department or delegated official must ensure that the offer is given a written notice of whether the offer has been accepted and, if so, on what conditions.</p> <p>9.14 Where the offer is approved for acceptance, the Head of Department or delegated official must take all reasonable steps to ensure that the goods or services that are the subject of the offer are directed at meeting current or anticipated provincial Humanitarian Relief needs effectively and timously and with minimal risk to human life, the environment, critical infrastructure and the interests of the Department.</p> <p>9.15 When approving the acceptance of a donation after following the relevant process set out above, the Head of Department or delegated official concerned must ensure that full details of such donation are recorded in a register of relief-related donations in kind.</p> <p>9.16 Such register must be kept and maintained by the Head of Department or delegated official and shall assist the Department to disclose all relief-related donations in kind accepted by it in a note in the Departmental Annual Financial Statements (in accordance with Regulation 21.24, read with Regulation 21.4.1, of the NTFs).</p> <p>9.17 If a donor requests to remain anonymous, the Head of Department or delegated official must, in accordance with Regulation 21.4.1 of the National Treasury Regulations, submit to the Provincial Treasury a certificate from both the Public Protector and the Auditor-General, which states that the identity of the donor has been revealed to them, that they have noted it and have no objection.</p> <p>9.18 Once these certificates have been provided to the Provincial Treasury, the Head of Department or delegated official must ensure that the Departmental Annual Financial Statements do not in any way disclose the identity of the donor concerned.</p> |
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9.19 All gifts and donations received in kind must be accounted for and disclosed in the Financial Statements as prescribed by the National Treasury in the Accounting Manual and the Modified Cash Standards.

#### 10. FOODS DONATIONS ACCEPTED BY THE DEPARTMENT

##### 10.1 Non-perishable food:

- 10.1.1 Canned foods,
- 10.1.2 Dry foods (e.g. rice, pasta, flour, cereal, nuts, crackers, etc.),
- 10.1.3 Condiments (e.g. oil, sugar, salt, ketchup, mustard, relish, jam, etc.),
- 10.1.4 Dehydrated food (e.g. mushrooms, apricots, grapes, etc.),
- 10.1.5 Non-refrigerated beverages (e.g. UHT milk, carbonated soft drinks, etc.),
- 10.1.6 Ready-to-eat food (i.e. surplus food from licensed food establishments that does not require reheating),
- 10.1.7 Baked goods (e.g. bread, cookies, muffins, etc.),
- 10.1.8 Sandwiches,
- 10.1.9 Salads
- 10.1.10 Fresh fruit and vegetables:
  - 10.1.10.1 Unpeeled whole fruits and vegetables,
  - 10.1.10.2 Fresh fruit and vegetable juices.
- 10.1.11 Dairy products:
  - 20.1.11.1 Milk, yogurt, cream, butter, cheese, etc.
- 10.1.12 Refrigerated and frozen food (requires cooking or reheating), Meat, Fish, Vegetables, Eggs, Ready meals, Baked goods.

#### 11. FOODS DONATIONS WHICH CANNOT BE ACCEPTED BY THE DEPARTMENT

##### 11.1 General:

- 11.1.1 Foods donated as a result of food, fire, smoke damage etc.
  - 11.1.2 Foods that have passed their "Use By" or expiry date,
  - 11.1.3 Foods exposed by damaged or opened packaging,
  - 11.1.4 Foods that are removed from their original packing and repacked into other packaging
- 11.2 Canned food:
- 11.2.1 Food in mouldy, bulging, leaking, rusted or severely dented cans,
  - 11.2.2 Cans with improperly formed or defective seams,
  - 11.2.3 Cans with illegible or missing labels (unless there is reliable assurance as to the contents of the cans).

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|                            | <p>11.2.4 Home-canned food.</p> <p>11.3 Ready-to-eat food:</p> <p>11.3.1 Leftover food from a patron's table,</p> <p>11.3.2 Home-prepared food,</p> <p>11.4 The food donor must provide the known "Use By" or expiry date at which the food items cease to be safe for human Consumption.</p> |
| <b>Performance Measure</b> | <b>Effective and efficient coordination and management of all donations received by DSD from different Donors.</b>  |
| <b>Desired Performance</b> | <b>Timely provision of necessary disaster relief support in the relevant circumstances.</b>   |
| <b>Process Input</b>       | <b>Community requirements, DSD COVID-19 donation request.</b>   |
| <b>Process Output</b>      | <b>DSD COVID-19 donation guidelines, DSD COVID-19 Received donation.</b>  |

**STEP BY STEP GUIDE  
COVID-19 DONATIONS PROCESS**

| No. | Task Name                                | Task Procedure   | Responsibility   | Supporting Documentation  | Service Standard |
|-----|--|--|--|---|------------------|
| 1.  | <b>Coordinate COVID-19 DSD donations</b> | <ul style="list-style-type: none"> <li>• Coordinate donations that can be received through the referral of Premier, DSD Member of the Executive Council (MEC), other MECs other Political Heads, other government Departments and private companies or individuals.</li> <li>• Ensure that DSD COVID -19 donation guidelines are drafted.</li> <li>• Approve DSD drafted COVID -19 donation guidelines.</li> </ul> | <ul style="list-style-type: none"> <li>• HOD</li> <li>• DDG Development Social Services</li> <li>• HOD</li> </ul>  | <ul style="list-style-type: none"> <li>• Donation requirement COVID-19 donation guidelines</li> </ul> | Daily            |
| 2   | <b>Receive donation</b>                  | <ul style="list-style-type: none"> <li>• Receive all donations referred to the Provincial offices for the benefit of communities or centers in the districts.</li> <li>• Receive donations on behalf of HOD within the district.</li> <li>• Receive donations on behalf of District Director within the district.</li> </ul>   | <ul style="list-style-type: none"> <li>• Chief Director-Social Welfare Services</li> <li>• District Director</li> <li>• Local Services Office Manager</li> <li>• Social Work Manager</li> <li>• Community Development Manager</li> <li>• Centre coordinator</li> </ul> | <ul style="list-style-type: none"> <li>• Received donation</li> </ul>                                 | 1 day            |



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| <p><b>3. Inspect and verify donation type and quality</b></p> | <ul style="list-style-type: none"> <li>• Delegate an official to: <ul style="list-style-type: none"> <li>- Inspect the type and condition of donations received, in terms of quality and quantity.</li> </ul> </li> </ul>  | <ul style="list-style-type: none"> <li>• Chief Director-Social Welfare Services</li> <li>• District Director</li> <li>• Director within Social Welfare Services branch</li> <li>• Manager :SRD</li> <li>• Local Service Office Manager</li> <li>• District Social work Manager</li> <li>• District Community Development</li> </ul> | <ul style="list-style-type: none"> <li>• Received donation</li> <li>• Inspection checklist</li> </ul>   | <p><b>1 day</b></p> |
| <p><b>4 Approve Acceptance of donation</b></p>                | <ul style="list-style-type: none"> <li>• Ensure that the offer or acceptance of all gifts, donations and sponsorships are: <ol style="list-style-type: none"> <li>i. In both the public interest and the overall interest of the vulnerable and poor people of the Eastern Cape Province, whilst ensuring that the interest of sponsors or donors are appropriate,</li> <li>ii. For purposes consistent with the promotion of provincial and national aims, such as community development,</li> <li>iii. Politically neutral, i.e. sponsors or donors involved with political or controversial objectives who seek the Department's legitimacy or endorsement must be avoided,</li> <li>iv. Able to stand the test of public scrutiny,</li> <li>v. Well documented to demonstrate transparency,</li> </ol> </li> </ul> | <ul style="list-style-type: none"> <li>• Director within Social Welfare Services branch</li> <li>• Manager: SRD</li> <li>• Local Service Office Manager</li> <li>• District Social work Manager</li> <li>• District Community Development Manager</li> </ul>  | <ul style="list-style-type: none"> <li>• Approved acceptance donation</li> <li>• Completed on-line register</li> <li>• Letter of Intent (cash donation)</li> <li>• Approved IMOU (cash donation)</li> </ul> | <p><b>1 day</b></p> |

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|  | <ul style="list-style-type: none"> <li>• Approve the acceptance of any donations in kind of essential goods or services required for the purposes of Provincial Disaster Relief, if compliance with the requirements set out in Regulation 21.2 of the National Treasury Regulations, see Donation, Acceptance &amp; Receipt Form.</li> </ul>  | <ul style="list-style-type: none"> <li>• District Directors</li> <li>• Chief Directors</li> <li>• Donor</li> </ul> |  |  |
|  | <p>In cases of cash Donation</p> <ul style="list-style-type: none"> <li>• Notify the office of the DDG immediately when there are possible cash donors.</li> <li>• Submit a letter of intent to donate cash.</li> <li>• Enter into an MOU with the Department on how to spend the money.</li> </ul>  |  |  |  |
|  | <ul style="list-style-type: none"> <li>• vi. Free from expectations or perception of preferential treatment from the Department regarding the sponsorship or donation involved, or in present of future dealings, visits to, and subject to reviews by various authorities including the Executive Authority, Provincial and National Treasury, Auditor General and the Legislature to ensure objectivity and openness and</li> <li>• vii. Used only for the purpose intended.</li> <li>• ix. The Head of Department may only delegate the responsibility attached to the granting and acceptance of gift, donations and sponsorships to an official in the level of a Deputy Director General or Chief Director or District Director only.</li> </ul> |  |  |  |

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|    |  | <ul style="list-style-type: none"> <li>Review the MOU.</li> <li>Recommend the acceptance of the cash donation.</li> <li>Approve the acceptance of the cash donation.</li> </ul>  | <ul style="list-style-type: none"> <li>Legal Services</li> <li>CFO</li> <li>HOD</li> </ul>   |   |        |
| 5. | Record accepted donations                        | <ul style="list-style-type: none"> <li>Fill and sign the donation, acceptance and receipt form.</li> <li>Record immediately accepted donations using the electronic Donations Data Capturing Tool.</li> <li>Ensure that the donor organization, name, contact details and the monetary value of the donation is captured.</li> <li>Change the status to 'Accepted and Approved'.</li> <li>Ensure that the name and the designation of the official who accepted the donation is captured.</li> </ul> | <ul style="list-style-type: none"> <li>Director within Social Welfare Services branch</li> <li>Manager: SRD</li> <li>Local Service Offices Manager</li> <li>District Social work Manager</li> <li>District Community Development Manager</li> </ul>  | <ul style="list-style-type: none"> <li>Received donation</li> <li>Electronic Donations Data Capturing Tool</li> <li>Recorded accepted donation</li> <li>Updated Electronic Donations Data Capturing Tool</li> </ul> | 1 day  |
| 6. | Store donation in a safekeeping storage facility | <ul style="list-style-type: none"> <li>Utilize district storage facilities/strong rooms for safekeeping of donations or use Provincial Food Bank for delivery and distribution of donations (food parcels, clothing and/or any type of donation that might need transportation).</li> </ul>  | <ul style="list-style-type: none"> <li>Director within Social Welfare Services branch</li> <li>Manager: SRD</li> <li>Local Service Offices Manager</li> <li>District Social work Manager</li> <li>District Community Development Manager</li> <li>Chief Director Social Welfare Services branch</li> </ul> | <ul style="list-style-type: none"> <li>Storage</li> <li>Safe kept donations</li> </ul>  | 1 day  |
|    |  | <ul style="list-style-type: none"> <li>Identify Provincial Food Bank.</li> </ul>   |  |   | 1 Week |

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|   |   | <ul style="list-style-type: none"> <li>Facilitate establishment of Food Banks incorporating multi-sector stakeholders for sourcing and distribution of donations (District and Local Service Offices)</li> </ul>  | <ul style="list-style-type: none"> <li>District Director</li> </ul>  |   |  |
| 7 | Coordinate the transportation of donations to the community | <ul style="list-style-type: none"> <li>Utilize the SRD Policy for Donation Distribution.</li> <li>Allow officials to use Departmental or their own vehicles for transportation of donations.</li> <li>Allow donors to use their own vehicles / offer transport for transportation of donations.</li> </ul>  | <ul style="list-style-type: none"> <li>Chief Director Social Welfare Services branch</li> <li>District Director</li> <li>District Management</li> </ul>  | <ul style="list-style-type: none"> <li>Community donation requirements</li> <li>List of delivered donations to the community</li> </ul> | 1 day  |
| 8 | Monitor DSD COVID-19 Donations                              | <ul style="list-style-type: none"> <li>Submit a request for the production of reports to monitor the donations received and distributed across the province.</li> <li>Produce a report on donations received, accepted and approved distributed as per the requirements of the HOD or delegated official.</li> <li>Ensure that all records (copies of Donation, Acceptance &amp; Receipt Forms) for received donations are scanned and e-mailed to the Office of the Chief Director Institutional Support Services on Thursday's of every week.</li> <li>Submit to DDG's Office every Friday's of every week.</li> <li>Submit the registers and the forms to Asset Management for record keeping and reporting.</li> <li>Submit these documents to Accounting Services for reporting in the Financial Statement.</li> </ul> | <ul style="list-style-type: none"> <li>Chief Director Social Welfare Services / Delegated Official / District Director</li> <li>Information Management Services Director</li> <li>Delegated Official / District Director</li> <li>Chief Director ISS</li> <li>Office of the DDG</li> <li>Asset Management</li> </ul> | <ul style="list-style-type: none"> <li>Monitoring report</li> <li>Donation records</li> </ul>   | <ul style="list-style-type: none"> <li>Weekly</li> <li>Weekly</li> <li>Monthly</li> <li>Quarterly</li> </ul> |








**LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)**

| Document Name   | Document Description   | Effective Date<br>(If applicable) |
|---|--|-----------------------------------|
| National Treasury Regulations   | Circular No.3 of 2020/2021: Facilitating the receipt, reporting and accounting for donations during the COVID-19 pandemic. | Circular No.3 of 2020/2021        |
| Framework on Coordination of donations in the Eastern Cape Department of Social Development | Guiding Framework on Coordination of donations in the Eastern Cape Department of Social Development.                       | 5 May 2020                        |

**COVID 19 DONATION PROCESS RISKS**

| Risk Name   | Risk Description  | Potentiality (H/M/L) | Impact (H/M/L) | Control Description  | System/Manual |
|---|---|----------------------|----------------|--|---------------|
| <p><b>Donated Money</b></p>   | <ul style="list-style-type: none"> <li>• Donated funds can lead to misadministration.</li> <li>• Donated funds may be unaccounted due to officials not reporting the funds donated.</li> <li>• Donated cash funds might be accepted instead being deposited.</li> <li>• Donated goods may be utilized for personally enrichment.</li> </ul> | M                    | H              | <ul style="list-style-type: none"> <li>• To request donors to deposit fund donations to the central bank account.</li> </ul>                                 | Manual        |
| <p><b>Donations Items not reaching the intended beneficiaries</b></p> | <ul style="list-style-type: none"> <li>• Beneficiaries not receiving food parcels or donated items due to food bank robberies, transportation and other logistical issues.</li> </ul>   | L                    | M              | <ul style="list-style-type: none"> <li>• To utilize schedule donation delivery.</li> <li>• To request SAPS to accompany delivery vehicles/trucks.</li> </ul> | Manual        |

**AUTHORISATIONS:**

| Authorisation   | Name  | Signature   | Comment  | Date       |
|---|---|---|--|------------|
| Quality Checked By<br>Director: Management Information Services | N.A. Mead   |  | Quality checked<br>GGR have raised queries<br>(see approval) | 24/08/2020 |
| Recommended by<br>Acting Chief Information Officer              | M. Gard   |    |  | 20/08/2020 |
| Director: Financial Systems and Accounting Services             | M. Jossi  |    |  | 15/08/2020 |
| Director: Legal Services  | S. Collins  |    |  | 23/09/2020 |
| Acting Chief Financial Officer                                  | N. Ngilungwana  |    |  | 13/10/2020 |
| Deputy Director General - Developmental Social Services         | N.Z.G. Yokwana  |    |  | 14/10/2020 |
| Approved by<br>HOD  | N. Beart  |    | Supervisor & Manager<br>MECHANISM BE PUT IN PLACE 14/10/2020 |            |
| Distribution and Use of SOP                                     | Deputy Director-General, Chief Directors, District Managers, Directors, Corporate Service Managers, Service Office Managers, Area Managers, Assistant Managers and all staff. |   |  |            |