

Co-ops Africa

Mandate & Engagement Form

Prepared For: Co-operative Name: _____

Co-operative Level: ☐ Co-operator ☐ Primary ☐ Secondary ☐ Tertiary ☐ Apex ☐ Regulator

Date of Submission: _____ Reference Number: _____



Co-ops Africa

Supporting the African Cooperative Movement

Email: info@coops.africa, Web: <https://coops.africa>



Foreword

On behalf of the **Co-ops Africa**, I am pleased to present this **Mandate & Engagement Form**, designed to support the growth, governance, and sustainability of South Africa's co-operative movement.

Co-operatives play a pivotal role in **economic inclusion, community development, and shared prosperity**.

Our mandate is to provide professional advisory, ICT, and capacity-building services that enable co-operatives to operate efficiently, comply fully with the **Co-operatives Act, 2005 (as amended)**, and achieve international best practice standards.

This document has been structured to guide co-operatives across their **entire lifecycle**—from individual co-operators and primary co-operatives to tertiary, apex bodies, and regulatory institutions. It outlines the services offered by Co-ops Africa, including:

- **Legal and regulatory compliance support**
- **Governance advisory and capacity building**
- **Digital transformation and innovative technology solutions**
- **Market access, capital raising, and strategic growth facilitation**

By using this form, co-operatives can **select services that meet their specific needs**, formalise their engagement with Co-ops Africa, and gain access to tools, platforms, and guidance that drive operational excellence and sustainability.

The Co-ops Africa remains committed to **empowering co-operatives**, fostering innovation, and promoting a culture of transparency, professionalism, and global competitiveness.

Co-ops Africa

Disclaimer

1. General Legal Protections

The services, guidance, and information provided by the **Co-ops Africa** through this Mandate & Engagement Form are **advisory in nature**. Co-ops Africa does not guarantee outcomes, financial returns, or compliance beyond what is required by law. By engaging with Co-ops Africa, the co-operative acknowledges that the **ultimate responsibility for decision-making, compliance, and operational actions rests with the co-operative itself**.

2. Limitations of Liability

- Co-ops Africa shall **not be liable for any direct, indirect, consequential, or incidental losses**, damages, or claims arising from the use of its advisory, financial, or digital services.
- Advisory services related to capital raising, business strategy, governance, or training **do not constitute legal, financial, or investment advice**.

- Co-operatives are fully responsible for their decisions, member management, and compliance with statutory obligations.

3. Intellectual Property Protections

- All intellectual property, materials, software, platforms, templates, and tools provided by Co-ops Africa, including but not limited to **coops.africa, CRP, Co-op Pay, Co-op Books, CDE, The Cooperator, Worker Co-op Job Board, Co-op Events, Co-op Store, Ads, e-Elections**, remain the **exclusive property of Co-ops Africa**.
- Co-operatives are granted a **limited, non-transferable license** to use these resources solely for their internal operations. Unauthorized reproduction, distribution, or commercial exploitation is prohibited.

4. Data and Cybersecurity Disclaimers

- Co-ops Africa implements reasonable digital security measures to protect data stored on its platforms; however, **absolute security cannot be guaranteed**.
- Co-ops Africa shall not be liable for **cyber-attacks, hacking, data breaches, or system failures**.
- Co-operatives are responsible for secure access to platforms, safeguarding passwords, and protecting sensitive member information.
- Use of digital services implies acknowledgment of **data protection responsibilities** under applicable South African laws, including **POPIA**, and relevant international frameworks as applicable.

5. Governing Law and Jurisdiction

- This engagement is governed by the **laws of the Republic of South Africa**.
- Any disputes arising from this engagement shall be subject to the **exclusive jurisdiction of South African courts**.

6. Duration & Amendments

- The provisions of this Disclaimer are effective **from the date of engagement** and remain valid throughout the engagement.
- Co-ops Africa reserves the right to **amend, update, or modify** the Disclaimer, services, or terms at any time without prior notice.
- Continued engagement implies **acceptance of such amendments** by the co-operative.

Acknowledgement

By signing the Mandate & Engagement Form, the co-operative confirms that it has **read, understood, and accepted this Disclaimer** and releases Co-ops Africa from any liability to the fullest extent permitted by law.

Co-operative Authorisation

Name:

Position:

Signature:

Co-ops Africa

Name:

Position:

Signature:

Date: / /

Date: / /

Confidentiality & Non-Disclosure Agreement (NDA)

This **Confidentiality & Non-Disclosure Agreement** ("Agreement") is entered into between the **Co-operative** ("Recipient") and the **Co-ops Africa** ("Discloser") in connection with the services described in this Mandate & Engagement Form.

1. Definition of Confidential Information

Confidential Information includes, but is not limited to:

- Business plans, operational procedures, financial statements, and budgets
- Member information, personal data, and co-operative records
- Intellectual property, software, platforms, and digital tools, including **coops.africa**, **CRP**, **Co-op Pay**, **Co-op Books**, **CDE**, **The Cooperator**, **Worker Co-op Job Board**, **Co-op Events**, **Co-op Store**, **Ads**, **e-Elections**
- Communication, training materials, reports, presentations, and strategic documents
- Any information marked or reasonably understood to be confidential

2. Obligations of the Parties

Both parties agree to:

- Keep all Confidential Information **strictly confidential**
- Use Confidential Information **solely for the purposes of this engagement**
- Restrict access to personnel who require it for the engagement and are bound by equivalent confidentiality obligations
- Prevent **unauthorised disclosure, copying, or use** of the information
- Notify the other party immediately upon any **unauthorised access or breach**

3. Exceptions to Confidentiality

Confidential Information does not include information that:

7. Acknowledgement & Signatures

Co-operative Authorisation

Name:.....

Position:

Signature:

Date: / /

- Was publicly available at the time of disclosure or becomes publicly available **through no fault** of the Recipient
- Was lawfully obtained from a **third party** not under confidentiality obligations
- Is independently developed by the Recipient without use of Confidential Information
- Must be disclosed under **law, regulation, or court order**, provided the Discloser is notified in advance where legally permissible

4. Duration

- This Agreement takes effect **upon signing** and remains in force **throughout the engagement**.
- Obligations of confidentiality continue for a period of **five (5) years after termination** of the engagement.

5. Digital Data Protection & Platform Safeguards

- Parties must comply with applicable **data protection laws** (e.g., POPIA, GDPR where applicable).
- Confidential digital data stored or processed on Co-ops Africa platforms must be secured with **access controls, encryption, and monitoring**.
- Co-ops Africa shall not be liable for breaches caused by co-operative negligence in protecting passwords or system access.

6. Remedies & Indemnification

- Any breach may result in **injunctive relief, damages, and termination of services**.
- The Recipient agrees to **indemnify Co-ops Africa** against any claims, damages, or losses arising from misuse or unauthorised disclosure of Confidential Information.

Co-ops Africa

Name:.....

Position:

Signature:

Date: / /



Section 1: Introduction & Mandate

1.1 About the Co-ops Africa

The **Co-ops Africa** is the apex advisory and ICT body supporting the **South African co-operative movement**. Our mandate is to promote co-operative development, strengthen governance, enhance compliance, and facilitate access to markets, funding, and digital tools. Co-ops Africa acts as a **strategic partner** to co-operatives across all levels—from individual co-operators and primary co-operatives to tertiary, apex bodies, and regulators.

1.2 Mandate in Line with Co-operatives Act, 2005 (as amended) and ICA Principles

Co-ops Africa provides services in full alignment with the **Co-operatives Act, 2005**, ensuring legal compliance for co-operatives at all lifecycle stages. We also integrate **International Co-operative Alliance (ICA) Principles** to:

- Promote democratic member control and active participation
- Strengthen education, training, and capacity building
- Enhance inter-co-operative cooperation
- Ensure sustainable development and concern for the community

1.3 Scope of Engagement & Service Framework

Co-ops Africa offers a **comprehensive suite of services** across four key pillars:

1. **Lifecycle Services:** Registration, governance, compliance, advisory, capacity building, restructuring, and dissolution.
2. **Business & Management Systems:** Project & enterprise management (CRP), member management (CRM), financial management, HRM, marketing, and digital transformation.
3. **Technology & Digital Platforms:** coops.africa, CRP, Co-op Pay, Co-op Books, CDE, The Cooperator Magazine, Worker Co-op Job Board, Co-op Events, Co-op Store, Ads & Promotions, e-Elections.
4. **Recognition & Capacity Building:** Certification programs, benchmarking workshops, global networking, and accelerator initiatives.

1.4 How to Use This Form

This form serves as both a **service selection tool** and a **legal engagement document**:

- **Step 1:** Identify your co-operative level (Co-operator / Primary / Secondary / Tertiary / Apex / Regulator).
- **Step 2:** Review the service categories and **select the services you require** by ticking the relevant boxes.
- **Step 3:** Review the associated pricing and bundled packages.
- **Step 4:** Sign the engagement, NDA, and acknowledgement sections to formalize the mandate.

By completing this form, your co-operative gains **access to Co-ops Africa's world-class advisory, technology, and capacity-building services**, ensuring compliance, operational efficiency, and sustainable growth.



Section 2: Co-operative Lifecycle Services (Legal & Best Practice)

Co-ops Africa provides advisory, regulatory, and operational support across the **full lifecycle of co-operatives**. Each stage aligns with the **Co-operatives Act, 2005 (as amended)** and incorporates **international best practice** to ensure sustainable growth and compliance.

2.1 Registration & Establishment

Co-ops Africa assists co-operatives in the **foundational stages** to ensure legal compliance and operational readiness:

- **Individual & Co-operative Registration:** Guidance on membership requirements, individual co-operator registration, and primary, secondary, tertiary, and apex co-operative registration. (*Co-operatives Act, s.3, 7–17*)
- **Drafting Constitution & By-Laws:** Preparation of co-operative founding documents in line with statutory requirements and ICA principles for democratic governance. (*Act s.13–14*)
- **Opening Bank Accounts & Records Management:** Setting up co-op bank accounts and secure record-keeping procedures. (*Act s.23*)
- **Best Practice Advisory:** Co-ops Africa ensures that constitutions incorporate **sound governance, transparency, and community-focused objectives**, consistent with ICA Principles 2–3 and international co-op standards.

2.2 Governance & Compliance

Co-ops Africa provides **ongoing support** to maintain legal compliance and strengthen governance structures:

- **Filing Annual Returns & Regulatory Compliance:** Assistance with timely submission of statutory filings. (*Act s.25*)
- **Board Governance & Duties of Directors:** Guidance on roles, responsibilities, and fiduciary duties of co-op directors. (*Act s.37–45*)
- **Financial Statements & Audits:** Support in preparing accurate financial reports and liaising with auditors. (*Act s.47–49*)
- **Taxation & SARS Compliance:** Advisory on income tax, VAT, and other applicable obligations.
- **Member Meetings & AGMs:** Facilitation and advisory for annual general meetings, special meetings, and member resolutions. (*Act s.26–28*)
- **Best Practice Advisory:** Aligns with ICA Principles 4 & 5, emphasizing **transparency, accountability, and democratic member participation**.

2.3 Advisory & Capacity Building

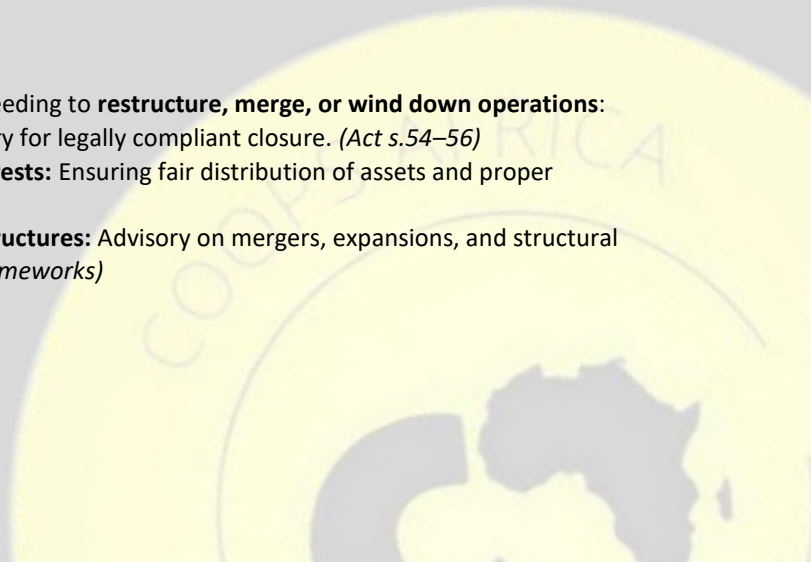
Co-ops Africa provides services to **build internal capacity and strategic capability**:

- **Business Planning & Strategy Development:** Guidance on vision, mission, and operational strategies.
- **Capital Raising & Investment Access:** Advisory on the **Co-operative Debentures Exchange (CDE)**, member contributions, and fundraising strategies.
- **Training & Education Programs:** Skills development for directors, managers, and co-operators. (*Act s.5, ICA Principle 5*)
- **Mediation & Dispute Resolution:** Support for resolving internal conflicts and member disputes. (*Act s.46*)
- **Best Practice Advisory:** Encourages **community concern, member engagement, and sustainable development** (ICA Principle 7).

2.4 Dissolution & Restructuring

Co-ops Africa provides guidance for co-operatives needing to **restructure, merge, or wind down operations**:

- **Voluntary Dissolution:** Step-by-step advisory for legally compliant closure. (*Act s.54–56*)
- **Winding Up & Settlement of Member Interests:** Ensuring fair distribution of assets and proper financial closure. (*Act s.57*)
- **Reorganisation into Secondary/Tertiary Structures:** Advisory on mergers, expansions, and structural reorganisation. (*Best Practice: EU Co-op Frameworks*)



Section 3: Business & Management Systems (International Best Practice)

Co-ops Africa supports co-operatives in implementing **robust management systems** that ensure operational efficiency, governance, and sustainable growth. Our approach integrates **international best practices**, ICA Principles, and digital transformation aligned with **UN Sustainable Development Goals (SDG 9 – Industry, Innovation & Infrastructure)**.

3.1 Project & Enterprise Management (CRP)

- **Co-operative Resource Planning (CRP)** provides an integrated platform to manage operations, resources, projects, and reporting.
- Enables **planning, tracking, and controlling** of co-operative activities for efficiency and accountability.
- Supports compliance with statutory reporting requirements and internal governance frameworks.
- **Best Practice:** Aligns with ICA Principle 6 – co-operation among co-operatives, by enabling coordinated projects and shared services.

3.2 Member Management (CRM)

- **Co-operator Relationship Management (CRM)** tools allow co-operatives to:
 - Maintain accurate membership records
 - Track contributions, voting rights, and participation
 - Facilitate engagement, communication, and dispute resolution
- **Best Practice:** Strengthens member trust, democratic participation, and transparency.

3.3 Financial Management (Co-op Books)

- Comprehensive accounting and compliance solution for co-operatives:
 - Financial statement preparation
 - Audits and internal control monitoring
 - Taxation compliance and reporting
- **Best Practice:** Ensures financial integrity, accountability, and alignment with Act sections 47–49 and ICA Principle 5 – member economic participation.

3.4 Human Resource Management & Talent Development (HRM)

- Tools and advisory for managing staff and co-operative employees:
 - Recruitment, onboarding, and skills development
 - Performance management and compliance with labour laws
 - Employee engagement and retention programs
- **Best Practice:** Builds **organizational capacity and sustainable human capital**, fostering productive and motivated teams.

3.5 Marketing, Market Access & Export Readiness

- Strategic guidance for co-operative branding, product marketing, and market penetration
- Access to domestic and international **fair trade channels**, including export advisory
- Supports ICA Principle 6 – co-operation among co-operatives, by linking co-ops to wider markets
- **Best Practice:** Enhances revenue generation, brand recognition, and international competitiveness

3.6 Digital Transformation & Innovation

- Adoption of modern **ICT tools and digital platforms** to enhance operational efficiency
- Integration of platforms such as **coops.africa, CRP, Co-op Pay, Co-op Books, and e-Elections**
- Encourages innovation, data-driven decision-making, and automation of routine tasks
- **Best Practice:** Supports UN SDG 9 – promoting sustainable industrialization, innovation, and resilient infrastructure



Section 4: Technology & Digital Services (Co-ops Africa Platforms)

Co-ops Africa provides **state-of-the-art digital platforms** to empower co-operatives with operational efficiency, transparency, market access, and member engagement. Each platform is designed to **support compliance, governance, and business growth** in line with global best practices.

4.1 coops.africa

- **Features:** Marketplace for products/services, co-op profiles, funding access, community networking.
- **Benefits:** Enhances visibility, access to national and regional markets, and networking opportunities among co-operatives.

4.2 Co-operative Resource Planning (CRP)

- **Features:** Integrated ERP system for operations, project, and resource management.
- **Benefits:** Streamlines workflow, resource allocation, project tracking, and compliance reporting, reducing operational inefficiencies.

4.3 Co-op Pay

- **Features:** Digital wallets, payment processing, bulk settlement capabilities.
- **Benefits:** Simplifies financial transactions, enhances transparency, and supports digital financial inclusion.

4.4 Co-op Books

- **Features:** Accounting, audit-ready reporting, and compliance management.
- **Benefits:** Ensures accurate financial records, statutory compliance, and streamlined audit processes.

4.5 Co-operative Debentures Exchange (CDE)

- **Features:** Capital raising platform, investment management, and debenture issuance.
- **Benefits:** Enables co-operatives to access funding, attract investors, and manage capital efficiently.

4.6 The Cooperator Magazine

- **Features:** Communication channel for co-operatives, educational content, and outreach.
- **Benefits:** Strengthens member engagement, shares success stories, and promotes awareness of co-op opportunities.

4.7 Worker Co-ops Job Board

- **Features:** Employment opportunities, gig postings, and talent matching.
- **Benefits:** Connects co-operatives with skilled workers and promotes local employment initiatives.

4.8 Co-op Events

- **Features:** Tools for planning and managing AGMs, conferences, and online events.
- **Benefits:** Ensures statutory compliance for meetings, facilitates member participation, and improves event efficiency.

4.9 Co-op Store

- **Features:** E-commerce platform for co-op products and services.
- **Benefits:** Expands sales channels, increases revenue, and enhances product visibility.

4.10 Ads & Promotions

- **Features:** Advertising and marketing campaign tools for co-operatives.
- **Benefits:** Supports brand development, product awareness, and market reach.

4.11 e-Elections

- **Features:** Secure, digital voting platform for co-op members.
- **Benefits:** Facilitates transparent, efficient, and compliant electoral processes for boards and committees.



Section 5: Pricing & Packages

Co-ops Africa provides transparent, flexible, and tiered pricing to suit the **specific needs and maturity levels of co-operatives**. Services can be engaged individually or bundled to maximize value, efficiency, and impact.

5.1 Service Catalogue (Itemised by Lifecycle Stage & Platform)

Service Category	Service Description	Pricing (ZAR)	Legal / Best Practice Reference
Registration & Establishment	Individual & Co-op registration, Constitution drafting, bank account setup	2,500 – 15,000	Co-ops Act s.3,7–17,23
Governance & Compliance	Filing annual returns, board duties, audits, taxation, member meetings	5,000 – 20,000	Co-ops Act s.25–49
Advisory & Capacity Building	Business planning, capital raising, training, dispute resolution	3,000 – 25,000	ICA Principles 5–7, CDE Platform
Dissolution & Restructuring	Voluntary dissolution, winding up, reorganisation	5,000 – 20,000	Co-ops Act s.54–57, EU Co-op Frameworks
Project & Enterprise Management	CRP – operational & project management	10,000 – 50,000	Best Practice / ICA Principle 6
Member Management	CRM – co-operator relationship management	8,000 – 40,000	Best Practice / ICA Principle 2–3
Financial Management	Co-op Books – accounting, audits, compliance	7,500 – 35,000	Co-ops Act s.47–49
HRM & Talent Development	Recruitment, performance management, capacity building	5,000 – 25,000	Labour Law Compliance / Best Practice
Marketing & Market Access	Branding, exports, fair trade access	5,000 – 20,000	ICA Principle 6
Digital Platforms	coops.africa, Co-op Pay, Co-op Store, e-Elections, CDE	10,000 – 60,000	UN SDG 9 / Best Practice
Communication & Outreach	The Cooperator Magazine, Ads & Promotions	3,000 – 15,000	Best Practice

Note: Pricing is indicative and may be customised based on co-op size, complexity, and service level requirements.

5.2 Bundled Packages

Package	Included Services	Pricing (ZAR)	Target Co-op Level
Starter	Registration, basic governance, CRP (limited modules)	15,000 – 30,000	Co-operator / Primary
Growth	Starter + Advisory, CRM, Co-op Books, coops.africa	40,000 – 70,000	Primary / Secondary
Apex	Growth + CDE, e-Elections, Co-op Store, Events	75,000 – 150,000	Secondary / Tertiary / Apex
Regulator Support	Full suite + bespoke advisory & reporting	150,000+	Apex / Regulatory Bodies

5.3 Discounts & Incentives

- **Multi-Service Engagement:** 5–15% discount when selecting 3 or more services
- **Annual Subscriptions:** 10% discount for prepaid annual platform access
- **Early Payment:** 5% discount for payments made within 15 days of invoice

Section 6: Engagement & Mandate Form

This section formalises the engagement between the co-operative and Co-ops Africa. By completing this form, the co-operative **requests services, acknowledges terms, and authorises Co-ops Africa to provide the selected support.**

6.1 Co-operative Level

Please tick the appropriate level:

- ☐ **Co-operator**
- ☐ **Primary Co-operative**
- ☐ **Secondary Co-operative**
- ☐ **Tertiary Co-operative**
- ☐ **Apex Co-operative**
- ☐ **Regulator / Oversight Body**

6.2 Service Selection Checklist

Tick all services you wish to engage. Services are grouped by lifecycle stage and platform:

Lifecycle Services

- ☐ Registration & Establishment
- ☐ Governance & Compliance
- ☐ Advisory & Capacity Building
- ☐ Dissolution & Restructuring

Business & Management Systems

- ☐ Project & Enterprise Management (CRP)
- ☐ Member Management (CRM)
- ☐ Financial Management (Co-op Books)
- ☐ HRM & Talent Development
- ☐ Marketing & Market Access
- ☐ Digital Transformation

Technology & Digital Platforms

- ☐ coops.africa
- ☐ Co-op Pay
- ☐ Co-op Store
- ☐ CDE
- ☐ The Cooperator Magazine
- ☐ Worker Co-ops Job Board
- ☐ Co-op Events
- ☐ Ads & Promotions
- ☐ e-Elections

6.3 Pricing Summary

(Auto-calculated based on selected services and package options; see Section 5)

Selected Service Unit Price (ZAR) Subtotal (ZAR)

Total

Discounts for multi-service selection, annual subscriptions, or early payment may apply.

6.4 Authorisation & Mandate Declaration

By signing this form, the co-operative:

1. **Formally requests** Co-ops Africa to provide the selected services.
2. **Acknowledges and accepts** all terms, disclaimers, confidentiality agreements, and legal obligations.
3. Confirms that the **information provided is accurate** and representative of the co-operative.
4. Authorises Co-ops Africa to proceed with engagement and deployment of advisory, digital, and management services.

6.5 Signatures

Co-operative Authorisation

Name:

Position:

Signature:

Date: / /

Co-ops Africa

Name:

Position:

Signature:

Date: / /



Section 7: Confidentiality & Non-Disclosure Sign-Off (NDA)

This **Confidentiality & Non-Disclosure Agreement (NDA)** is an integral part of the Mandate & Engagement Form. By signing below, the co-operative acknowledges and agrees to maintain the **confidentiality, security, and proper use of information, platforms, and resources** provided by Co-ops Africa.

7.1 Definition of Confidential Information

Confidential Information includes, but is not limited to:

- Member records, personal data, financial statements, and operational information
- Co-operative business plans, strategies, and internal communications
- Digital tools, platforms, software, and resources provided by Co-ops Africa, including **coops.africa, CRP, Co-op Pay, Co-op Books, CDE, The Cooperator, Worker Co-op Job Board, Co-op Events, Co-op Store, Ads & Promotions, e-Elections**
- Any information marked as confidential or reasonably understood to be confidential

7.2 Obligations of the Parties

The co-operative agrees to:

1. **Maintain strict confidentiality** of all Co-ops Africa-provided information
2. **Use information solely** for purposes of engagement with Co-ops Africa
3. Limit access to personnel who require it and ensure they are bound by similar confidentiality obligations

7.6 Sign-Off

Co-operative Authorisation

Name:

Position:

Signature:

Date: / /

Co-ops Africa

Name:

Position:

Signature:

Date: / /

4. Notify Co-ops Africa immediately of any **unauthorized disclosure or data breach**

7.3 Exceptions

Confidential Information does not include information that:

- Is publicly available through no fault of the co-operative
- Is lawfully obtained from a third party not bound by confidentiality
- Must be disclosed due to legal or regulatory requirements (with prior notice to Co-ops Africa where legally permissible)

7.4 Digital Data Protection

- Co-operatives are responsible for **safe access and usage** of Co-ops Africa digital platforms
- Access credentials must be kept secure, and any breach or misuse must be reported immediately
- Co-ops Africa implements reasonable security measures but **cannot guarantee absolute protection** from cyber threats

7.5 Remedies & Indemnification

- Breaches may result in **injunctive relief, financial damages, or termination of services**
- The co-operative **agrees to indemnify Co-ops Africa** against any losses or claims arising from breach or unauthorized use of confidential information

COOPS.AFRICA



Section 8: Invoice

This invoice reflects the **services selected by the co-operative** and forms part of the formal engagement with the Co-ops Africa.

8.1 Co-operative & Invoice Details

Co-operative Name: _____ Invoice Number: _____
 Co-op Level: _____ Date of Issue: _____
 Invoice Number: _____ Payment Due Date: _____

8.2 Itemised Services & Pricing

Service Category	Description	Unit Price (ZAR)	Subtotal (ZAR)
Lifecycle Services	Registration & Establishment		
	Governance & Compliance		
	Advisory & Capacity Building		
	Dissolution & Restructuring		
Business Systems	CRP – Project & Enterprise Management		
	CRM – Member Management		
	Co-op Books – Financial Management		
	HRM & Talent Development		
Technology Platforms	Marketing & Market Access		
	coops.africa, Co-op Pay, Co-op Store, CDE, The Cooperator, Worker Co-op Job Board, Co-op Events, Ads & Promotions, e-Elections		

Subtotal: ZAR _____
 Discounts (if applicable): ZAR _____
Total Amount Payable: ZAR _____

8.3 Payment Instructions

Bank Details:

- Bank: _____ Branch: _____
- Account Name: Co-ops Africa
- Account Number: _____ Branch Code: _____
- SWIFT Code (for international payments): _____

Payment Terms:

Payment due within **15–30 days** of invoice date, Include **Invoice Number** as payment reference, Early payment discounts or multi-service engagement discounts apply as per Section 5.3

8.4 Authorisation

Co-operative Authorisation

Name:

Position:

Signature:

Date: / /

Co-ops Africa

Name:

Position:

Signature:

Date: / /



Section 9: Recognition & Capacity-Building Enhancements

Co-ops Africa provides **value-added recognition and capacity-building initiatives** to reward compliance, strengthen operational capability, and connect co-operatives to **national and global best practices**. These enhancements empower co-operatives to **scale sustainably, access new markets, and increase member engagement**.

9.1 Certification of Excellence

- Awarded to co-operatives demonstrating **full compliance** with the Co-operatives Act, good governance, and adoption of best practices.
- Provides **public recognition** and credibility for investors, members, and partners.

9.2 Benchmarking & Global Best Practice Workshops

- Access to **sector benchmarking exercises**, comparing performance against national and international co-operatives.
- Workshops on **global co-operative trends, digital adoption, governance, and market access**, ensuring co-operatives remain competitive and innovative.

9.3 Training & Education Programs

- Continuous learning programs for co-operative **boards, management, and members**.
- Topics include **financial management, strategic planning, project management, member engagement, HRM, marketing, and capital raising**.
- Aligned with ICA Principles 5–7 and global co-op capacity-building standards.

9.4 Global Networking & Export Facilitation

- Connect co-operatives with **international markets, trade opportunities, and export readiness programs**.
- Access to **global co-operative networks, fair trade channels, and strategic partnerships**.
- Enhances visibility, revenue potential, and long-term sustainability.

Section 10: SLA & Relationship Management

Co-ops Africa is committed to **building strong, responsive, and accountable relationships** with all co-operatives. This section outlines the **service standards, relationship management framework, and continuous improvement mechanisms** that ensure high-quality service delivery.

10.1 Dedicated Co-ops Africa Relationship Manager

- Each co-operative is assigned a **dedicated Relationship Manager** who serves as the primary point of contact for all advisory, compliance, digital, and operational support.
- Responsibilities include:
 - Coordinating service delivery across all Co-ops Africa platforms
 - Monitoring engagement progress and compliance
 - Providing strategic advice and operational guidance

10.2 Service Level Agreements (SLAs)

Co-ops Africa commits to **transparent service delivery standards** for all engagements:

- **Response Times:** Advisory queries, technical support, and platform issues addressed within agreed timeframes (e.g., 24–72 hours depending on service tier)
- **Advisory Support:** Scheduled consultations, compliance checks, and capacity-building sessions delivered per agreed timelines
- **Digital Platforms:** Continuous uptime, regular maintenance, and updates for platforms such as **coops.africa, CRP, Co-op Pay, Co-op Books, CDE, and e-Elections**
- **Reporting & Accountability:** Periodic reports on service usage, compliance, and engagement outcomes

10.3 Feedback & Continuous Improvement

- Co-operatives can provide **feedback via structured channels**, including surveys, meetings, and platform tools
- Co-ops Africa uses feedback to **enhance services, update digital tools, and refine advisory programs**
- Commitment to **continuous improvement ensures evolving best**

practices, greater efficiency, and higher co-operative satisfaction

Optional World-Class Features

Co-ops Africa offers additional **premium and cutting-edge services** to help co-operatives achieve **global competitiveness, operational excellence, and sustainable growth**. These features can be **custom-selected or bundled** to enhance standard engagements.

Optional Features

1. **AI-Driven Dashboards**
 - Real-time insights into operations, member engagement, financial performance, and project tracking
 - Supports **data-driven decision-making**, predictive analytics, and KPI monitoring
2. **Mobile-Enabled Platform Access**
 - Full access to Co-ops Africa platforms (**coops.africa, CRP, Co-op Pay, Co-op Books, etc.**) via mobile devices
 - Enables **remote management, member engagement, and transactions on the go**
3. **ESG & Sustainability Advisory**
 - Guidance on **environmental, social, and governance (ESG) compliance**
 - Supports sustainability reporting, ethical business practices, and international standards
4. **Accelerator Programs for Emerging Co-operatives**
 - Mentorship, training, and funding support to **fast-track growth** of promising co-operatives
 - Access to **market entry strategies, capacity building, and networking opportunities**
5. **Grant & Funding Facilitation**
 - Assistance with **identifying, applying for, and managing grants or funding opportunities**
 - Leverages Co-ops Africa's network of **investors, government programs, and international development partners**

