

**Guidelines and requirements for submitting
proposed “Room for Improvements” or
alternatives to SOPs/Guidelines, already
approved and implemented within a SAMVO
Entity or SAMVO**

SAMVO



**South African
Military Veterans Organisation**

Updated January, 2022

V1.220117

SAMVO's dedication, motto and inspiration:

This Veteran Organisation, through its subordinate organisations, globally, dedicates itself, in grateful recognition and memory of our countrymen, the Immortal Dead of South Africa, who, at the call of duty, made the supreme sacrifice on the battlefields of Africa, Europe and Asia, on land, at sea and in the air.

Their ideal is our legacy, their sacrifice our inspiration

Version	Prepared By	Version Release	Revision Effective Date
3	Veteran Tony Macquet MMM	Updated to SAMVO document as V1.220117	Jan 2022
3	Veteran Tony Macquet MMM	Updated document with improvements V1.191021	Oct 2019
2	Veterans Tony Macquet MMM and Richard Southey MMM	Released for distribution as a SAMVOINT document.	Sep 2017
1	Veteran Tony Macquet MMM	Original SAMVOINT draft	Sep 2017

	Regulation Amendment	Page	Para	Effective Date
1	Draft of original document. Circulated for comment and agreement. Adjustments made.	Complete document.	All.	Sep 2017
2	Document accepted for distribution as a SAMVOINT document.	Complete document.	All	Sep 2017
3	Document reviewed	Complete document	All	Oct 2019
3	Document updated due to name change from SAMVOINT to SAMVO.	Complete document	All.	Jan 2022

The Objectives of this Guideline:

The objective of this guideline is to provide leaders at Club, Regional and National levels as to what SAMVO's requirements are, when managing a proposed "Room for Improvement", or suggestions in terms of "SOPs / Guidelines / Constitution" from grass roots level.

Preamble:

SAMVO is committed to maintain and enhance the goals, capabilities, reputation and capacity to meet its goals and objectives and for its 'SAMVO Entities' as defined and summarised in the SAMVO Constitution. The 'SAMVO Entities' play a major role in the process of submitting "Room for Improvements" concerning personal and/or collective - ideas, concerns and issues. The mechanism to do so is described in this the "Room for Improvements" SOP (Standard Operating Procedure), common to all 'SAMVO Entities' under the Umbrella of SAMVO.

SAMVO and its 'SAMVO Entities' (Club, Regional, National and International), value member's ideas, concerns and issues, as it is the members who assist in improving our charter, responsibilities and services to members and the various SAMVO Entities; whilst in keeping with the SAMVO Constitution.

Purpose and Scope:

"Room for Improvements" may arise from:

- **External sources** - The result of various triggers, for example; politics, authority, legalities and individuals, which may lead to internal ideas, concerns and issues.

- **Internal sources** – Concerning internal individual or group ideas, concerns and issues.

SAMVO and its associated SAMVO Entities, through all levels (Club to International) are committed to being responsive to the needs and concerns of all members, or potential members and to resolving ideas, concerns and issues as quickly as possible.

The Organisational structure:

SAMVO is an '*umbrella*' ex-servicemen/women's organisation, affiliated to the Council of Military Veterans Organisation (CMVO), which represents the military veterans who served in the statutory forces of South Africa and are represented through SAMVO and 23 other veteran organisations. The CMVO has representation through to the Minister responsible for the Department of Military Veterans (DMV).

SAMVO is the global body incorporating four 'International Zones' that cover the world, comprised of Military Veterans who were conscripted or volunteered to serve their country, South Africa; in the UDF, SADF or the SANDF, as well as SAP / S, Prison Services and SARP, who now reside in countries external to South Africa, as well as in South Africa.

The broad structure of SAMVO is comprised of Club Veterans, Club Executives, Regional Executives, National Executives and an International Executive.

The National or Zone boundaries are as follows:

- **Zone 1** – SAMVOA – Australia, New Zealand, Asia and countries peripheral to Zone 1.
- **Zone 2A** – SAMVOZA – South Africa, Rest of Africa, Europe and countries peripheral to Zone 2A
- **Zone 2B** – United Kingdom, Europe, Ireland and countries peripheral to Zone 2B.
- **Zone 3** – SAMVOUSA – United States of America, Canada, Mexico, South America and countries peripheral to Zone 3.

SAMVO Entities operate under a common Constitution and a common set of SOPs, which guides the organisation. This ensures drill, dress and discipline across the organisation so that we look and act as one organisation, despite differences that may exist in host countries within the National Zones.

Furthermore, SAMVO is a single rank organisation with "Veteran" being the only title. The organisation's strength will come from veteran membership and comradeship at Club level. The organisation will take its lead and direction from this membership level. All Veterans will belong to a Club, irrespective of the office they hold. Any Veteran will be able to aspire to serve in any office of the organisation, based on his or her dedication and capability. Clubs form sub-units of Regions, likewise Regions form sub-units of a Zone (a national-unit), all working towards unity; under the umbrella of SAMVO.

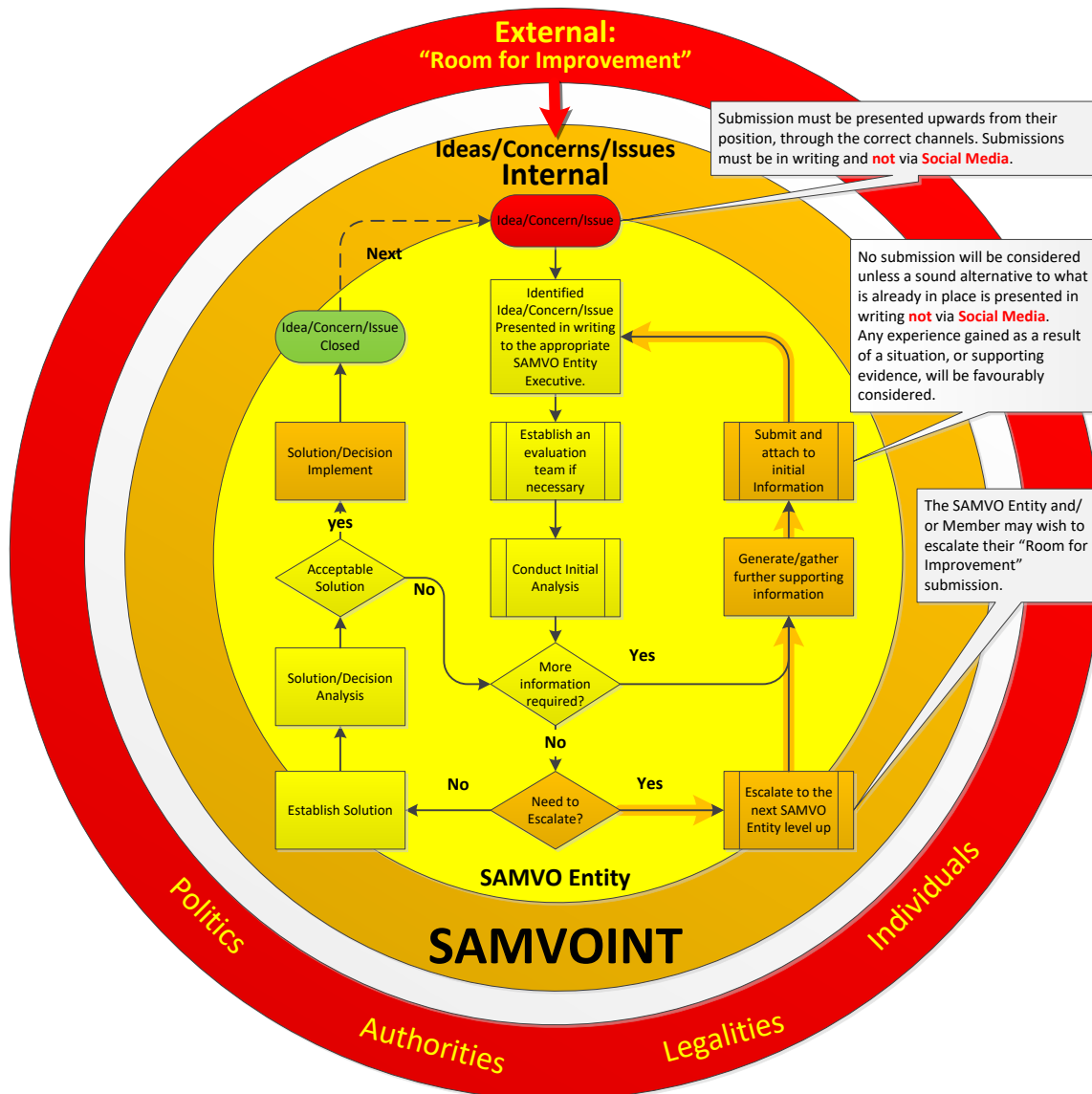
Every member should be adequately represented through his/her Club, his/her Region and his/her National Entity. It is the responsibility for executive members at Club and Regional levels to ensure the transmission of any ideas, concerns, or suggestions for "Room for Improvement" to the National Executive, which is committed to ensuring feedback.

Objectives:

The objective of this SOP is to ensure:

- All members are aware of the "Room for Improvements" SOP (Standard Operating Procedure).
- All members fully understand the "Room for Improvements" SOP.
- That "Room for Improvements"; ideas, concerns and issues are investigated impartially with a balanced view of all information or evidence.
- The "Room for Improvements" SOP, ideas, concerns and issues are considered on its merits taking into account individual circumstances and needs.
- That reasonable steps are actively conducted to protect personal information and where applicable are enforced within the SAMVO Entity from Club to International Level.

"Room for Improvements" SOP (Standard Operating Procedure) Model:



“Room for Improvements” Procedure:

This procedure has been designed to provide guidance to the various SAMVO Entity Executives, from Club to International levels, as well as our members, in accordance with the SAMVO Constitution. SAMVO is committed to being consistent, fair and impartial when handling submitted ideas, concerns and issues.

Should a member feel the need for improvement, or the need to address a pressing idea, concern or issue concerning the various documentation (i.e. Constitution or a SOP) or modus operandi, that may arise, Externally or Internally, the process is to follow the following guidelines:

- A member, or body of members, who wish to submit a “Room for Improvement”, is required to fully identify their idea, concern or issue, how and where it applies, with supporting documentation. The “Room for Improvement” is to be submitted in writing; **not via social media**.
- No submission will be considered unless the member presents a sound alternative to what is already in place and this must also be done in writing; **not via social media**. Any experience he/she may have gained as a result of a situation, or supporting evidence, will be favourably considered.
- The member must present their submission upwards through the correct channels, from Club Executive level through to the National Executive. The member who has the staff

responsibility for the SOP that is impacted, must be included in any first-round discussions or negotiations; these include:

- Drill, Dress and Discipline – National Master at Arms.
 - Public Relations – National Communications Officer.
 - Finance – National Treasurer.
 - Welfare and Peer Support – National Welfare Officer.
 - Legal – National Legal Officer.
 - SAMVO kit – National Quartermaster.
- Should the member feel that his submission is not receiving the desired attention through his/her Club Chairperson and/or the Regional Chairperson, or Executive, he/she has the right to escalate his/her submission directly to the next level up; for example the National Chairperson or the National Executive, responsible for the area in which the “Room for Improvement” falls.
 - Escalation to the next level may also be initiated by the Chairperson and/or Executive of the level involved.
 - Steps must be taken by these next levels (e.g., the National Chairperson or National Officers) to ensure that the corresponding International Directors are briefed, and in agreement and are party to the response to the proposals/submissions.
 - The last responsibility rests with the National Chairperson.
 - Once feedback has been given, changes will be made if the submitted “Room for Improvement” is agreed upon by majority vote at the National Executive, in collaboration with the specialist officer at SAMVO, or the Chairperson of SAMVO.
 - In the event that the proposal is not accepted, the member should accept that this is by majority decision and accept the outcome/situation. If he/she cannot accept the outcome/situation then they should review their membership.

Note: - There is an annual forum known as the Business Planning Conference where proposed changes are submitted for discussion, resolution and potential planning for implementation. This forum provides the mechanism for SAMVO Entities to put forward any ideas for improvement and potential concerns; the modus operandi is as follows:

- The Agenda Items are circulated well before the Conference, which will enable other Regions to consider the proposals and gain opinions from their members.
- Late submissions that are not be able to be circulated in time, may not be placed on the Agenda.
- Items brought up at the Business Planning will not be considered as the Regional Chairpersons will not be able to gain the opinion of their members.
- If the proposal is important to the organisation and/or urgent, the National Chairperson retains the right to circulate the proposal to the Executive for agreement and to conduct a vote. Such changes may have to wait for the next Business Planning Conference.