



Western Cape
Government



How to open a food and beverage retail business in the Western Cape

A practical guide for new businesses in the Western Cape

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Introduction and instructions

Objective

This guide provides a set of suggested steps to be taken towards the opening and operations of a compliant retail food and beverage business in the Western Cape. The intent of providing this information is to assist entrepreneurs, create jobs and grow the local economy.

About the EODB initiative

The Western Cape Government has put Ease of Doing Business as a central priority towards growing our economy. We want to simplify processes, and to reduce the complexity, time and cost in transaction with the Government in South Africa, be that a Department or Agency in the National or Provincial Government, or Local Municipality. [Find out more about us.](#)

If you have any queries, please contact the EODB (Ease of Doing Business) initiative via [email](#) or by completing [this form](#).



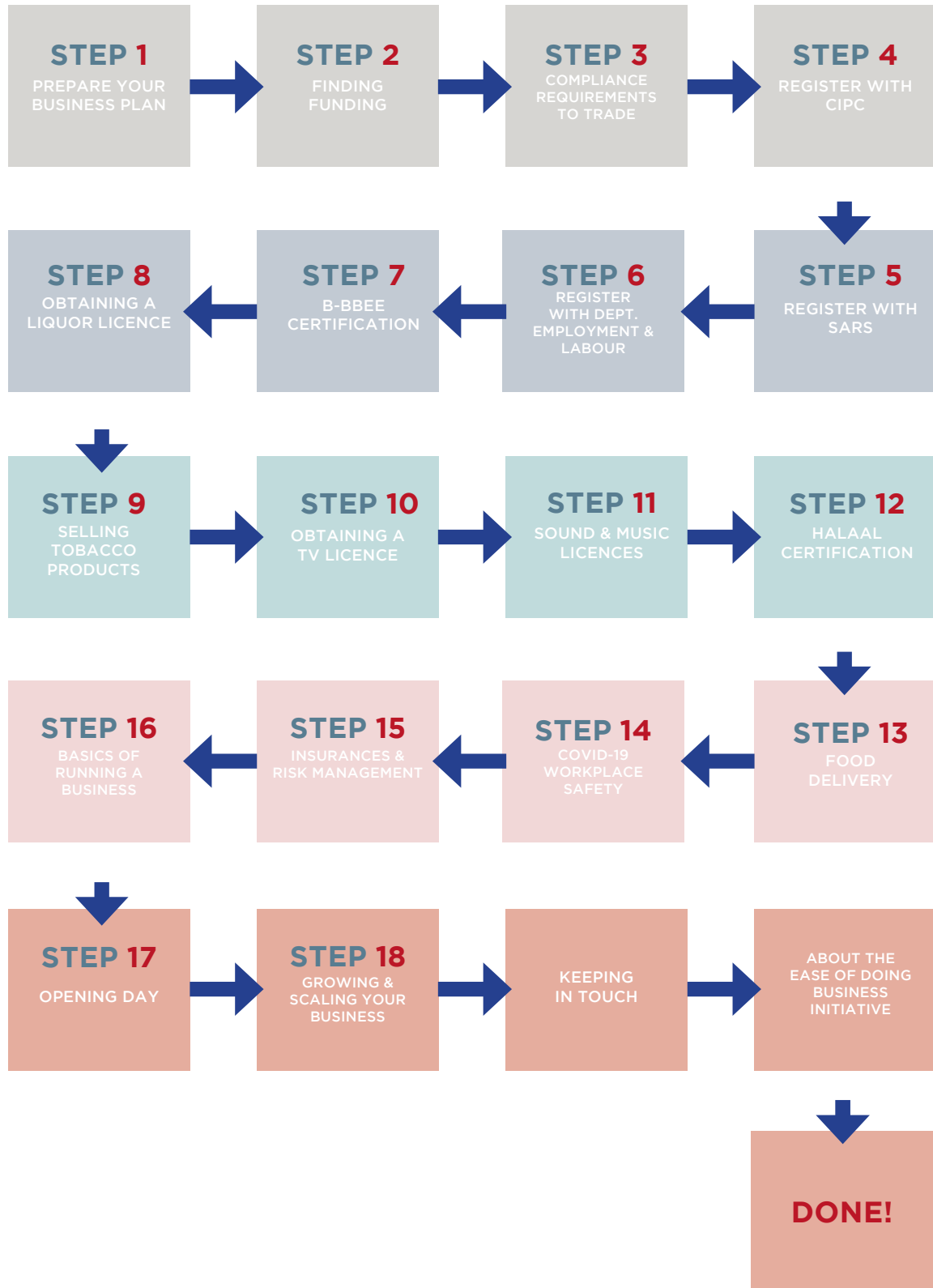


Steps to guide your success

These are the suggested steps to opening your food and beverage retail business in the Western Cape. Some of these steps are optional and some can be run in parallel, depending on the nature of your business.

Click on the relevant step icon  to skip to that step.

On each page you can select the steps-guide icon  to return to this steps-guide homepage.



Step 1: Prepare your business plan

Why this is important.

Your business plan is a very important tool for business success. It is a document that states clearly how you plan to achieve your business goals. It covers the what, how, when and why of your business, giving you a 'compass' and making it attractive to investors.

Include details like:

- Your business name
- The best structure for your business: sole proprietorship, a partnership or company?
- Transport or logistics considerations, etc.

Use one of the many free business plan templates or consult a professional for help.

The process to follow:

Once you've done the necessary research and prepared a business plan, you should:

- Decide where to run your business: from home, or at separate premises which you own or rent?
- Bear in mind that each land unit has a specific zoning i.e. residential, commercial, agricultural, etc. ([Find out more in Step 3 'Compliance requirements to trade'](#)).
- Ensure you understand all aspects of any franchise agreement, if you intend joining a franchise group.



STEP 1

at a glance:



COSTS: R0-R5000

TIME: 1-3 Months

Articles and links

- [Starting Your Own Small business](#)
- [Finding your ideal business premises](#)
- [How To Write a Business Plan](#)
- [Information on franchising](#)
- [The Business Hub](#)

Video links

- [How to write a business plan](#)

Documents required

- [Business plan](#)
- Identity document
- Financial projections
- Letters of reference
- Market research

Step 2: Finding funding



Why this is important.

Funding is your business's lifeline and your choice of funding will depend on where you are in the life cycle of your business. There are many sources of financial support, loans, grants and incentives.

Your funding may come from savings, friends & family, an angel investor, a venture capitalist or a business accelerator. It may pay for supplies, technology,

premises or staff, so ensure you have the funding you need in order to grow and move in the right direction.

The process to follow:

Do thorough research to decide on the best financing options, and understand what the qualifying criteria are. You may need to complete several forms, and to develop and present a convincing business plan and strategy - a 'pitch deck' presentation -

to the funder or investor you approach.

The aim is to convince them to back your business. Remember: you only have one chance to make a first impression.

STEP 2 at a glance:



COSTS: Variable
TIME: 1-6 Months

Articles and links

- [Getting Funding In A Digital World](#)
- [The hitch-hikers guide to funding readiness for SMMEs](#)
- [Finfind](#)
- [Guide to creating a pitch deck](#)

Video links

- [Making a startup pitch](#)

Documents required

- [Business plan](#)
- Pitch deck
- Financial projections
- Letters of reference or support

Step 3: Compliance requirements to trade

Why this is important.

It's vital to choose the correct location for your business, because the right location will attract customers and employees.

Remember:

Different rules apply in different areas as each municipality has its own by-laws.

Make sure you know the zoning of your business premises and the regulations that control the development and usage of land for reasons such as noise levels and impact on the surrounding environment.

To protect customers, the food industry has strict health and safety regulations. That is why you will need a valid **Business licence and Certificate of Acceptability** to operate.

Running a food business with the right permits and licences in place will make opening and running your business more efficient, and will help you avoid any fines or potential business closure.

The process to follow:

The [Business Act 1991](#) and [National Health Act 2003 and Foodstuffs, Cosmetics and Disinfectants Act 1972](#) regulate the laws for licensing and carrying on of food businesses. You can find out more about food legislation and how it impacts your business from the [legislative framework](#).

Approach your local municipality

Your local municipality is responsible for many functions your business needs, such as electricity delivery, sewage and sanitation, etc. You will need to approach the relevant municipality and arrange for a Business Licence and Certificate of Acceptability (COA). You will be shown how to complete the application process. Some municipalities may offer online services.

Business licence

If your application is compliant your business licence will be issued. If not, you will be granted a grace period to make any required changes.

Inspection and compliance

In the case of the COA, an Environmental Health Practitioner (EHP) will arrange an inspection to determine whether your business premises, equipment, transport and food handler training (etc.) comply with the regulations.

The EHP will advise you should any exemptions or conditions apply and they will only issue the COA once your business is compliant with all the requirements.

Changes needed?

In instances where the EHP has identified changes needed, a grace period will be granted and a follow-up inspection scheduled. Business inspections will be performed annually. Your Business Licence and COA must be clearly displayed on your premises.

STEP 3 at a glance:



COSTS: R25

TIME: Issued once compliance is established

Articles and links

- [City of Cape Town Zoning map](#)
- [Information on running a business from home](#)

Video links

- [What is a COA?](#) (Certificate of Acceptability)

Documents required

- Enquire with your local municipality

Step 3 - Continued: Local municipality map

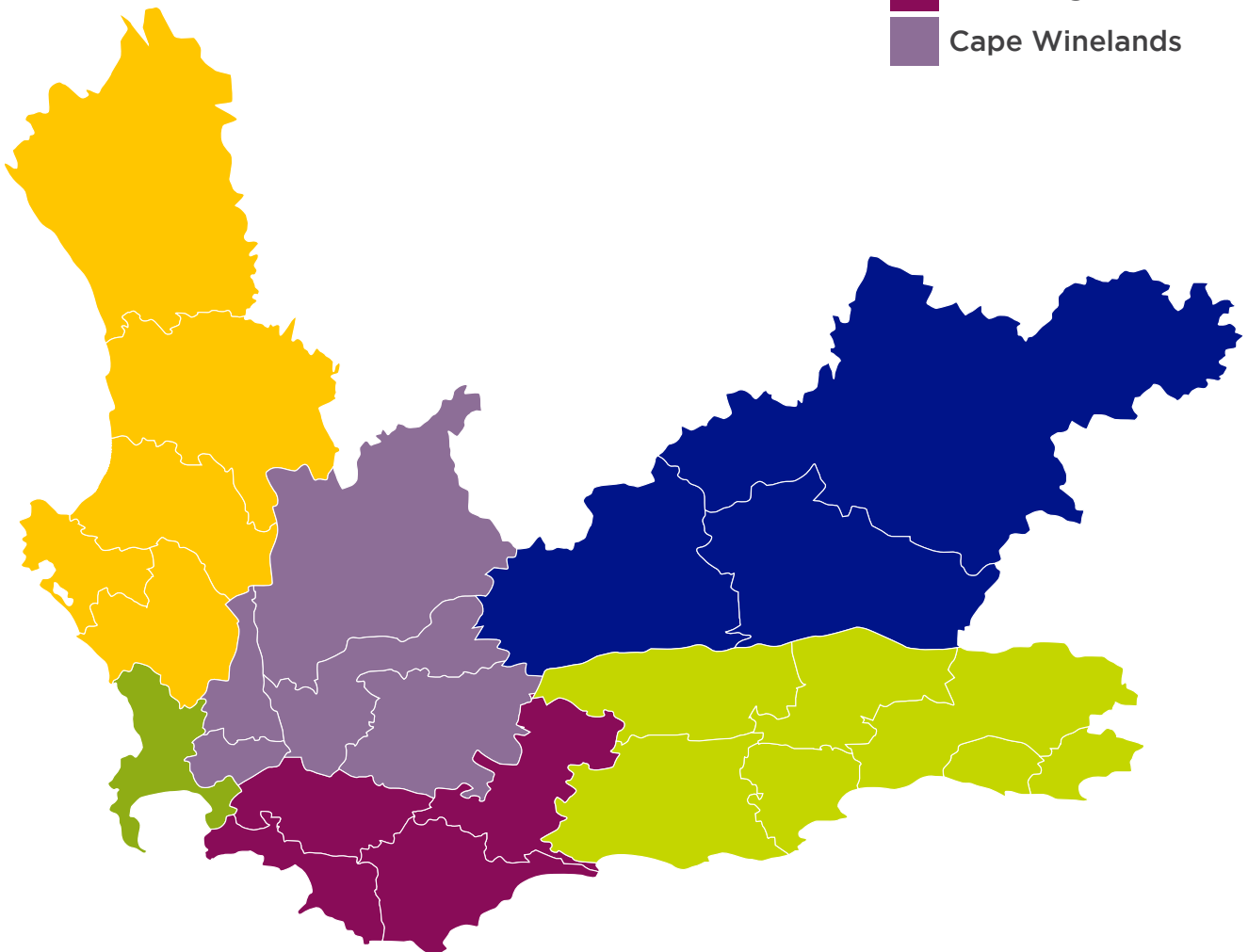
To access the compliance and contact information for the municipality in your business area see the [MUNICIPAL INFORMATION](#) pages at the end of this guide.

You can also go directly to your municipality's information section by clicking on the relevant district on the map below.



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-  West Coast
-  Central Karoo
-  City of Cape Town
-  Garden Route
-  Overberg
-  Cape Winelands



Step 4: Register with CIPC



Why this is important.

Tax benefits

If you want your business to transact with government and the formal sector, or wish to access certain types of government support, it is recommended that you register your business with the Companies and Intellectual Property Commission (CIPC). There may also be tax benefits, as registered businesses have a lower tax rate than individuals.

BizPortal services

CIPC's BizPortal provides additional services such as the option to register your

business with SARS (South African Revenue Service) and other SARS services, apply for B-BBEE certificates, Compensation Fund and UIF registration, company (domain) name registrations and changes.

The process to follow:

Company registration can be done through one of the following options:

1. **The BizPortal**
www.bizportal.gov.za
2. **The CIPC app** available from Google Play Store.

3. Via new [eServices](#)

4. **Visit the Cape Town service centre**, Shop 3, Norton Rose House, Thibault Square, Riebeeck Street, Cape Town.

5. **First National Bank (FNB) and Nedbank** branches/websites.

Your CIPC login credentials must be used to transact with CIPC.

STEP 4 at a glance:



COSTS: R175 (incl. R50 for name reservation)

TIME: 1-3 Working days

Articles and links

- [CIPC BizPortal](#)
- [CIPC website](#)
- [New eServices](#) (CIPC portal)
- [CIPC enquiries](#)

Video links

- [CIPC BizPortal video](#)
- [CIPC eServices video](#)

Documents required

- ID number (online registration)
- Identity document (walk-in centre)

Step 5: Register with SARS

Why this is important.

Incentives that help

As a new business you are required to register with **SARS** (South African Revenue Service), file a tax return and make payments timeously.

The most common types of business taxes are **VAT** (Value Added Tax), **PAYE** (Pay As You Earn), **UIF** (Unemployment Insurance Fund) and **SDL** (Skills Development Levy).

There are tax incentives (benefits) available that were designed to reduce the tax burden and liability for small businesses that qualify, such as **Turnover Tax (TOT)**, **Small Business Corporation Taxes (SBC)** and **Employment Tax Incentive (ETI)**.

A simplified tax system

Turnover Tax is a simplified tax system based on the taxable annual turnover (R1 million per annum or less) of a business, where qualifying businesses can pay a single tax instead of various other taxes. It's your choice to make use of it or not.

For more information on SBC and ETI, please visit the SARS website.

Provisional tax for companies

Companies are required to submit and pay a Provisional Tax every six (6) months from the start of their financial year, and to submit a Company Income Tax return every twelve (12) months after the end of their financial year.

Compulsory company returns

Companies need to submit a return even if they were not trading, and/or immediately apply for deregistration if they are not planning to trade in the future.

Failure to comply with your tax obligations will make you and your business subject to penalties.

The process to follow:

If you register a company with CIPC (Companies and Intellectual Property Commission), SARS will automatically generate a Company Income Tax (CIT) reference number for you.

Alternatively, you can register directly with SARS online via eFiling. Taxpayers registered for eFiling can engage with SARS online for the submission of tax returns, payments of taxes, and the registration of other taxes such as VAT and PAYE.

To register for e-Filing, visit www.sarsefiling.co.za.

Click on each tax type link below to find out more:

- [VAT](#)
- [PAYE](#)
- [UIF](#)
- [SDL](#)
- **Other possible [taxes](#)**

Assistance

Should you require more information call **080 000 7277**, select option 6 or make an appointment via the SARS website www.sars.gov.za to visit a branch.

STEP 5

at a glance:



COSTS: No charge from SARS

TIME: Immediate upon registration

Articles and links

- [SARS website](#) (small businesses)
- [Small Business Essential tax guide](#)

Video links

- [Making use of a SARS service guidance](#)

Documents required

- [Supporting documents for registration](#)

Step 6: Register with the Department of Employment and Labour

Why this is important.

Unemployment relief for workers

If you are going to employ one or more employees, be they part-time, temporary or permanent, then as an employer you are required to register, declare and pay UIF contributions to the Unemployment Insurance Fund (UIF) which was established under section 4 of the [Unemployment Insurance Act \(Act no. 63 of 2001\)](#). The purpose of this fund is to provide short-term relief to workers (subject to certain conditions) when they become unemployed, or are unable to work because of illness, maternity or adoption leave.

Wage cover for injury or disability to workers

The [Compensation for Occupational Injuries and Diseases Act 1993 \(COIDA\)](#) also requires that you register with the Department of Employment and Labour (DOEL) when you employ staff. Levies are paid by the employer into the Compensation Fund (CF) to cover employees' loss of wages in the case of an injury or disability (temporary/permanent) sustained at work.

If your business has multiple branches, then you would need to register each one separately. As an employer you are obligated by the Act to take out insurance to be protected against civil claims.

Fair labour practices

In the spirit of good employment practices, ensure you understand the contents of the [Basics of Employment Act 75 of 1997](#), as it sets out fair labour practices to protect employees' rights and clarify employers' obligations and responsibilities in the workplace.

The process to follow:

Registration

If you have registered for UIF

via CIPC or SARS directly, you will receive a registration number. However you are still required to declare your employees on the uFiling system through the process detailed below. If you have not registered for UIF via CIPC or SARS, then follow the registration steps below.

UIF registration

You can register online using the uFiling system. www.ufiling.co.za



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To register manually, complete and deliver the UI.8 and UI.9 forms, together with copies of your CIPC registration (if applicable), business owner's ID and employee's IDs, to the nearest DOEL office. Expect an email from the Department of Labour with your UI number once the registration application has been processed successfully.

The cost of contributions

The total cost of contributions is 2% of the payroll, i.e. the worker contributes 1% (usually deducted from their monthly remuneration) and the employer contributes 1%.

Submit your declaration

Submit a declaration electronically in the form of the monthly payroll systems or through the uFiling system.

Make payments

Pay the contributions monthly (via uFiling, EFT or SARS) before or on the 7th of every month. A penalty

may become due for overdue or underpaid contributions.

Note: Employers can choose to pay the total contributions annually in advance.

Remember to update employer and employee details when needed, including salary and employment details. UFiling will automatically prepare and populate your monthly declarations for review before you submit.

Compensation fund registration

Register as a user via <https://cfonline.labour.gov.za/OnlineSubmissions/?1>

The levies due require payment annually and are calculated on a formula using assessment tariffs depending on the nature of your business and the associated risks.

Dates

The CF Return on Earnings (ROE) online system opens on 1 April each year and the assessment year runs from

1 March to end February (the following year).

Submit an annual ROE (reflecting earnings paid and total number of employees during assessment year) to trigger an assessment which will provide an invoice for the amount due and payment details. You can do this online via the CF portal or complete the W.As8 form and manually submit it to the nearest DOEL office.

Note: A penalty may become due if the payment remains outstanding after the due date.

Claims

In the case of a claim, report the incident timeously and make use of the electronic claim management system via <https://comepeasy.labour.gov.za/fiori>

STEP 6

at a glance:



COSTS: Variable

TIME: Immediate

Articles and links

- [Basic guide to UIF](#)
- [uFiling guide](#)
- [COIDA service book](#)
- [How-tos & basic guides](#)
- [Basic conditions of employment guide](#)

Video links

- [COID registration & letter of good standing](#)
- [Adding a new employer on uFiling](#)

Documents required

- [W.As.2](#)
- [W.As.8](#) - ROE form

Step 7: B-BBEE certification

Why this is important.

Stimulating economic growth

Broad-based Black Economic Empowerment (B-BBEE) is a legislative framework for the promotion of black economic empowerment which targets historic inequality in the South African context, and is seen to be a strategy to grow the economy and reduce unemployment.

The [Broad-Based Black Economic Empowerment Amendment Act 46 of 2013](#) and [Codes of Good Practice](#) regulate the implementation of this initiative.

Join the database

If you want to do business with the Western Cape Government and apply for any tenders (contracts and RFQs), your business will need B-BBEE certification. For information on how to join the Western Cape Supplier Database (WCSD) see [Step 15 'Growing & scaling your business'](#).

Private sector

Having B-BBEE certification is also advantageous when doing business with private sector organisations and supports their compliance with B-BBEE in their supply chain.

The process to follow:

The process will vary depending on the turnover of your business:

Micro and smaller businesses are exempt

If your business has an annual total revenue of R10 million or less, it qualifies as an Exempted Micro-Enterprise (EME) and is only required to obtain an affidavit signed by a Commissioner of Oaths. An enterprise with an annual total revenue of between R10 million and R50 million qualifies as a Qualifying Small Enterprise (QSE) and is only required to obtain an affidavit



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signed by a Commissioner of Oaths.

QSE black ownership

A QSE whose level of black ownership is less than 51% is only required to obtain a B-BBEE certificate from a Verification Agency accredited by SANAS. Only directors of companies or members of close corporations can apply for this certificate. Verification Agencies and organisations such as [CIPC](#) generally assist businesses with this process to ensure validity.

Supporting documents

The Verification Agency you select can tell you which supporting documents are required, e.g. a copy of ID, proof of business address, financial statements, etc.

B-BBEE scorecard

A code of good practice framework measures B-BBEE compliance using a scorecard with specific elements (each with a weighting) and points are allocated accordingly based on how close you are to the points target for each. The scorecard elements

include: Ownership, Management Control, Skills Development, Enterprise and Supplier Development and Socio-economic Development.

Level contributors

These scores contribute to your B-BBEE level contributor – which ranges from Level 1 (100+ points) through to Level 8 (30-39 points). This helps to benchmark businesses and support them with formulating strategies to improve areas where required.

EME recognition levels

An EME is deemed to have a B-BBEE Status of Level 4 Contributor and a B-BBEE recognition level of 100%. An EME which is 100% Black Owned qualifies for elevation to a Level 1 Contributor and a B-BBEE recognition level of 135%. An EME which is at least 51% Black Owned qualifies for elevation to Level 2 Contributor and a B-BBEE recognition level of 125%.

QSE recognition levels

A QSE which is 100% Black Owned qualifies for a Level

1 B-BBEE recognition and a QSE which is at least 51% Black Owned qualifies for Level 2 B-BBEE recognition level.

Affidavit validity

The affidavits are valid for 12 months and therefore required to be provided on an annual basis.

B-BBEE level review

You can approach your Verification Agency at any time to review your business's B-BBEE level for possible improvement. Many businesses choose to display their B-BBEE certificates on their website.

The B-BBEE Commission is responsible for monitoring and enforcing compliance with the Act and Codes of Good Practice.

STEP 7

at a glance:



COSTS: Variable

TIME: Variable

Articles and links

- [Department of Trade, Industry and Competition](#)
- [Affidavit template](#)

Video links

- [CIPC B-BBEE certificate application process](#)

Documents required

- Enquire with verification agency

Step 8: Obtaining a liquor licence

Why this is important.

Alcohol-related harm

Liquor production, distribution and sales must be regulated due to the significant harms related to alcohol use (e.g. domestic and interpersonal violence, crime, road fatalities, and Foetal Alcohol Spectrum Disorder). This is why you will need a licence to sell liquor.

Good character

This licence certifies your good character as the applicant as well as the suitability of the premises. It is a criminal offence to sell liquor without a licence.

Western Cape Liquor Act

[The Western Cape Liquor Act \(4 of 2008 as amended\)](#)

is the legislation that sets out licensing (including timeframes) and other requirements for liquor regulation in the Western Cape. The Western Cape Liquor Authority (WCLA) is the independent public entity that is mandated to regulate the retail sale and micro manufacture of liquor in the province.

The Liquor Licensing Tribunal (LLT) is the quasi-judicial body that considers liquor licence applications (and enforcement matters).

A very thorough process

A liquor licence application is not a simple process and the implications and responsibilities of liquor trading are not taken lightly. The WCLA seeks to enable businesses through efficient service delivery, while leading the reduction of alcohol-related harms through effective regulation of liquor in the Western Cape.

The process to follow:

There are various steps and numerous criteria that are assessed when applying for a liquor licence. Ensure you read the relevant



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regulations that outline the documentation needed to support your application. These are the steps involved in applying for a liquor licence:

1. Consider the implications and responsibilities of trading in liquor.
2. Compile your application including required forms and supporting documents.
3. Pay the application fee and add proof of payment to your application.
4. Get the application and three (3) additional copies stamped by the South African Police Service (SAPS) in the policing precinct of the business premises and leave two (2) copies there.
5. Lodge the application with WCLA by the last Friday of the month by 14h00.
6. Display a 'NOTICE OF LODGEMENT OF APPLICATION FOR LIQUOR LICENCE' in a prominent place at the business premises
7. You will receive a formal letter acknowledging receipt of your application with a unique reference number.
8. The WCLA advertises the application for the public to have an opportunity to comment.
9. The public have 28 days to comment in support of or objection to the application.
10. SAPS visits the premises and submits a report to the WCLA on the suitability of the premises and applicant.
11. SAPS delivers a copy of application to the municipality which also submits a report, with any relevant comments, to the WCLA.
12. You (the applicant) have an opportunity to respond to any objections or negative reports.
13. The application is prepared for submission to the Liquor Licensing Tribunal for consideration.

Once ALL of the above steps have been followed, your application will be considered by the LLT and you will be informed in writing of the decision taken. If the licence is granted, there is a granting fee to be paid before the licence will be issued.

The licence may also be conditionally approved, with additional requirements to be fulfilled by the applicant, for example training to be conducted by the applicant or an appointed manager, before it can be issued.

Initially, the licence must be displayed at a prominent place on the premises and a sign/notice with the name of the premises, type of licence issued, trading hours and licence number must be displayed on the front door or window in characters not less than 5cm in height.

After the first renewal of the licence, the Renewal Notice and proof of payment of the renewal fee must also be displayed in a prominent place on the premises.

STEP 8

at a glance:



COSTS: R2002-R4506

TIME: Process-dependent

Articles and links

- [WCLA website](#)
- [Western Cape Liquor Act & Regulations](#)
- [WCLA licence application guidelines & forms](#)
- [WCLA licence fees](#)

Video links

- [Liquor licence process](#)

Step 9: Selling tobacco products

Why this is important.

Protect public health

The health risks to both smokers and non-smokers caused by the use of tobacco products require strict regulations to ultimately protect the health of the public and align with the World Health Organisation's framework on tobacco control.

Understand the TPC Act

If you are planning on selling tobacco products (such as cigarettes, e-cigarettes or other nicotine-dispensing gadgets) you must understand the contents of the [Tobacco Products Control Act 83 \(1993\)](#) that regulates tobacco products, including the various amendments to the Act.

Protect staff

You also have a duty as an employer to protect the environment of your staff against the harmful effects of tobacco smoke. This includes enforcing that no smoking is permitted in public areas. Any contravention of these regulations has serious consequences in the form of fines or imprisonment.

The process to follow:

Be aware of restrictions

Nearly all forms of tobacco advertising and promotion are prohibited, but there are certain exceptions. Tobacco products may be visible at point of sale, but must be displayed in such a manner that customers may not handle tobacco products prior to purchase.

The sale of tobacco products to persons under the age of 18 is not allowed. You must ensure that your staff are aware of these restrictions.

Locate stock providers

A distributor or wholesaler in your area can provide the tobacco product stock that you require. Research the options or ask other businesses in the area for references - each will have their own application process and fee structure.

Provide staff smoking areas

Workplaces need an outside area set aside for staff that smoke, at least 10 meters away from the entrance or any walkways, to minimise smoke entering the premises and reduce fire hazards. Install ashtrays that are cleaned regularly and put up signage for designated non-smoking and smoking areas.



STEP 9

at a glance:



COSTS: Variable

TIME: Variable

Articles and links

- [Tobacco Products Control Act 83 of 1993](#)
- [Tobacco Products Control Amendment Acts](#)
- [Smoking, the Law and the Workplace](#)
- [Cigarette manufacturers & wholesalers](#)

Step 10: Obtaining a TV licence



Why this is important.

A business TV licence for each TV set

If you are planning on installing a TV set for your business, you will require a business television licence to secure legal viewing. First-time applicants pay the full annual fee in advance and are required to renew this each year. This fee is required for each TV set in the business, i.e. two TV sets will mean two licence payments.

The process to follow:

You will need to complete the application form and send it to the email address mentioned on the form. Your account will be created and an invoice will be sent to you for payment.

Hospitality discount

Some Hospitality Associations have established relationships with the SABC to ensure compliance with TV licence regulations and their members enjoy a 25% discount on their annual TV licence payments (conditions

apply). Examples include FEDHASA and GHASA.

Payment options

You can pay in one of these ways:

- A debit order
- A physical paypoint such as certain banks, post office branches and some retailers
- At Easypay outlets
- A direct EFT
- At an SABC branch

Ensure that you renew your licence before it expires each year.

STEP 10

at a glance:



COSTS: R265 p/a

TIME: Instant on payment

Articles and links

- [Business TV licence information](#)
- [TV licence regulations](#)
- [List of paypoints](#)

Documents required

- [Business TV licence application form](#)

Step 11: Sound and music licences

Why this is important.

Copyright

If you are planning on playing music in the course of conducting your business and it is not written, created, performed, published and recorded by you, then it belongs to the music creator ([Copyright Act 98 of 1978](#)). As a music user, you need a licence.

Music apps

Playing music through music apps is for personal usage and does not override the need for a licence to play music in the workplace. Music is essentially the creator's product and by virtue of your usage of their product, it is fair that they are duly compensated.

Royalties for artists

The licencing process is managed by [SAMRO](#) (South African Music Rights Organisation) and [SAMPRA](#) (South African Music Performance Rights Association). SAMRO collects licence fees from music users which are paid to the creators as royalties. SAMPRA collects licence fees from music users on behalf of recording artists and record labels.

Notify SAMRO and SAMPRA

If you are going to play music through the radio stations or music channels on a TV set in your business - ensure you notify [SAMRO](#) and [SAMPRA](#) during the application process.

The process to follow:

The licence application process for each organisation is provided below.

SAMRO:

1. Complete the online application or manual application (S1 form).
2. A resolution letter will be required should you appoint someone else to act on or sign SAMRO documents on your behalf.
3. You will be sent an invoice on receipt of the application.
4. The licence will be issued following payment of the invoice.

SAMPRA:

1. Complete the online application or manual application.
2. You will be sent a cost estimate on receipt of the application.
3. Once you accept the cost estimate, you will be sent an invoice.
4. The licence will be issued following payment of the invoice.

Displaying these licences publicly is optional. Alternatively, you can choose to store them in a safe place for future reference and where any authorised consultants want to see them during unannounced inspections. The licence fees are due annually in advance.

STEP 11 at a glance:



COSTS: 7-14 Working days

TIME: Variable

Articles and links

- [SAMRO online registration](#)
- [SAMRO resolution letter](#)
- [SAMPRA online registration](#)
- [SAMPRA manual registration](#)
- [SAMPRA tariffs](#)

Video links

- [How SAMRO licensing works](#)

Documents required

- [S1 form](#)

Step 12: Halaal certification



Why this is important.

Attract more customers

Producing and serving Halaal food can open wider customer markets for your business. This is done by obtaining and displaying a Halaal certificate reassuring customers that nothing in the food has any forbidden components, and that all Halaal requirements have been met in the preparation and delivery process. In other words, all products, services, practices are only Halaal and overseen by a Muslim supervisor employed in the business.

The process to follow:

Halaal certificates are issued by a reputable certifying body and any Halaal product must

be produced under strict supervision and inspection.

The steps to become Halaal certified include:

1. Approach an appropriate certification body via phone or email.
2. Complete the application form provided, include the required supporting documents and pay the application fee.
3. An initial inspection and assessment (audit) of the business facility will be arranged and conducted by an official. This will incur audit costs and potentially a travel cost based on the location of your business.
4. The audit will be reviewed/moderated to ensure accuracy and reliability.
5. Following the approval of the audit, a Memorandum of Agreement (contract) will be drawn up and the necessary certification issued.
6. A copy of the certification must be clearly displayed on the premises and the certification logo added to all your product packaging.
7. Expect a regular, unannounced audit to occur monthly or bi-monthly to ensure your business remains Halaal-certified.

STEP 12 at a glance:



COSTS: Variable

TIME: Variable

Articles and links

- [SA Halaal certification bodies table](#)
- [South African National Halaal Authority](#)
- [Islamic Council of South Africa](#)
- [National independent Halaal Trust](#)
- [Halaal-related articles](#)

Documents required

- Application form
- Copy of ID
- Proof of home and business address
- Specifications on any raw materials and complete products

Step 13: Food delivery

Why this is important.

Reach more customers

Delivering food orders provides a convenient, simple and flexible way to reach more customers. You could decide to use a car, bicycle, scooter, or other vehicle to do self-deliveries or hire drivers and keep your operating costs down.

Food delivery services

There are food delivery service options such as Uber Eats, Mr D Food, OrderIn and many others. See which are operating in your local area. It is easy to join one (or more) and to benefit from their services.

The process to follow:

- If you opt to use your own or business vehicle, you will need the correct vehicle licences.

- If you are hiring delivery drivers, check that they have a valid driver's licence for the particular vehicle used. Failure to do so could invalidate your insurance.
- The handling and transporting of food is regulated, so as to ensure you know what the requirements are to comply (covered in [Step 3 'Compliance requirements to trade'](#)).
- If you choose a food delivery service, the customer will place their order through your website or a food ordering company. Depending on the food delivery company, the customer can choose to pay online or in person on delivery. A flat delivery fee is usually charged and included in the bill. Make sure you understand all the terms and conditions when you approach the food delivery service of your choice.



STEP 13 at a glance:



COSTS: Variable

TIME: Available immediately

Articles and links

- [Regulations governing the transportation of food](#)
- [Vehicle licence types explained](#)
- [Food delivery services](#)
- [Mobile food business](#)

Documents required

- Vehicles & driver's licences
- Food service delivery agreement
- Identity document
- Proof of address

Step 14: COVID-19 workplace safety

Why this is important.

Reduce the spread

Employees and customers are at risk of spreading and catching the COVID-19 virus, so it is in your best interest to protect everyone accessing your business as far as reasonably possible. If you implement and monitor the required protocols, you will help to reduce the spread of the virus while protecting your staff and customers as well as keeping your business open.

Understanding the regulations

The Department of Employment and Labour issued directives entitled '[CONSOLIDATED DIRECTIONS ON OCCUPATIONAL HEALTH AND SAFETY MEASURES IN CERTAIN WORKPLACES](#)' on 11 June 2021 (superseding previous regulations).

There are various [additional regulations](#) and guidelines that provide guidance on the various lockdown levels and how they impact living and working. It is your responsibility as a business owner to ensure that you understand these requirements as non-compliance could lead to penalties or business closure.

The process to follow:

There are suggested measures you can put in place to screen staff and customers for virus symptoms, ensuring masks are always worn correctly, sanitizing hands and regularly cleaning the premises, as well as social distancing, to mention a few.



STEP 14 at a glance:



COSTS: Variable
TIME: Immediate

Articles and links

- [COVID-19 resources for the workplace](#)
- [COVID-19 workplace safety guide](#)
- [Standard operating guide for fast food outlets](#)

Video links

- [Vaccine ambassador awareness webinar](#)

Documents required

- Refer to directive 11 June 2021

Step 15: Insurances and risk management



Why this is important.

Protection for business, staff and customers

As a business owner, you should be thinking about any potential risks of damage or destruction to your business or harm to your customers. Any such incidents will cost time and money to resolve, and will disrupt business operations.

There are many types of risks, such as physical risks (fire/hazardous material), security risks (theft/fraud), liability risks (injury/illness), technology risks (power outages/faulty equipment)

and others. The best approach is to put certain prevention measures in place from the start and consider insurances that can provide the financial assistance when needed.

The process to follow:

- Look at any potential risks by identifying the chances of something negative happening, often referred to as a risk assessment.
- Analyse these risks, prioritise them and consider the best way to treat the risk. This would be best documented in a risk

management plan.

- Ensure the correct safety measures are in place, that your staff are trained to deal with emergencies and that you have any necessary equipment and signage on the premises.
- Monitor your risk plan and review it regularly, as things can change. There are many risk management professionals who can assist you.

STEP 15

at a glance:



COSTS: Variable

TIME: Variable

Articles and links

- [Risk management for small business](#)
- [Identifying and managing business risks](#)
- [Risk Management for a small business](#)
- [‘Insure your future’ feature on Jump](#)
- [Risk management plan template](#)

Video links

- [Small business insurance](#)
- [Risk management process](#)

Documents required

- Risk management plan
- Requirements differ per insurance provider

Step 16: Basics of running a business

Why this is important.

Building a sustainable business

This is essentially putting your business plan into action. Your entrepreneurial mindset, together with great dedication, good habits and a great team will enable you to build a sustainable business.

There are a few basic skills and practices that can help you run a new business. They include basic accounting, managing cashflow and operations, hiring the right staff and marketing your product or service. Ensure you have a defined brand, and that you are constantly promoting, advertising and marketing your business and always aim to provide excellent customer service.

The elements of running your business can be something you learn to master through gaining knowledge and skills or using digital productivity tools such as Wave, Monday.com or Hootsuite. Alternatively you could consider using professionals such as tax consultants or accountants.

The process to follow:

Business gap analysis

If it is not intuitive to you which areas of running a business you need information on or assistance with, then consider completing an online business self-assessment. Many of them are offered at no cost, so search for the most credible options. For example the [‘JumpStart’](#) feature on the Jump platform offers a free business health check to determine where there are potential gaps in your business, and guidance on how to address them.

Building knowledge

Keep learning and adding to your ‘business toolkit’ by attending short courses, reading books and articles and watching videos or webinars. Many of these are free and online for your convenience.

Business bank account

Consider opening a business bank account – it is easier to track income, expenses and manage your business finances separate from your personal life. Business banking packages can also provide more value-add services, preferential banking fees and credit options. Having a business bank account

provides a clearer record of all business transactions and makes any auditing and tax requirements easier to manage. You can research and compare what different banks offer and decide which works best for you.

Record keeping

Good record keeping practices are key from the start. Find a way to securely store and record all the important things such as sales invoices, receipts of payments, bank deposit slips, credit notes, supplier documents and VAT documents. Read and understand any contracts before you sign them.

Professional advice

Many organisations provide free professional advice on these matters, and others charge a fee for their service. In the case of paying for any services, ask about the option to select a once-off use/payment or ongoing access to expert advice through a monthly subscription.

Testimonials

Testimonials are key – they build customer confidence and attract new business. Your services and staff need to be trustworthy and excellent customer service should always be a top priority.

STEP 16

at a glance:



COSTS: Variable

TIME: Daily

Articles and links

- [Essential entrepreneurial skills](#)
- [Basics or business success](#)
- [Work smarter using digital productivity tools](#)
- [Customer relationship management](#)
- [Learning online](#)

Video links

- [Best advice to small businesses](#)
- [How to create a company](#)

Documents required

- Based on services you select

Step 17: Opening day

Why this is important.

This is the moment when all your hard work, planning, preparing and putting all the steps in place to realise your business dream come together and your business is launched!

This is the time to be creative and make a big fuss for a grand opening. Let your business shine and create great first impressions on customers. You could even extend this to more than one day or longer trading hours for more customers

to experience what your business offers.

The process to follow:

- Set a budget up front and then start planning well ahead.
- Consider decorating the premises, offering opening specials or even including special guests or the local media to draw attention to your business. Approach your suppliers for potential sponsorships.
- Put the signage up and advertise the big day as much as possible through your networks, social media or printed collateral.
- Ensure your business is ready. It must be clean and set up with the correct layout, equipment, clearly displayed menus and required licences and certificates in place.
- Your staff need to be properly trained and should understand their roles and responsibilities in making this a memorable day for customers.



STEP 17 at a glance:



COSTS: Budget dependent

TIME: 1 Day-1 Month

Articles and links

- [How to be successful on your first day](#)
- [Planning a grand opening](#)
- [Tips for a successful opening day](#)
- [Grand opening ideas](#)



Step 18: Growing and scaling your business

Why this is important.

There will come a time when turning your attention to your business growth plan over the medium to long term is needed. Perhaps you want to tap into new markets (more stores), create new products or other services?

While there are many organisations, resources and tools that can assist you, these could provide a good starting point:

1. Western Cape Supplier Database (WCSD).

Only suppliers actively registered on the WCSD are eligible to do business with the Western Cape Government (WCG) and apply for tenders and RFQs (requests for quotations) from various Government departments.

2. #GoDigital initiative.

There are various options available on digital topics providing basic foundations to learn digital tools and practices to help your business trade and operate online. Gain valuable insights and views from thought leaders and practitioners in the industry. Selling online and using online services opens new markets and improves competitiveness to grow a sustainable business.

3. **Jump.** A business support toolkit in the palm of your hand, offering various resources and tools to assist with starting, growing and scaling a business.

4. **Small Enterprise Development Agency (SEDA).** An agency of the Department of Small Business Development offering to develop, support and promote small enterprises throughout the country, ensuring their growth and sustainability.

5. **Consumer Goods Council of South Africa (CGCSA).** The CGCSA offers the GS1 global standard barcoding and data management system. This is designed to improve the efficiency, safety and visibility of supply chains across physical and digital channels. By enabling organisations

to identify, capture and share information among trading partners in a seamless manner, it strengthens consumer trust and confidence.

6. **South African Bureau of Standards (SABS).** The SABS is a statutory body ([Standards Act No. 8 of 2008](#)) mandated to develop, promote and maintain South African National Standards (SANS), thereby promoting quality in products and services and assurance of the effects on customers and the environment.



continued on next page...

The process to follow:

WCBD - There are 8 steps to getting registered on the WCBD and you only need to register once. Remember to update any business information should it change from time to time. It is important to note that registration is simply a compulsory requirement to doing business with the WCG. It does not guarantee that a supplier will get any work.

#GoDigital - Go to the link on this page and see the list of webinars, articles and training to find the topic you need information or guidance on. You can view them online or download them at your convenience.

Jump - Download the Jump app (search

Jump for Entrepreneurs) from the Google Play Store or App Store, or go to the link on this page, and tap into these powerful resources.

SEDA - To make contact with the office closest to you and enquire about the various programmes on offer, click on the link on this page.

GS1 standards - You can contact the CGCSA directly or click [HERE](#) to find out more about how this system can benefit your growing business.

SABS - Click [HERE](#) to send an enquiry to the SABS to find out more and determine the assessment process for the food and beverage sector.



STEP 18

at a glance:



COSTS: Variable

TIME: Variable

Articles and links

- [Western Cape Supplier Database \(WCSD\) registration](#)
- [#GoDigital initiative](#)
- [Jump for entrepreneurs](#)
- [Small Enterprise Development Agency \(SEDA\)](#)
- [Franchise Association of South Africa](#)

Videos

- [7 Strategies to grow your business](#)

Keeping in touch

Your success in business is important to us. Please use the contact form to let us know how you are progressing with the opening of your food and beverage retail business.

Should you encounter any issues with processes, excessive delays, unhelpful officials or other, please notify us. Our Ease of Doing Business initiative will open a case and see if and how we can assist.

[Click to Contact Us](#)

Let us know what you think

We value your views on this document and would like to know what has worked for you, and any suggestions or feedback you have will help us improve our processes. Please take a few minutes to complete the questionnaire by clicking on the feedback icon.

[Click to Send Feedback](#)



About the Ease of Doing Business initiative

Who we are

Starting, operating, growing and scaling a business in South Africa is complex. There is a myriad of national, provincial and local regulations that must be navigated at each of these stages.

The terms 'ease of doing business' and 'red tape reduction' are often conflated and used interchangeably. Strictly speaking, the former is a narrow index developed by the World Bank that measures key elements within a country's bureaucracy. In contrast, the latter is about removing unnecessary bureaucracy that hampers business establishment and growth. The Western Cape Government has adopted the definition of ease of doing business (EoDB) as: improving the business environment through interventions that address (a) red tape in government and its agencies, (b) systemic challenges and (c) binding constraints and blockages that inhibit business development and growth.

The Business Facing Government Services

(BFGS) priority focus area (PFA) comprises interventions that are aimed at simplifying, streamlining and optimising functions of the Western Cape Government that have an impact on businesses. Some are direct, others more indirect, but all have the ultimate goal of leading to an improved business climate in the province, to more functioning and profitable companies absorbing labour, creating meaningful jobs and contributing to the national fiscus.

BFGS aims to improve the efficiency of government business-facing services as measured by:

- increased convenience of application processes of Provincial Government business-facing services (through e.g. online applications), and/or
- a reduction in the evaluation time of applications related to Provincial Government's business-facing services.

Legislative Framework

Legal frameworks are key in effective food control and are governed by laws and regulations that set out the requirements for food chain operators to ensure food safety and quality. This applies to the production, trade and handling of food across the entire food chain. Consumers expect and deserve to be protected against any risks caused by unsafe food and therefore the proper regulatory systems and practices are extremely important in this sector. The [Consumer Protection Act](#) also aims to promote fair, accessible and sustainable marketplaces for consumer products and services, making provision to protect the rights of consumers.

Regulations are issued at a National (country) and Provincial (province) level. These must support the capacity at a Local (municipal) level.

Food regulations overview:

The following national departments are the main parties responsible for food legislation:



- [The Department of Agriculture, Forestry and Fisheries \(DAFF\)](#)
- [The National Department of Health](#)
- [The Department of Trade and Industry](#)

Articles and links:

- [South Africa Food Value Chain Framework](#)
- [Consumer Goods Council of South Africa](#)
- [Restaurant Association of South Africa](#)
- [Food Advisory Consumer Service](#)
- [Guide to Consumer Rights & How to Protect Them](#)



Municipal Information



Logo	 <p>CAPE WINELANDS DISTRICT MUNICIPALITY - MUNISIPALITEIT - UMABHALA</p>	 <p>BREED VALLEY MUNICIPALITY - MUNISIPALITEIT - UMABHALA</p>
Local Authority	Cape Winelands District Municipality	Breede Valley Local Municipality
Website	www.capewinelands.gov.za	www.bvm.gov.za
Description of service and how to apply	<ol style="list-style-type: none"> 1. Obtain an application form from the District Municipal Health Services Office in your area. 2. Pay the required application fee. 3. Complete the application form and submit it along with the proof of payment either physically at the the district municipal office or via email. 4. EHP inspection and compliance with any changes required. 5. Approval and issuing of the COA. 6. Include COA in your application for a business licence at the local municipality. <p>Documents required:</p> <ul style="list-style-type: none"> • Copy of your RSA ID • Copy of valid Passport, if applicable • Proof of resident documentation, if an immigrant 	<ol style="list-style-type: none"> 1. Collect the application form from the Directorate: Community Services, at the Civic Centre, 30 Baring Street, Worcester. 2. Complete the form and pay the R150 application fee at the Municipal Pay Office. 3. Submit the completed form, receipt, a copy of your ID and proof of residence for the intended business premises to Mr Crotz who will refer it to the relevant departments of the Municipality for the appropriate approvals. 4. For a food establishment you will be referred to the Cape Winelands District Municipality to apply for a Certificate of Acceptability. This includes the evaluation and inspection of the business site to ensure that all health and safety regulation requirements are met. 5. Submit a copy of the COA to Mr Crotz at the BVM once it has been issued. 6. The application form and required approvals are submitted to the Director: Community Services for issuing of the business licence. <p>Documents required:</p> <ul style="list-style-type: none"> • Copy of ID • Proof of residence for the intended business premises
Business Unit	Municipal Health Services: Environmental Health	Directorate Community Services
Primary Contact Person	Mr Bostander Chief Environmental Practioner	Mr Tessel Crotz Administrator
Contact Details	Tel: 023 - 345 2340 cecil@capewinelands.gov.za	Tel: 023 - 348 2645 tcrotz@bvm.gov.za

Municipal Information



Logo		
Local Authority	Drakenstein Local Municipality	Langeberg Local Municipality
Website	www.drakenstein.gov.za	www.langeberg.gov.za
Description of service and how to apply	<ol style="list-style-type: none"> 1. Complete a business licence application form (L1) which is available from the 5th Floor, Nedbank Building, Cnr Breda Street & Bergriver Boulevard, Paarl. The Department of Planning & Development will send a notice to the applicant if there are further requirements to be met. 2. Submit the completed application to the Licence Officer. The Town Planning Department will assist you in establishing whether there are business rights on the property and whether the zoning rights comply with the Scheme Regulations. If your application complies with the aforementioned requirements, the application process can proceed. 3. Payment of Fee: An application fee (annually increased as per Council's tariff structure) is payable at the cashier for the application of a business licence. 4. Circulation for Comments: The application is then sent to the relevant departments for comments and recommendations, which may include: Environmental Health, Planning, Fire Services and Electricity. 5. Issuing of Licence: Once the comments of all relevant departments have been received, the Department of Community Services, Licensing, will issue the licence. <p>Documents required:</p> <ul style="list-style-type: none"> • Copy of ID or Passport or • Copy of resident document, if an immigrant 	<ol style="list-style-type: none"> 1. Collect an application form from the Langeberg Municipality offices, or request for it to be emailed. 2. Complete the application and pay the applicable business licence fee and submit the application, with the proof of payment to the Business Licence Officer. 3. The Business Licence Officer distributes the application to all relevant departments, including the District Municipality, and in some cases SAPS, for comments and setting requirements. 4. These departments set the requirements and inform the applicant. 5. When the applicant has complied, the departments will notify the LED department. 6. The Business Licence is issued. 7. The Municipality attempts to approve or reject an application within 21 working days. <p>Documents required:</p> <ul style="list-style-type: none"> • A copy of your ID
Business Unit	Small Business Development	Strategy and Social Development: Local Economic and Rural Development
Primary Contact Person	Mr Bonisile Telelo Administrative Clerk	Ms Thandeka Danti Business Licence Officer
Contact Details	Tel: 021 - 807 6415 Bonisile.Telelo@drakenstein.gov.za	Tel: 023 - 626 8201 tdanti@langeberg.gov.za



Municipal Information



Logo		
Local Authority	Stellenbosch Local Municipality	Witzenberg Local Municipality
Website	www.stellenbosch.gov.za	www.witzenberg.gov.za
Description of service and how to apply	<ol style="list-style-type: none"> Download and complete the Business Licence Application form from the municipal website or collect from their offices at 127 Dorp Street, Stellenbosch. The following completed forms must accompany the application forms: <ol style="list-style-type: none"> Proof of payment of the R25 application fee. Payment can be made at the cashiers at the municipal offices. A Zoning Certificate (from the Town Planning Department at the Stellenbosch Municipality) at a cost of R500. Health and Safety Certificate (from the Environmental Health Directorate of the Winelands District Municipality). A Fire Certificate (from the Fire Department at the Stellenbosch Municipality). The completed application and related forms can be emailed to Sharon.Pedro@stellenbosch.gov.za or submitted to the Economic Development Offices at 127 Dorp Street. <p>Documents required:</p> <ul style="list-style-type: none"> • Business licence form • Proof of payment • Health and Safety certificate (CoA) • Fire certificate • Zoning certificate not older than 6 months 	<ol style="list-style-type: none"> Request info in respect of the process and the application from the municipal office or via email. Collect documents, complete and hand in to LED Officer (Rachel) who will screen for completeness. Submit to Socio-Economic Development Manager (Riaan Fick) for co-ordination of inputs from various Departments as applicable. Manager liaises with applicant for additional info/documentation/finalisation of application/ payment of fee in accordance with tariff structure. Applicant pays application fee at cash office. Business Licence issued. <p>Documents required:</p> <ul style="list-style-type: none"> • Copy of ID/passport/work permit • Proof of address • Food Certificate COA, if applicable • If renting premises: contract & letter
Business Unit	Local Economic Development	Community Services: Local Economic Support Office
Primary Contact Person	Ms. Sharon Pedro Business Licence Officer	Mr. Riaan Fick Acting Manager Socio-Economic Development
Contact Details	Tel: 021 - 808 8974 Sharon.Pedro@stellenbosch.gov.za	Tel: 023 - 316 1854 riaan@witzenberg.gov.za



Municipal Information



Logo		
Local Authority	Central Karoo District Municipality	Beaufort West Local Municipality
Website	www.skdm.co.za	www.beaufortwestmun.co.za
Description of service and how to apply	<ol style="list-style-type: none"> 1. Obtain an application form from the District Municipal Health Services Office in your area. 2. Pay the required application fee. (R300) 3. Complete the application form and submit it along with the proof of payment either physically at the district municipal office or via email. 4. EHP inspection and compliance with any changes required. 5. Approval and issuing of the COA. 6. Include COA in your application for a business licence at the local municipality. <p>Documents required:</p> <ul style="list-style-type: none"> • Copy of your RSA ID • Copy of valid passport, if applicable • Copy of resident documentation attached, if an immigrant • Copy of the Company / Close Corporation Registration certificate indicating all directors / members and addresses, if applicable 	<p>The Municipality is not issuing business licences currently. An audit of both formal and informal businesses is underway to update the municipal database and tariff structure. The process is consultative, to develop a culture of compliance and as such is expected to be a lengthy process.</p>
Business Unit	Municipal Services: Environmental Health	Community Services
Primary Contact Person	Gerrit van Zyl Manager: Environmental Health Services	Ms Vuyakazi Ruiters Manager: Community Services
Contact Details	Tel: 023 - 449 1000/ 083 654 6988 gerrit@skdm.co.za	Tel: 023 - 414 8185 wastemanager@beaufortwestmun.co.za



Municipal Information



Logo		
Local Authority	Laingsburg Local Municipality	Prince Albert Local Municipality
Website	www.laingsburg.gov.za	www.pamun.gov.za
Description of service and how to apply	<p>The Municipality is not registered as a business licencing authority and therefore does not issue business licenses. SMMEs are assisted with advice, referrals, support and co-ordination with other relevant functions including the District Municipality.</p>	<ol style="list-style-type: none"> 1. Contact the Planning and Development Facilitator at the Municipality for guidance on the correct process to follow. 2. The first step that will be followed by the Municipality is to check that the business site is correctly zoned for the type of business which is being considered. 3. If the zoning is in order, the Municipality will issue a Land Use Consent Certificate and the Planning and Development Officer will assist the applicant to meet any other compliance issues required. This includes the application for a Certificate of Acceptability(COA) from the DM in respect of food-related businesses. The Environmental Health Officer of the DM is located at the Municipal Offices. 4. A Business License will be issued once all compliance requirements have been met.
Business Unit	Planning and Development: LED Unit	Corporate and Communication Services
Primary Contact Person	Willem Adams LED official	George van der Westhuizen Director
Contact Details	Tel: 023 - 551 1019/ 082 331 3135 wadams@laingsburg.gov.za	Tel: 023 - 541 1320 george@pamun.gov.za



Municipal Information



Logo		
Local Authority	City of Cape Town Metro Municipality	Garden Route District Municipality
Website	www.capetown.gov.za	www.gardenroute.gov.za
Description of service and how to apply	<ol style="list-style-type: none"> The Business Licence Application form can be downloaded from the CoCT website. Alternatively, an application form can be requested from your local Environmental Health Office. The following additional applications may be required depending on the nature of your business: <ul style="list-style-type: none"> A land use clearance certificate A population and clearance certificate which is obtained after a fire inspection A copy of an approved building plan of the interior of the premises A certificate of occupancy An application for certificate of acceptability A SAPS clearance certificate A clearance certificate issued by the Film & Publications Board Complete and hand in your documents at the nearest Environmental Health Office. You will be issued a payment instruction to pay the licence application fee at the respective cash offices. Submit the receipt to the Environmental Health Office. Your information will then be captured and electronically submitted, along with your application forms, to the relevant departments for comment, compliance checks and inspections. Once comment has been provided, the CoCT will contact you about whether your application was accepted or rejected. If you comply with all the requirements, you will be issued with a licence. If you do not comply, you can apply for a 14-day grace period to make the necessary changes to your premises so that it meets the requirements. Upon approval, collect the business licence from your local Environmental Health Office. <p>ENVIRONMENTAL HEALTH OFFICES: CONTACT LIST</p> <p>Bellville office: 021 - 400 6113 Durbanville office: 021 - 444 0728 Fezeka office: 021 - 444 6636 Khayelitsha office: 021 - 444 2350 Kraaifontein office: 021 - 444 0727 Kuils River office: 021 - 400 2614 / 021 - 400 2609 Lakeside office: 021 - 444 1658 / 021 - 444 1653 Maitland office: 021 - 444 1722 Milnerton office: 021 - 444 5639 / 021 - 444 5648 Mitchells Plain office: 021 - 400 4077 Nyanga office: 021 - 400 4077 Parow office: 021 - 444 0851 Silvertown office: 021 444 5420 / 021 - 444 5411 Somerset West office: 021 - 444 4819 / 021 - 444 4818 Wynberg office: 021 - 400 2786 / 021 - 444 0734</p>	<ol style="list-style-type: none"> The potential business owner can apply for a certificate of acceptability by means of 1 of 2 ways, walk-in or via email. In both cases the completed application form, proof of payment and a copy of the identity document/passport should be returned to the office. The admin will ensure that the relevant Environmental Health Practitioner (EHP) gets the application. The EHP will then make contact with the client to set up a suitable time and date to do the inspection of the potential premises. The certificate of acceptability is issued in terms of Regulations 5 and 6 of Regulation 638 of 2018. <p>Documents required:</p> <ul style="list-style-type: none"> ID/passport Proof of payment
Business Unit		Municipal Health Department
Primary Contact Person		Mr Johan Compion Manager: Municipal Health & Environmental Services
Contact Details		Tel: 044 - 803 1300 jcompion@grdm.gov.za



Municipal Information



Logo		
Local Authority	Bitou Local Municipality	George Local Municipality
Website	www.bitou.gov.za	www.george.gov.za
Description of service and how to apply	<p>Client requests an application form from the Town Planning Unit (currently there is a view that it should reside with LED) either by email, telephonically or through a meeting.</p>	<ol style="list-style-type: none"> 1. An application form can be collected from the municipal offices or emailed. 2. Apply to the Garden Route DM for a Certificate of Acceptability (COA) in the case of food-related businesses. 3. Make payment of the business application fee of R66.00 at either the George Municipality main building at the cashiers or via EFT. 4. Email or deliver the completed application form together with a proof of payment and the COA. 5. The Municipality will liaise with Town Planning, Fire and SAPS for compliance. 6. A Trading licence/Business licence will be issued once all compliance requirements have been met. <p>Documents required:</p> <ul style="list-style-type: none"> • Copy of ID • Proof of payment • Certificate of Acceptability
Business Unit	Town Planning	Directorate Community Services
Primary Contact Person	Chris Schliemann Manager	Janine Fernold Manager: Cleansing & Environmental Health
Contact Details	Tel: 044 - 501 3324 cschliemann@plett.gov.za	Tel: 044 - 802 2900 jfernold@george.gov.za



Municipal Information



Logo		
Local Authority	Hessequa Local Municipality	Kannaland Local Municipality
Website	www.hessequa.gov.za	www.kannaland.gov.za
Description of service and how to apply	<ol style="list-style-type: none"> 1. An application form can be collected from the Municipal Offices or emailed. 2. Apply to the Garden Route DM for a Certificate of Acceptability (COA) in the case of food-related businesses. 3. Make payment of the business application fee at either the Municipality cashiers or via EFT. 4. Email or hand deliver the completed application form together with the proof of payment and the COA. 5. The Municipality will liaise with Town Planning, Fire and SAPS for compliance. 6. A Trading licence/Business licence will be issued once all compliance requirements have been met. 	<p>An applicant should only approach the Municipality for confirmation that the area in which they want to set up a business is correctly zoned. A letter to this effect is issued which will be then used in an application for a Certificate of Acceptability from the District Municipality and/other certificates which are directed from the local SAPS offices.</p>
Business Unit	Directorate and Community Services	
Primary Contact Person	Lucinda Prins Administrator	
Contact Details	Tel: 028 - 713 8015 lucinda@hessequa.gov.za	Tel: 028 - 551 1023



Municipal Information



Logo		
Local Authority	Knysna Local Municipality	Mossel Bay Local Municipality
Website	www.knysna.gov.za	www.mosselbay.gov.za
Description of service and how to apply	<ol style="list-style-type: none"> Business Licences can be applied for at the Solid Waste Section of the Knysna Municipality in Clyde Street. Permission from our Planning Department with regards to the location zoning of the premises. Any additional documents issued by external organisations, eg. the Health Department of the Eden District Municipality (Contact number for the local office: 044 382 7214) or SAPS. Present the abovementioned documentation to the Business Licencing official and then make payment at our Customer Care Centre in Main Road, Knysna. Once you have submitted your payment receipt to the licencing official, the application will be processed. The premises will be inspected by the relevant departments and only when all departments have submitted a favourable report, will the trade licence be issued. If it is not approved, you can apply for a 14-day grace period, during which you can make the necessary changes to meet all the requirements. <p>NOTE: A separate fee will be charged for the additional documents issued by the other departments, Garden Route District Municipality: Health Department or SAPS.</p> <p>Documents required:</p> <ul style="list-style-type: none"> A certified copy of ID If you are a foreign national - passport and a copy thereof 	<ol style="list-style-type: none"> Business Licences are applied for at the Solid Waste Section of the Mossel Bay Municipality. The application form can be collected, emailed or downloaded from their website. An application fee must be paid on submission of the application and submitted to the Administrator. The Office of the Senior Manager will circulate the application to the relevant municipal departments including the District Municipality for comment, compliance checks and inspections. The Office of the Senior Manager will collate all responses and respond to the applicant. If an application is compliant a Business Licence will be issued; if it is non-compliant it will be referred back to the applicant to revise and resubmit or to appeal. Appeals must be submitted within 21 days of being informed of the outcome of the application. <p>Note: The application form and procedure is available on the municipal website under the documents of the Waste Management Directorate.</p>
Business Unit	Solid Waste Management	Town Planning
Primary Contact Person	Mrs NL Salmons Manager	Ms Sanelo Mbayisa Administrative Clerk
Contact Details	Tel: 044 - 308 6405 nsalmons@knysna.gov.za	Tel: 044 - 606 5143 smbayisa@mosselbay.gov.za

Municipal Information



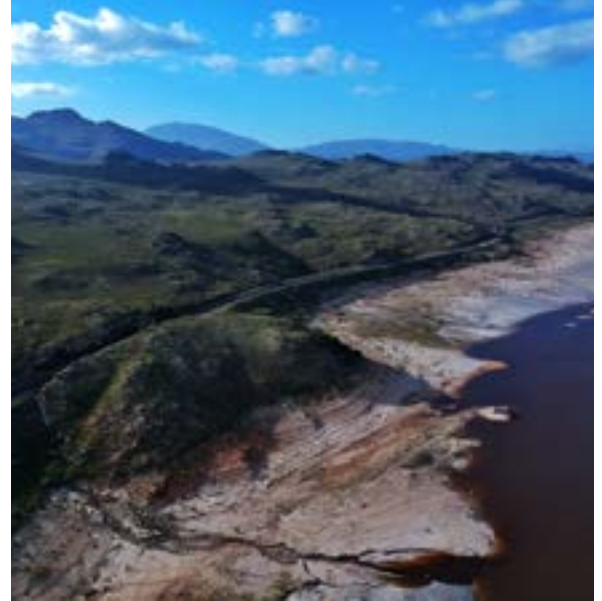
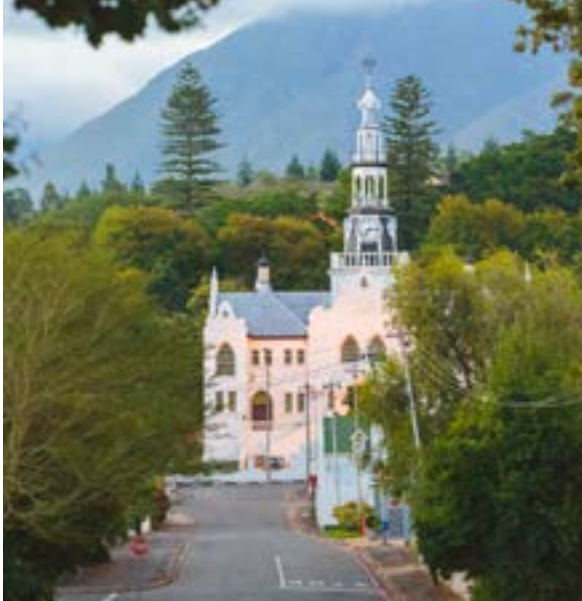
Logo		
Local Authority	Oudtshoorn Local Municipality	Overberg District Municipality
Website	www.oudtshoorn.gov.za	www.odm.org.za
Description of service and how to apply	<ol style="list-style-type: none"> 1. An application can be obtained from the Local Economic Development Department either by email or physical collection. 2. Complete the application and pay the required fee. 3. The senior administrator will circulate the application to the relevant internal departments for comment/input and inspection of the proposed business property. For example: Town Planning, Fire Unit, Garden Route District Municipality. 4. A business licence will be issued once all compliance requirements have been met. 	<ol style="list-style-type: none"> 1. Obtain an application form from the sub-district. 2. Pay the required application fee (R210). 3. Complete the application form and submit it along with the proof of payment either physically at the district municipal office or via email. 4. EHP inspection and compliance with any changes required. 5. Approval and issuing of the COA. 6. Include COA in your application for a business licence at the local municipality. <p>Documents required:</p> <ul style="list-style-type: none"> • Copy of your RSA ID • Copy of valid passport, if applicable • Copy of resident documentation attached, if an immigrant • Copy of the Company / Close Corporation Registration certificate indicating all directors / members and addresses, if applicable
Business Unit	Local Economic Development	Directorate Community Services
Primary Contact Person	Greg Baartman Manager	Ms Mshudu (Lucy) Mukoma Manager Municipal Health
Contact Details	Tel: 044 - 203 3984 greg@oudtmun.gov.za	Tel: 028 - 425 1157 (ext 347) mmukoma@odm.org.za



Municipal Information



Logo		
Local Authority	Cape Agulhas Local Municipality	Overstrand Local Municipality
Website	www.capeagulhas.gov.za	www.overstrand.gov.za
Description of service and how to apply	<ol style="list-style-type: none"> 1. The Town Planning Directorate is responsible for issuing Business licences. 2. An application can be obtained either by email or physical collection. 3. Town Planning will assess the application to ensure zoning regulations are complied with and issue a business licence with certain conditions depending on the nature of the business. 4. These conditions can include the COA, and Health and Safety certificates. 5. The Business licence is presented as part of the application/s for the required certificates as noted in point 4. 	<ol style="list-style-type: none"> 1. Client contacts the Municipality for an application form. 2. Client completes the application form and submits proof of payment to the Office of the Area Management. 3. Application is sent to the following departments for comment: Town Planning, Law Enforcement, Traffic, Health Department (Overberg District Municipality), Fire Department, Building Department. 4. As soon as all the departments have given their positive feedback, or reasons why the licence cannot be issued, the abovementioned departments must inform the client if the inspection is not compliant. 5. Issue Business licence.
Business Unit	Town Planning	Community Services
Primary Contact Person	Chanelle Nel Manager: Town Planning	Anver Wyngaard Senior Manager: Hermanus Administration
Contact Details	Tel: 028 - 425 5757 cnel@capeagulhas.gov.za	Tel: 028 - 313 8112 awyngaard@overstrand.gov.za



Municipal Information



Logo		
Local Authority	Swellendam Local Municipality	Theewaterskloof Local Municipality
Website	www.swellenmun.co.za	www.twk.org.za
Description of service and how to apply	<ol style="list-style-type: none"> 1. Contact the Town Planning Division for the relevant application form and guidance through the process. 2. Complete the application and pay the necessary fee. 3. If the zoning is correct, the process is straightforward. An approval letter is issued in a short period of time and the fee is minimal. 4. If rezoning is required, the application needs be advertised and could take up to 4 months with fees of up to R6 500 before an approval letter is issued. 5. The municipality's approval letter is necessary for application to the District Municipality for a Certificate of Acceptability. 	<ol style="list-style-type: none"> 1. A business licence application needs to be completed by the applicant and submitted at the relevant town office with the relevant supporting documents i.e. zoning confirmation, health certificate, etc. 2. A tariff as approved by council is payable by the applicant on submission of the application. 3. The application is verified for compliance i.e. zoning confirmed and whether the business requires a health certificate, etc. 4. Once the application is verified, the town office issues the business licence.
Business Unit	Town Planning	Local Economic Development
Primary Contact Person	Mr Clinton Uys Town Planner	Elana Manager: LED
Contact Details	Tel: 028 - 514 7554 clinton@swellenmun.co.za	Tel: 028 - 214 4868 elanalo@twk.org.za



Municipal Information



Logo		
Local Authority	West Coast District Municipality	Bergvliet Local Municipality
Website	www.westcoastdm.co.za	www.bergmun.org.za
Description of service and how to apply	<ol style="list-style-type: none"> 1. Obtain an application form from the sub-district Municipal Health Service Office in your area either via email or hard copy. 2. Pay the required application fee. 3. Complete the application form and submit it along with the proof of payment either physically at the sub-district municipal office or via email. 4. EHP inspection and compliance with any changes required. 5. Approval and issuing of the COA. 6. Include COA in your application for a business licence at the local municipality. 7. Both the DM and municipality will refer an enquiry to the correct starting point depending on the nature of the food business. <p>Documents required:</p> <ul style="list-style-type: none"> • Copy of your RSA ID • Copy of valid passport, if applicable • Copy of resident documentation, if an immigrant • Copy of the Company / Close Corporation Registration certificate indicating all directors / members and addresses, if applicable 	<ol style="list-style-type: none"> 1. The Town Planning Directorate is responsible for issuing Business Licences. 2. Contact Adele van Rossum, the Compliance Officer for the application form. 3. Complete the application form and pay the prescribed fee at the municipal cashiers. 4. Hand in the completed form, proof of payment and related documentation to the Compliance Officer. 5. Assuming the application is complete the Compliance Officer will circulate it to the Town Planning, Building Control, Fire and Disaster Management, Electrical Services, WCDM-Health and SAPS for evaluation and comment and provide the applicant with feedback. 6. The Business Licence is presented as part of the application/s for the required certificates as noted in point 4. <p>Documents required:</p> <ul style="list-style-type: none"> • Copy of ID or passport of applicant • Copy of ID or passport of owner, if not the applicant • Copy of ID or passport of manager, if not the applicant • Proof of payment of application fee • Business registration number, if applicable • Liquor licence, if applicable • Proof of application for a Certificate of Acceptability, if applicable • Proof of sound proofing, if applicable • Letter of consent from owner or the rental agreement • Locality plan • Electrical Compliance Certificate (accommodation establishments only) • Proof of Municipal Planning consent (house shops only)
Business Unit	Administration and Community Services: Environmental Health	Town Planning
Primary Contact Person	Nico de Jongh Senior Manager: Environmental Health	Adele van Rossum Administator
Contact Details	Tel: 022 - 433 8422 ndejongh@wcdm.co.za	Tel: 022 - 913 6086 vanrossuma@bergmun.org.za



Municipal Information



Logo		
Local Authority	Cederberg Local Municipality	Matzikama Local Municipality
Website	www.cederbergmun.gov.za	www.matzikamamunicipality.co.za
Description of service and how to apply	<p>Complete the form, pay the licence fee and submit it to Adriaan Neethling.</p>	<ol style="list-style-type: none"> 1. Potential businesses apply for a business licence by emailing the municipal manager. 2. The Municipality issues an application form to be completed by the applicant. 3. The applicant pays an application fee. 4. The licence will be issued after approval.
Business Unit	Town Planning	Community Services: Local Economic Development
Primary Contact Person	Mr Adriaan Neethling Manager: Town Planning	Mr Lionel Phillips Director: Community Development Services
Contact Details	Tel: 027 - 482 8000 adriaann@cederbergraad.co.za	Tel: 027 - 201 3350 lionelp@matzikama.gov.za

Municipal Information



Logo		
Local Authority	Saldanha Bay Local Municipality	Swartland Local Municipality
Website	www.sbm.gov.za	www.swartland.org.za
Description of service and how to apply	<ol style="list-style-type: none"> 1. Apply to the West Coast District Municipality for a Certificate of Acceptability. 2. Contact the Local Economic Development Unit's Reception Desk for a business licence application form. Assistance with completion is provided. 3. Pay the required application fee and present the proof of payment to Customer Relations Officer at reception. 4. Where necessary, the application is circulated to the relevant department (Town Planning or Law Enforcement, etc.) using the Collaborator system, for comment. 5. A business licence is issued once all compliance issues have been met. 	<ol style="list-style-type: none"> 1. Applicant can call and application form will then be emailed. 2. If food related, applicant must apply for a COA with the District Municipality. 3. Submit application plus COA (for food related businesses) to the Administrator. 4. Administrator forwards the application to Town Planning to check zoning. 5. If zoning is in order, permit is prepared by the administrator to sign off and issue to the applicant.
Business Unit	Local Economic Development	Development Services
Primary Contact Person	Thabisile Mkhize LED Officer	Marilise Meyer Administator
Contact Details	Tel: 022 - 701 6982 Thabisile.Mkhize@sbm.gov.za	Tel: 022 - 487 9400 meverm@swartland.org.za



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