

**AJP GROUP HOLDINGS
(PTY) LTD**

A Guide to

ACCESSING OUR INFORMATION

**Our Manual in terms of Section 51 of the
Promotion of Access to Information Act**



**AJP GROUP HOLDINGS
(PTY) LTD
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www.ajpg.net**

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Preamble

The Promotion of Access to Information Act No. 2 of 2000, (“the Act”) came into operation on 23 November 2001. Section 51 of this Act requires that we as a private body compile a manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.

Introduction to this private body

The main business of the private body is as a holding company, property management, leasing, retail, the sale of groceries, the operation of retail fuel stations, pharmacies and other related businesses.

We as a private body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

Inside these pages you will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

A copy of this manual is also available on our website www.ajpg.net.

This manual applies to all the companies that form part of the AJP Group.

Section A - Our details

Full Name : AJP Group Holdings (Pty) Ltd

Registration Number : 2017/165938/07

Registered Address : First Floor, Elgin Mall
Corner Elgin and Olienhout Roads
Birchleigh
Kempton Park
Gauteng
1619

Postal Address : P.O. Box 7560
Birchleigh
Kempton Park
1621

Telephone Number : (011) 390 4300

Fax Number : (011) 390 4322

Directors : John Alexander Baladakis,
Panayotis Baladakis

Designated Information Officer : John Philippou

Email Address of Information Officer : johnp@ajpg.net

Website : www.ajpg.net

Section B - The official guide

Section 10 of the Act requires the South African Human Rights Commission (SAHRC) to publish a Guide containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act.

The Guide will contain the following information:

1. The objects of the Act;
2. Particulars of the information officer of every public body;
3. Particulars of every private body as are practicable;
4. The manner and form of a request for access to information held by a body;
5. Assistance available from both the information officers and the Human Rights Commission in terms of this Act;
6. All remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a court application;
7. Schedules of fees to be paid in relation to requests for access to information;
8. Regulations made in terms of the Act.

Copies of this Guide will be available as soon as it is published by the SAHRC. Enquiries regarding the Guide can be addressed to the SAHRC, the contact details of which are as follows:

Post: South African Human Rights Commission
Promotion of Access to Information Act Unit
Research and Documentation Department
Private Bag 2700
Houghton
2041

Telephone: (011) 484-8300

Fax: (011) 484-0582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

Section C - Information available in terms of the Act

1. Categories of information

We hold the following categories of information:

(a) STATUTORY COMPANY INFORMATION

- (i) Certificate of Incorporation;
- (ii) Certificate of Change of Name (if any);
- (iii) Memorandum of Incorporation
- (iv) Minute Book, CM25 and CM26, as well as Resolutions passed at general/class meetings;
- (v) Proxy Forms;
- (vi) Register of Members;
- (vii) Index of Members;
- (viii) Register of Mortgages and Debentures and Fixed Assets;
- (ix) Register of Directors' shareholdings;
- (x) Register of Directors and Certain Officers;
- (xi) Directors' Attendance Register;
- (xii) Annual Financial Statements including:
 - (a) Annual accounts;
 - (b) Directors' reports;
 - (c) Auditor's report.
- (xiii) Books of Account regarding information required by the Companies Act, 1973;
 - (ix) Supporting schedules to books of account and ancillary books of account;

(c) ACCOUNTING RECORDS

- (i) Books of Account including journals and ledgers;
- (ii) Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange.

(d) STATUTORY EMPLOYEE RECORDS

- (i) Employees' names and occupations;
- (ii) Time worked by each employee;
- (iii) Remuneration paid to each employee.
- (iv) Date of birth of each employee;
- (v) Wages register;
- (vi) Attendance register;
- (vii) Employment equity plan;

- (viii) Salary and wages register;
- (ix) Records of foreign employees;
- (x) Collective agreements;
- (xi) Arbitration awards;
- (xii) Determinations made in terms of the Wage Act;
- (xiii) Records of strikes, lockouts or protest action.
- (xiv) Industrial training records;
- (xv) Staff records (after date of employment ceases);
- (xvi) Expense accounts;
- (xvii) Tax returns of employees;

(e) OTHER EMPLOYEE RECORDS

- (i) Employee contracts;
- (ii) Incentive schemes;
- (iii) Staff loan schemes;
- (iv) Study assistance schemes;
- (v) Maternity leave policy;
- (vi) Relocation policy;
- (vii) Housing scheme;
- (viii) Disability scheme;
- (ix) Funeral insurance scheme;
- (x) Employee stock purchase plan;
- (xi) Code of conduct.

(f) PROVIDENT FUND RECORDS

- (i) Provident Fund Rules;
- (ii) Provident Fund account records;
- (iii) Contribution Reports;
- (iv) Annual accounts.

(g) ENVIRONMENTAL HEALTH AND SAFETY

- (i) Employee medical surveillance records in respect to hazardous chemical substances;
- (ii) Records of investigations and tests in respect to hazardous chemicals and substances;
- (iii) Permits, licences, approvals and registrations for operations of sites and business;
- (iv) Emergency response plans;
- (v) Environmental impact assessments;

- (vi) Environmental management programs and systems;
- (vii) Details of aqueous discharges;
- (viii) Details of solid waste discharges;
- (h) FIXED PROPERTY
 - (i) Title Deeds;
 - (ii) Leases;
 - (iii) Building plans;
 - (iv) Mortgage Bonds or other encumbrances to fixed property.
- (i) MOVABLE PROPERTY
 - (i) Asset register;
 - (ii) Finance and Lease Agreements;
 - (iii) Notarial Bonds;
 - (iv) Deeds of Pledge.
- (k) AGREEMENTS AND CONTRACTS
 - (i) Material agreements concerning provision of services or materials;
 - (ii) Joint venture agreements, partnership agreements, participation, franchise, co-marketing, co-promotion or other alliance agreements;
 - (iii) Agreements with shareholders, officers or directors;
 - (iv) Acquisition or disposal documentation;
 - (v) Agreements with contractors and suppliers;
 - (vi) Agreements with customers;
 - (vii) Warranty agreements;
 - (viii) Sale agreements;
 - (ix) Distributor, dealer or agency agreements;
 - (x) Restraint agreements;
 - (xi) Agreements with governmental agencies;
 - (xii) Purchase or lease agreements.
- (l) TAXATION
 - (i) Copies of all Income Tax Returns and other tax returns and documents;
- (m) LEGAL
 - (i) Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation;
 - (ii) Settlement agreements;
 - (iii) Material licences, permits and authorisations;
- (n) INSURANCE
 - (i) Insurance policies;

- (ii) Claim records;
- (iii) Details of insurance coverages, limits and insurers.

(o) TRANSPORTATION

- (i) Transportation rights;
- (ii) Permits;
- (iii) Transportation System Delivery Plan;
- (iv) Transportation, Warehouse and Storage Contracts.

(p) INFORMATION TECHNOLOGY

- (i) Hardware;
- (ii) Operating Systems;
- (iii) Telephone Exchange Equipment;
- (iv) Telephone Lines, Leased Lines and Data Lines;
- (v) LAN Installations;
- (vi) Software Packages;
- (vii) Disaster Recovery;
- (viii) Internal Systems Support and Programming / Development;
- (ix) Capacity and Utilization of Current Systems;
- (x) Development or Investment Plans;
- (xi) Agreements;
- (xii) Licenses;
- (xiii) Audits.

(q) SALES AND MARKETING

- (i) Products;
- (ii) Markets;
- (iii) Customers;
- (iv) Brochures, Newsletters and Advertising Materials;
- (v) Sales;
- (vi) Public Relations Policies and Procedures;
- (vii) Domestic and Export Orders.

2. Procedure for requesting access to the above information

If you wish to request access to any of the above categories of information, you are required to complete a request form as set out in annexure “A” hereto. These forms are available from:

- our information officer (whose contact details are in section A of this manual);
- the SAHRC website (www.sahrc.org.za)
- the Department of Justice and Constitutional Development website (www.doj.gov.za).

There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in the request form.

You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges.

It is important to note that access is not automatic – you must identify the right you are seeking to exercise or protect and explain why the record you request is required for the exercise or protection of that right. You will be notified in the manner indicated by you on the request form whether your request has been approved.

Section D - Information available in terms of other legislation

Where applicable to our operations, information is also available in terms of certain provisions of the following statutes:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 61 of 1973
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Competition Act No. 89 of 1998
- Credit Agreements Act No. 75 of 1980
- Custody and Administration of Securities Act No. 85 of 1992
- Customs and Excise Act No 91 of 1964
- Debt Collectors Act No. 114 of 1998
- Designs Act No. 195 of 1993
- Employment Equity Act No. 55 of 1998
- Financial Intelligence Centre Act No. 38 of 2001
- Financial Markets Control Act No. 55 of 1989
- Health Professions Act No. 56 of 1974
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Long-term Insurance Act No. 52 of 1998
- Occupational Health and Safety Act No. 85 of 1993
- Pharmacy Act No 53 of 1974
- Security Officers Act No. 92 of 1987
- Short-term Insurance Act No. 53 of 1998
- South African Medicines and Medical Devices Regulatory Authority Act No. 132 of 1998
- Transfer Duty Act No. 40 of 1949
- Unemployment Insurance Act No. 63 of 2001

Where applicable to our operations, we also retain records and documents in terms of the following statutes:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 61 of 1973
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Insolvency Act No. 24 of 1936
- Labour Relations Act No. 66 of 1995
- Liquor Act No. 27 of 1989
- Machinery and Occupational Safety Act No. 6 of 1983

- National Payment System Act No. 78 of 1998
- National Water Act No. 36 of 1998
- Nursing Act No. 50 of 1978
- Occupational Health and Safety Act No. 85 of 1993
- Pharmacy Act No 53 of 1974
- Prescription Act No. 68 of 1969
- Sectional Titles Act No. 95 of 1986
- South African Medicines and Medical Devices Regulatory Authority Act No. 132 of 1998
- Transfer Duty Act No. 40 of 1949
- Value-added Tax Act No. 89 of 1991
- Protection of Personal Information Act 4 of 2013

Section E - Information automatically available

The following categories of records are automatically available for inspection, purchase or photocopying. In other words you do not need to request this information in terms of the Promotion of Access to Information Act.

Request forms for these categories of information are also available from our information officer, whose contact details appear in section A of this manual.

1. Newsletters.
2. Booklets.
3. Pamphlets / Brochures.
4. Reports.
5. Posters.
6. Other literature intended for public viewing.

Section F - POPIA

8.1 Promotion Of The Administrative Justice Act, 3 Of 2000 (PAJA)

In cases where an administrative action materially and adversely affects the rights or legitimate expectations of any person or the rights of the public, then the prescripts for a procedurally fair administrative action set out in the provisions of the Promotion of the Administrative Justice Act, 2000 (Act No. 3 of 2000), and in particular sections 4 and 5 will be adhered to.

8.2 Protection of Personal Information Act, 2013 (POPIA)

8.2.1 Purpose of POPIA

The Protection of Personal Information Act, 4 of 2013, ("POPIA") regulates and controls the processing, including the collection, use, and transfer of a person's personal information. In terms of POPIA, a person (Responsible Party) has a legal duty to collect, use, transfer and destroy (process) another's (Data Subject) personal information (Personal Information) in a lawful, legitimate and responsible manner and in accordance with the provisions and the 8 processing conditions set out under POPIA.

8.2.2 Reasons why AJP Group Holdings (Pty) Ltd Processes Personal Information

AJP Group Holdings (Pty) Ltd does and will from time to time process Personal Information which belongs or is held by a Data Subject.

This processing is required by AJP Group Holdings (Pty) Ltd to allow it to perform the following:

- to pursue its business objectives and strategies,
- to comply with a variety of lawful obligations, including without detracting from the generality thereof:
- to carry out actions for the conclusion and performance of a contract as between AJP Group Holdings (Pty) Ltd and Data Subjects;
- to put in place protective mechanisms to protect the Data Subject's and / or AJP Group Holdings (Pty) Ltd's legitimate interest (s) including the performance of risk assessments and risk profiles;
- to obtain as required by law or to protect the respective party's legitimate interests, Personal Information from a credit bureau or credit provider or credit association information about certain Data Subject's credit record, including personal information about any judgement or default history;

- to provide as required by law or to protect the respective party's legitimate interests Personal Information to credit bureaus, credit providers or credit associations, information about certain Data Subject's credit record, including personal information about any judgement or default history;
- for the purposes of making contact with the Data Subject and attending to the Data Subject's enquiries and requests;
- for the purpose of providing the Data Subject from time to time with information pertaining to AJPG Brentwood Fuel (Pty) Ltd, its officers employees, services and goods and other ad hoc business related information;
- to pursue the Data Subject's and / or AJPG Brentwood Fuel (Pty) Ltd's legitimate interests, or that of a third party to whom the Personal Information is supplied;
- for the purposes of providing, maintaining, and improving the AJP Group Holdings (Pty) Ltd products and Services, and to monitor and analyze various usage and activity trends pertaining thereto;
- for the purposes of performing internal operations, including management of employees, employee wellness programmes, the performance of all required HR and IR functions, call centres, customer care lines and enquiries, attending to all financial matters including budgeting, planning, invoicing, facilitating and making payments, making deliveries, sending receipts, and generally providing commercial support, where needed, requested or required; and
- for the purpose of preventing fraud and abuse of AJP Group Holdings (Pty) Ltd processes, systems, procedures and operations, including conducting internal and external investigations and disciplinary enquiries and hearings.

8.2.3 Storage and retention and destruction of information

AJP Group Holdings (Pty) Ltd will ensure that the Data Subject's Personal Information is stored electronically in a centralised data base, which, for operational reasons, will be accessible to all within AJP Group Holdings (Pty) Ltd on a need to know and business basis, save that where appropriate, some of the Data Subject's Personal Information may be retained in hard copy. All such Personal Information will be held and / or stored securely. In this regard AJP Group Holdings (Pty) Ltd will ensure that it performs regular audits regarding the safety and the security of all Data Subject's Personal Information.

Once the Data Subject's Personal Information is no longer required due to the fact that the purpose for which the Personal Information was held has come to an end and expired, such Personal Information will be safely and securely archived for the required prescribed periods or longer should this be required by AJP Group Holdings (Pty) Ltd. AJP Group Holdings (Pty) Ltd thereafter will ensure that such Personal Information is permanently destroyed.

8.2.4 Access by others and cross border transfer

AJP Group Holdings (Pty) Ltd may from time to time have to disclose a Data Subject's Personal Information to other parties, including other organs of state, other departments or subsidiaries, product or third party service providers, regulators and or governmental officials, overseas service providers and or agents, but such disclosure will always be subject to an agreement which will be concluded as between AJP Group Holdings (Pty) Ltd and the party to whom it is disclosing the Data Subject's Personal Information to, which contractually obliges the recipient of this Personal Information to comply with strict confidentiality and data security conditions.

Where Personal Information and related data is transferred to a country which is situated outside the borders of South Africa, the Data Subject's Personal Information will only be transferred to those countries which have similar data privacy laws in place or where the recipient of the Personal Information is bound contractually to a no lesser set of obligations than those imposed by POPIA.

Section G - General

ANNEXURE "A"

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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

[Regulation 10]

A. Particulars of private body

The Head:

.....
.....
.....

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:.....

.....

Identity number:.....

Postal address:.....

.....

..... Fax number:.....

Telephone number:..... E-mail address:.....

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

.....

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:.....

.....

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
--	---

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*
--	--	---

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)
--	---

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)
--	---	---

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
---	-----	----

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?.....
.....
.....

Signed at.....this.....day of.....20.....

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

ANNEXURE “B”

AN EXPLANATORY NOTE ON FEES TO BE CHARGED BY A PRIVATE BODY WHEN GRANTING A REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000.

The fees chargeable by private bodies are contained in Part III of Annexure “A” of the Regulations. A copy of Part III is attached for your convenience. The present charges are as follows:

1. Copies of a manual

Should an individual require a copy of the private body’s manual, a fee of R1,10 is chargeable for every photocopy of an A4 page or part thereof.

2. Reproduction fees¹

Reproduction fees apply to obtaining copies or transcriptions of information which is automatically available from the private body. The fees are listed in paragraph 2 of Part III of Annexure “A” to the Regulations.

3. Access fees²

Access fees are chargeable for copies or transcriptions of information requested under this Act. The fees are listed in paragraph 4 of Part III of Annexure “A” to the Regulations.

4. Other fees

- 4.1 A request fee³ of R50,00 is payable by a requester who is seeking access to a record containing information which is not personal to the requester. See paragraph 6 of Part 1 of this Work.
- 4.2 A search fee⁴ may be charged at a rate of R30,00 per hour or part thereof for searching and preparing the record for disclosure provided such time was reasonably required for that purpose.
- 4.3 If the request is not limited to records containing information which is personal to the requester and if the head of the private body is of the opinion that the time taken to give effect to the request will exceed six hours the requester can be called upon to pay a deposit of not more than one third of an estimate of the access fee which will become payable.⁵
- 4.4 If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

¹ ? Section 52(3) and Regulation 1(1).

² ? Section 54(7) and Regulation 11(3).

³ ? Section 54(1) and Regulation 11(2).

⁴ ? Annexure “A”, Part III, Item 4(1)(f).

⁵ ? Section 54(2).

PART III
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 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 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 page 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.	

Signed at Kempton Park on this the ____th Day of _____ 2019.

John Philippou
Information officer