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A Socio-Economic, Extended-Family Organisation
Corporatised • Futuristic • Tech Savvy



AMANTUNGWA KA MBULAZI INTERNATIONAL **Branch Operations Manual**

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MARCH 2026



OUR VISION

**INCLUSIVE AND SUSTAINABLE SOCIO-ECONOMIC
PROSPERITY FOR ALL MEMBERS**

OUR INSPIRATION

OUR COMMON ORIGIN AND SINGLE DESTINY

OUR PASSION

CUSTOMER ORIENTATION

OUR OBSESSION

SERVICE EXCELLENCE



**AMANTUNGWA KA MBULAZI
INTERNATIONAL
Branch Operations Manual**

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Spiritual Flag

1. INTRODUCTION

AmaNtungwa Ka Mbulazi International is a Socio-Economic, Member-based Organisation that was established in April 2025 to bring about unity among all the descendants of Mntungwa, son of Mbulazi, as well as transforming the life of its Members through different business initiatives, indigenous knowledge, wisdom-sharing, and provide support on various social and economic projects.

The Organisation seeks to preserve the cultural heritage of AmaNtungwa Ka Mbulazi, and reclaim the Extended-Family's values and precious heritage that has gradually faded over time.

To this end, Members must understand clearly that **“Love for Family” and “Familial Belonging”** are the cardinal qualities that define the character of our Organisation, **beyond any rules, regulations and dogma.**

2. PURPOSE OF THE BRANCH OPERATIONS MANUAL

AmaNtungwa Ka Mbulazi International exists to **deliver Inclusive and Sustainable Socio-Economic Prosperity to All its Members** locally, regionally, nationally, continentally and globally. However, it is also our Members who contribute to the growth of the Organisation. Without them, the Organisation would not be able to sustain itself and would soon be forced to close its doors. **Economic Prosperity Support and Delivery of Social Benefits** are the main avenues through which our relationship with Members is facilitated. A **Customer-centric Relationship and a Service Excellence Mindset** are therefore vital channels for enabling **Socio-Economic Transformation** in the lives of our Members. Due to the **significance of Member Relations**, it is imperative that all AmaNtungwa Ka Mbulazi International Branches and Branch Leadership / Staff properly understand all aspects relating to the opening and operations of a Branch.

This Branch Operations Manual is dedicated to **explaining the Operating Policies and Procedures relating to the Formation, Opening and Management of an AmaNtungwa Ka Mbulazi Branch.** This document should therefore be made accessible to all Members. To facilitate its use, a PDF copy can be downloaded from the website of AmaNtungwa Ka Mbulazi at www.amantungwa.co.za, and **appropriate understanding of the contents hereof must be ensured by all Leadership and Staff throughout the Organisation.**

3. BRANCH OPERATIONS MANUAL GUIDELINES

- a) All the policies, guidelines, and regulations in this manual shall govern all the Branch Operations of AmaNtungwa Ka Mbulazi International;
- b) This manual should be read in conjunction with all other Governance Documents of AmaNtungwa Ka Mbulazi International, including: the Constitution; Business Brochure; Code of Conduct and Conflict Resolution Charter; Purpose, Vision and Core Values Charter; Organisational Structure; etc.;
- c) All Members of AmaNtungwa Ka Mbulazi International will have access to this manual;
- d) Members of AmaNtungwa Ka Mbulazi International who wish to make suggestions for improvement of this manual are encouraged to do so by submitting their views to info@amantungwa.co.za;
- e) Ignorance of the policy regulations contained in this manual and all other written or verbal communications related to this manual shall not in any way be accepted as an excuse for any irregularity or violation of the policies and procedures.
- f) The responsibility of enforcing and implementing these policies lies with Leadership and Staff at all levels of the Organisation;
- g) The Executive Committee of AmaNtungwa Ka Mbulazi International reserves the powers to amend these policies and procedures, and such amendments shall be communicated to all Members in writing, indicating their effective date;
- h) The contents of this manual remain the property of AmaNtungwa Ka Mbulazi International;
- i) Use of this manual by any individual or organization outside of AmaNtungwa Ka Mbulazi International is strictly prohibited. Any exceptions to the use of this manual outside of AmaNtungwa Ka Mbulazi International requires the express written approval of the Executive Committee of AmaNtungwa Ka Mbulazi International.

4. CONSTITUTIONAL STRUCTURES OF AMANTUNGWA KA MBULAZI

4.1 International:

4.1.1 Elective Conferences

Elective Conferences take place every three (3) years. This is the highest decision-making body of AmaNtungwa Ka Mbulazi International and determines the broad policies and direction AmaNtungwa Ka Mbulazi International will take. It is also the place where Branches come to elect the International Leadership, and all voting delegates are from Branches. Suspended Members are precluded from all voting processes, in accordance with the Organisation's Code of Conduct Charter.

4.1.2 Annual Conferences

Annual Conferences are held every year at Ngome, in the last weekend of June. These Conferences are a platform in-between Elective Conferences to bring the Organisation as a whole together to review policies and programmes and to determine new directions. The composition is similar to Elective Conferences.

4.1.3 International Executive Committee

The International Executive Committee is the highest decision making body of AmaNtungwa Ka Mbulazi International in-between Annual and Elective Conferences. The Committee meets at least once a month. It has the power to set policy and programmes in line with the broad policy guidelines determined by the Annual and Elective Conferences. The International Executive Committee consists of **five (5) Elected Officials (Chairperson, Deputy Chairperson, Secretary-General, Deputy Secretary-General and Treasurer), plus appointed additional Members in charge of the following portfolios: Spokesperson, Chief Financial Officer (CFO), Organiser, Event Management, Governance and Strategy, Projects, and Marketing.** The Committee may co-opt additional Members from time to time as they deem necessary. **Members of the International Executive Committee are precluded from serving on the Regional and Local Branch Leadership Structures.**

4.1.4 Federal Leadership Council

The Federal Leadership Council consists of all Members of: the International Executive Committee, Regional Executive Committees, Local Branch Executive Committees, and Executive Committees of all Sub-Formations (i.e. Traditional Leadership Council, Spiritual Leadership Council, Calabash of Elders – Ukhamba Lwabadala etc.). The Council meets at least once a quarter.

4.2 Regional Branches:

Regional Branches of AmaNtungwa Ka Mbulazi International are responsible for the functioning of multiple Local Branches within a defined area as determined and proclaimed by the International Executive Committee from time to time.

4.2.1 Regional Branch Elective Conferences

Regional Branches have to hold Regional Branch Elective Conferences once every three (3) years. This is the place where multiple Local Branches come to elect the Regional Leadership, and all voting delegates are from Branches within the region.

Suspended Members are precluded from all voting processes, in accordance with the Organisation's Code of Conduct Charter.

4.2.2 Regional Branch Annual Conferences

Regional Branch Annual Conferences are held every year. These Conferences bring Regional Branches together to accept reports, debate and adopt policies and programmes. The composition is similar to Regional Branch Elective Conferences.

4.2.3 Regional Branch Executive Committees

Regional Branch Executive Committees consist of **five (5) Elected Officials (Chairperson, Deputy Chairperson, Secretary-General, Deputy Secretary-General and Treasurer), plus no more than seven (7) appointed additional Members.** These Committees meet at least once a month. **Members of the Regional Branch Executive Committees are precluded from serving on the International Executive Committee and Local Branch Leadership Structures.**

4.3 Local Branches:

Local Branches of AmaNtungwa Ka Mbulazi International exist **within defined geographic localities** as requested by Registered Members and approved, recognised and officially installed by the International Executive Committee from time to time (See Section 5 below for Branch Official Recognition and Membership Policy).

As a Customer-centric and Service-oriented Organisation, Local Branches are the flagship at the pinnacle of our "Organisational Tree". They are the cornerstone and life-blood of the Organisation.

4.3.1 Local Branch Elective Conferences

Local Branches have to hold Local Branch Elective Conferences once every three (3) years. This is the place where Local Branch Members come to elect the Local Branch Leadership, and all voting delegates are Registered Members of the Branch. Suspended Members are precluded from all voting processes, in accordance with the Organisation's Code of Conduct Charter.

4.3.2 Local Branch Annual Conferences

Local Branch Annual Conferences are held every year. These Conferences bring Local Branch Members together to accept reports, debate and adopt policies and programmes. The composition is similar to Local Branch Elective Conferences.

4.3.3 Local Branch Executive Committees

Local Branch Executive Committees consist of **five (5) Elected Officials (Chairperson, Deputy Chairperson, Secretary-General, Deputy Secretary-General and Treasurer), plus no more than seven (7) appointed additional Members**. These Committees meet at least once a month. **Members of the Local Branch Executive Committees are precluded from serving on the International Executive Committee and Regional Branch Leadership Structures.**

4.4 Sub-formations of AmaNtungwa Ka Mbulazi International:

AmaNtungwa Ka Mbulazi International welcomes and encourages Members who share common interests to organise themselves into Sub-formations that explore specific strategies, policies and programmes in pursuit of Socio-Economic Prosperity. These Sub-formations must organise themselves and function in the same way as the International, Regional and Local Structures of the Organisation. **Leaders of all recognised Sub-formations are Members of the Federal Leadership Council.**

In order to be officially recognised by the Organisation, Members who wish to establish a Sub-formation within AmaNtungwa Ka Mbulazi must present to the International Executive Committee: the Sub-formation's purpose; number of affiliated / interested Members; and commitment to abide by the Constitution and other Governance Prescripts of AmaNtungwa Ka Mbulazi International. **Currently, AmaNtungwa Ka Mbulazi International recognises the following Sub-formations:**

- Traditional Leadership Council;
- Spiritual Leadership Council; and
- Calabash of Elders – Ukhamba Lwabadala.

5. BRANCH OFFICIAL RECOGNITION AND MEMBERSHIP POLICY

5.1 Branch Official Recognition:

The International Executive Committee of AmaNtungwa Ka Mbulazi is required and mandated by the Organisation's Constitution to grow the Branch footprint globally. As stated earlier, the Purpose of the Organisation is not only to bring about unity among all the descendants of Mntungwa, son of Mbulazi, but also to **deliver Inclusive and Sustainable Socio-Economic Prosperity to All its Members** locally, regionally, nationally, continentally and globally.

All Registered Members of the Organisation must belong to a Local Branch.

In order to be officially recognised by the Organisation, **Members who wish to establish a Local Branch within AmaNtungwa Ka Mbulazi must present to the International Executive Committee:**

- a) the Branch's proposed specific geographic locality;
- b) the number of affiliated / interested Members **(not less than 50)**;
- c) commitment to abide by the Constitution and other Governance Prescripts of AmaNtungwa Ka Mbulazi International;
- d) pre-obtained endorsement by the Regional Branch Executive Committee, where applicable; and
- e) commitment to holding a **Proposed Local Branch Elective Conference within forty-five (45) days of being mandated to do so** by the International Executive Committee, and successfully electing a Proposed Local Branch Executive Committee.

5.2 Membership Policy:

As a Socio-Economic, Member-based Organisation, AmaNtungwa Ka Mbulazi International is a **Collective Entity – governed by its Constitution, guided by its Policies, and inspired by the Common Lineage of its Members.**

While the Organisation seeks to bring unity among all the descendants of Mntungwa, son of Mbulazi, **the following Membership Policy applies:**

- a) Membership is purely voluntary;
- b) Membership is strictly subject to subscription to, and abiding by the Organisation's Constitution and all its other Governance Prescripts;
- c) Nobody – and absolutely no one – is compelled to be a Member of, and / or participate in the activities of the Organisation;
- d) Membership is **only effective and official upon successful online registration and completion of the Membership Form on the Organisation's website at www.amantungwa.co.za;**
- e) All members must **affiliate to only one of the Organisation's Local Branches**;
- f) While Members are welcome to visit events, gatherings and / or meetings of Branches they are not affiliated to, they can however only do so at the invitation and acceptance by the Leadership of the respective Local or Regional Branch staging the event, and visiting Members are not permitted to influence decisions taken by, or vote at events of the Branches they are visiting.

6. STRENGTHENING YOUR BRANCH

The Branches of AmaNtungwa Ka Mbulazi International are the most important component of our Organisation. They are the reason for the existence of the Organisation. Branch Leadership and all its Members must take pride in their Branch, and strive to grow and ensure harmonious fellowship within, and prosperity of the unit. The Organisation's strategies, policies and programmes must be debated at Branch meetings and Conferences first, before decisions are finally adopted at Regional and International Conferences.

6.1 Branch General Meetings:

6.1.1 Purpose of Branch General Meetings

The purpose of the Branch General Meetings is to:

- a) discuss and make decisions on all your Branch programmes and activities;
- b) elect and mandate representatives to Regional and International meetings;
- c) receive report-backs from Regional and International structures;
- d) discuss key Organisational issues of the day; and
- e) bring together the Members and build cohesion and vibrancy of the Branch..

6.1.2 Time and Venue of Branch General Meetings

Branch General Meetings should happen at least once a month, preferably on a week-day evening or on a Saturday afternoon. It is important to set a regular day and time, for example, the first Wednesday of the month from 7.00pm to 9.00pm. This way, everyone will always know when the meetings are. It is useful to always have your meeting at the same venue. This means you do not have to send out notices for meetings, and that could save you a lot of time and energy.

Ideally, the meeting should not last longer than two hours. If you have very long meetings, you will find that people will start arriving late for them. Long meetings are also difficult for especially female Members to attend because they usually do not have as much free time in the evenings or on the weekends. Make sure that the venue you use is central and easily accessible for people. It could be a school or a church or community hall.

6.1.3 Agendas and Meeting Procedure

It is very important for the Branch Executive Committee to plan Branch meetings properly and to prepare them well. There should be a clear agenda for the meeting which should always be distributed ahead of the meeting, and explained right at the beginning of each meeting.

In all your meetings, you should also do the following:

- a) At the beginning of the meeting, ask if there are any new Members who are attending for the first time. Let them stand up and introduce themselves and then formally welcome them;
- b) Set-up a meeting registration and information table so that every Member or attendee can record their presence and participation at the meeting. This record of all Branch meetings must be filed by the Branch Secretary-General's Office;
- c) All proceedings of the Branch meeting must be recorded and filed by the Branch Secretary-General's Office; and
- d) If possible, serve some refreshments - a cup of tea or coffee at the end of your Branch meeting will ensure that people have a chance to get to know each other.

6.2 Branch Executive Committee Meetings:

It is best to keep your Branch Executive Committee meetings to around two hours. These meetings must also be held at least once a month.

The Branch Treasurer must report at least once a month to the Branch Executive Committee about the financial state of the Branch. The financial report must include:

- a) income generated that month;
- b) total expenditure for that month;
- c) receipts, payments and remaining balance;
- d) analysis of financial expenditure versus the approved budget on each item;
- e) projected financial commitments for the coming month and the Branch's ability to meet them.

6.2.1 Recommended Agenda for a Branch Executive Committee Meeting

1. Welcome and introduction
2. Review tasks set at last meeting (Matters arising from the minutes)
3. Reports on tasks and meetings attended by Branch Executive Committee members
4. Discuss problems/difficulties the branch is facing
5. Share information from International / Regional structures and any correspondence
6. Organisational and other relevant news
7. Plan for the way forward and new tasks (Summary of the tasks that have arisen from the meeting)

6.3 Branch Conferences:

6.3.1 Purpose of Branch Conferences

Branch Conferences are the only meetings where Branch Members get together to accept reports, debate and adopt policies and programmes, as well as elect Branch Leadership. These Conferences also provide a platform for the Branch to review the past year's activities and to look at future plans. Branch Annual Conferences must be held once a year, and Branch Elective Conferences must be held once every three (3) years.

6.3.2 Preparing for your Branch Conference

You have to get **a minimum of twenty-five (25) Branch Members to attend the Branch Conference**. This can be very difficult - so organise and publicise your Branch Conference long in advance. The reports that have to be delivered by the Secretary-General and the Treasurer must also be properly prepared.

6.3.3 How to Organise a Branch Conference

- a) Book a venue that is big enough to accommodate all the expected attendees;
- b) Draw up an agenda;
- c) **Distribute the Agenda to all Members, and invite and encourage inputs and viewpoints from Members who will be unable to attend well before the Conference;**
- d) Inform the Regional and International Executive Committees;
- e) Get donations and Member contributions for accommodation and meals / refreshments well in advance;

- f) Book a keynote speaker if you want to have one or make sure that you get someone from the Regional and / or International Leadership to attend your Conference;
- g) Prepare all reports;
- h) Recruit volunteers to assist with the preparations and logistics; and
- i) Make sure that you get **credible administrators for any election processes**, e.g. independent auditors, and **strive to enable non-attending Members to participate virtually through technological voting mechanisms**.

6.3.4 Recommended Agenda for a Branch Conference

- a) Welcome and opening - Chairperson;
- b) Report of Branch activities for the past year - Secretary-General;
- c) Financial report - Treasurer;
- d) Discussion on reports;
- e) Guest speaker;
- f) Questions;
- g) Elections (where applicable) - nominations and voting;
- h) Break with refreshments;
- i) Cultural item;
- j) Announcement of new Branch Leadership (where applicable);
- k) Brief input from the new Chairperson (where applicable);
- l) Closure and vote of thanks.

6.4 Roles of the Branch Executive Committee Members:

Branches may have anything from 100 to thousands of Members. You need to have Branch Executive Members who will be elected and tasked to perform a leadership role, and do specific tasks and duties that will take the Branch forward.

The main tasks of the Branch Executive Committee Members are the following:

6.4.1 Role of the Branch Chairperson

- a) convene and chair all Branch Executive Committee and Branch General meetings;
- b) draw up the agenda for Branch Executive Committee and Branch General meetings with the Secretary-General;
- c) represent the Branch at a public level;
- d) build a strong and united Branch;
- e) together with the Treasurer, take responsibility for Branch finances;
- f) represent the Branch on all social and economic platforms;

- g) deal with conflict, disciplinary issues and Members' grievances;
- h) spend time on strategising, planning, as well as monitoring progress of the Branch.

6.4.2 Role of the Branch Deputy-Chairperson

- a) The Deputy-Chairperson has the same role as the Branch Chairperson, and assumes responsibility when the Chairperson is not available. It is advisable to give the Deputy-Chairperson some specific responsibilities so that the incumbent remains active and motivated.

6.4.3 Role of the Branch Secretary-General

- a) co-ordinate the implementation of the Branch programme-of-action;
- b) ensure that all sub-committees of the Branch Executive Committee are working well and monitor the implementation of their tasks;
- c) send out meeting invitations and circulars;
- d) keep minutes of all meetings;
- e) draw up meeting agendas together with the Chairperson;
- f) deal with correspondence and respond to invitations;
- g) write Branch reports and receive reports from the Region and International structures;
- h) remind Members of their tasks in-between meetings;
- i) respond to Members' queries and needs; and
- j) communicate with important stakeholders in the area.

6.4.4 Role of the Branch Treasurer

- a) open the Branch bank account in consultation with the Regional and international leadership structures;
- b) bank and record all incoming monies;
- c) process all legitimate and due payments;
- d) manage petty cash and record all expenses;
- e) collect all monies owed to the Branch and keep safely all receipts and invoices;
- f) draw up financial reports and ensure proper bookkeeping;
- g) look after and keep records of all Branch assets.

6.5 Conducting Good Meetings:

The way your Branch meeting is run is very important for the participation and productivity of Members. If the meetings are badly chaired, long and boring, Members will stop attending. If you allow complicated debates between individuals that exclude

everyone else, other Members will be discouraged from participating. It is the role of the Chairperson to run meetings in such a way that all attendees feel comfortable and empowered to participate, and that no one, including the Chairperson, is allowed to dominate.

6.5.1 Some Tips for Chairing Meetings

- a) Always explain the agenda to everybody and make sure the procedures that will be followed in the meeting are clear so that people do not bring up points under items where they do not belong. It is a good idea to allocate a period of time to each point on the agenda so that people are aware that they cannot spend too long on one item.
- b) Ask attendees to keep inputs, reports, questions and anything else as short as possible, and where necessary, sum up what has been said. It is not necessary to sum up if somebody has given a clear report. This only makes the meeting repetitive, boring and time-wasting.
- c) The Chairperson's role in the meeting is not just to organise the order of speakers. You must try and facilitate good, democratic decision-making and a clear process. It is very important that you do not just point from one person to the next - indicating who has to speak next - but that you also summarise positions on the floor and articulate the convergence of views. Remind attendees that they have to reach a decision and try to structure the discussion in a way that helps decision-making.
- d) The way you chair the meeting will set the tone for how people participate. Be friendly, warm, open and at the same time, firm. Do not be too tolerant of people who are wasting time and pursuing their own agendas when other people are no longer interested. Close the discussion in a firm and friendly way. Do not cut people short simply because you disagree with what they are saying. Let them have their say.
- e) When people go off the point, be gentle when trying to bring them back on track. Never humiliate or undermine someone in public.
- f) When you are dealing with complicated issues, it is best to get somebody to give a clear and short explanation, and if you need to have a thorough debate on an issue, break people into small groups so that everyone can participate.
- g) Even if you start a meeting late, try to finish at the time you promised attendees. Remember that people have commitments and responsibilities, and that you make their lives very difficult if you keep them longer than they expected.

7. MAINTAINING YOUR BRANCH

7.1 Significance of a Branch to Members:

Every Branch of AmaNtungwa Ka Mbulazi International is a critical component of the Body of the Organisation:

- a) Branches are the embodiment of the health, image and beauty of our Organisation;
- b) They are the source and reflection of the pride and passion of the Members in our Extended Family's common lineage and single purpose;
- c) Branches are our home - they provide us with a sense of belonging and emotional attachment;
- d) They present to our Members a platform for derivation of Cultural Identity, Historical Heritage and Socio-Economic Advancement;
- e) In our Branches, Members feel unconditionally accepted, warmly embraced, and permanently sheltered.

7.2 The Branch as a Socio-Economic Enterprise:

Branches of AmaNtungwa Ka Mbulazi International are established and built upon the principle that the **Users of the facilities are also their Owners**. The aim of the Branches is to **maximise value for their respective Member-Owners by fulfilling specific social, economic and cultural needs**.

Members of the Branches of AmaNtungwa Ka Mbulazi International are therefore recognised as both the **Customers and Owners of a Socio-Economic Enterprise**. They invest in the Branch-Enterprise, elect the Branch Leadership, and make decisions about the selection, prioritisation and distribution of Socio-Economic Benefits and Services.

7.3 Inherent Customer-Centric Relationship with Members:

It is crucially important to understand that, because of the fundamental premise of Member-Ownership upon which Branches of AmaNtungwa Ka Mbulazi International are built, they are **inherently Customer-oriented Enterprises**.

Members - who are both Owners of the Branch facilities and Consumers of the Socio-Economic Benefits and Services provided by the Branch - **expect nothing less than a Customer-centric mindset and attitude from Branch Leadership and Staff**.

8. GROWING YOUR BRANCH

8.1 Service Excellence as a Growth Strategy for Branches:

Service Excellence acts as a powerful Growth Strategy for Branches of AmaNtungwa Ka Mbulazi International. Leadership and Staff of the Branches are urged to **transform service to Members from an ordinary, casual act into a differentiating obsession that drives Member-loyalty and retention.**

By focusing on exceeding Member expectations through superior operational execution, Branch Leadership and Staff can foster a culture that turns satisfied Members into brand advocates.

8.2 How to Implement Service Excellence as a Growth Strategy:

- a) **Driving Growth Through Retention** – Service Excellence, coupled with a Customer-centric culture boosts Member retention, which solidifies the foundational health of the Branch. Loyal and well-served Members are more likely to contribute more and recommend the Organisation to others;
- b) **Operationalising Service Excellence** – Branch Leadership and Staff must shift from simply reacting to complaints to pro-actively anticipating the needs of Members;
- c) **Fostering a Service-Led Strategy** – Branches must ensure that every department – not just the Member-facing ones – aligns with the goal of delivering value. **Empathetic listening to feedback** from Members is key to the continuous refinement of Service Delivery;
- d) **Doing the Right Things Right** – By leveraging Service Excellence, Branch Leadership can achieve “Operational Excellence” – **doing the right things right** – which leads to sustained, long-term growth.

9. THE 7-D PROFILE OF OUR MEMBERSHIP

AmaNtungwa Ka Mbulazi International is a **Corporatised Extended Family Socio-Economic Organisation; Owned, Operated and Supplied by its Members, who are also its Consumers, Beneficiaries, Ambassadors and Protectors.** This is UNIQUE!

9.1 Members as Owners:

Members of AmaNtungwa Ka Mbulazi International are uniquely positioned as **Member-Owners**, meaning:

- a) Members **provided the necessary funding to start the Organisation, and continue to fund its growth and expansion;**
- b) They are responsible for the **formulation of high-level policies, and take major decisions** such as approving changes to the Constitution at International Conferences; and
- c) **Leadership at all levels of the Organisation is elected by Members** at Elective Conferences.

9.2 Members as Operators:

All **Operational Staff of AmaNtungwa Ka Mbulazi International is accountable to Leadership** at Branch, Regional and International levels, **and Leadership is in turn accountable to Members.** This phenomenon puts Operational Control of the Organisation squarely in the hands of Members.

The **Talent Acquisition Policy** of AmaNtungwa Ka Mbulazi International **prioritises the availing of internal career opportunities to the Organisation's Members first, and supports the development and sourcing of Talent from within the Organisation.**

9.3 Members as Suppliers:

The **Procurement Policy** of AmaNtungwa Ka Mbulazi International seeks not only to **support and assist Members to start and operate their own businesses - both as individuals and collectively - but also to, as far as possible, procure all the Organisation's requirements from Member-Owned Enterprises.** Members are welcome and encouraged to continuously engage with the Organisation in this regard.

9.4 Members as Consumers:

The life of AmaNtungwa Ka Mbulazi International is largely dependent on the revenue generated through the consumption of products and services the Organisation provides to its Members first, and then the world at large. Ahead of the broader market, **Members are**

the foremost Customers of the Organisation, especially during its infancy. Without the Members' loyal consumption of the Organisation's products and services, AmaNtungwa Ka Mbulazi International has no relevance and credibility to the world.

9.5 Members as Beneficiaries:

All Assets of AmaNtungwa Ka Mbulazi International belong to its Members, and are held in Trust by the Organisation for the Collective Benefit of all Members. This makes the Members of AmaNtungwa Ka Mbulazi International the only Collective Beneficiaries of the Organisation.

9.6 Members as Ambassadors:

Members of AmaNtungwa Ka Mbulazi International are our Organisation's biggest fans – they wear our badge with pride, and don our colours with childlike wonder. They recite our clan names with panache, and deliver tranceful renditions of our Family's praise songs. Unapologetically, our Members will spontaneously promote the Organisation at every turn – advocacy and loyalty do not come any bigger and stronger!

9.7 Members as Protectors:

Lastly, it can be said: "Nothing is more precious to our Members than their Common Origin in Mntungwa, son of Mbulazi, and the association with the Cultural and Historical Heritage of AmaNtungwa Ka Mbulazi". Through AmaNtungwa Ka Mbulazi International, our Members are determined to reclaim and perpetually protect these treasures. To this end, our Members provide the toughest fortress and immunity around the AmaNtungwa Ka Mbulazi brand.

10. RELATED GOVERNANCE DOCUMENTS OF AMANTUNGWA KA MBULAZI

- i. **Constitution;**
- ii. **Business Brochure** – featuring:
 - Purpose, Vision and Strategic Pillars;
 - Mission, Core Values and Philosophy Charter;
 - Organogram and Governance Structure;
 - International Executive Committee;
- iii. **Corporate Identity** – Presentation;
- iv. **Code of Conduct and Conflict Resolution Charter.**

“What changes things is what we choose to engage with. The old only disappears when we stop feeding it. And the new takes shape every time we choose it.”

[Astro Butterfly – March 2026]



Patriotic Flag

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