



Special Interest Group Terms of Reference 2020

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AFRICAN SAP USER GROUP (NPC)

Office: +27 11 235 6000 | info@afsug.com

SAP Business Park, 1 Woodmead Drive, Woodmead, 2148

African SAP User Group Chapter Chair and Steering Committee Member Roles and Responsibilities: 2020 Volunteer-Term

1. Constitution

The Special Interest Group Steering Committee is set and nominated by the SAP User Community and is governed by the African SAP User Group Board of Directors. The Terms of Reference is a continuation to The Memorandum of Incorporation that governs the board.

2. Mission

To ensure the AFSUG Special Interest Group (SIG or SIG's) is aligned with the needs of the SAP Customer and Partner User community and aligned to the AFSUG mission. AFSUG, alongside Global SAP User Groups sole mission is to provide a platform for the exchange of ideas, information and experiences with Customers, Partners and the main Stakeholder SAP.

To provide an interactive collaborative platform for Customers, Business Partners and Associates, to engage on aspects of Special Interest Group Area of Interest and SAP Capabilities to achieve Transformation and Innovation in the Industry. Aligned to the AFSUG values we aim to create a safe environment for SAP customers to share a journey, leading to reduced risk's on any future project but also be able to connect with the correct partners in implementing a solution, to gain knowledge through customer success stories or partner's sharing new and easier tools, alongside SAP keeping all updated on current versions and road maps.

3. Goals

- Instil excellence and value for the SAP User Group as paying members of AFSUG.
- Provide thought leadership in the relevant areas of interest for each SIG.
- Establish and sustain a forum/platform/framework/mechanism to share knowledge, presentations and demonstrations from various Business Partners, Suppliers and Customers on key topics related to the SIG.
- Establish collaboration and discussion networks to facilitate interaction related to all aspects of SIG Area of Interest.
- Provide a channel to access specialist skills, lessons learnt and experiences from the network of Business Partners, Suppliers and Customers.
- Engage on International Innovations, Trends and Implementations.
- Discover and collaborate User Community Requirements.
- Create opportunity to influence SAP.

4. Composition Of The Steering Committee

The Steering Committee shall be structured and governed according to the following guidelines:

- 4.1 The Steering Committee is governed by AFSUG Board and made up from Customer, Business Partner and Customer volunteers.
- 4.2 The Chairperson of the Steering Committee will always be a paid-up Customer member, the Vice-Chairperson may be a paid-up Partner member. A Chairperson and the Vice-Chairperson can be elected annually by the SIG Steering Committee for a period of a maximum of (3) year term and can be re-elected for a further term should there be no other customer at the time that is able to perform such a duty.
- 4.3 The steering committee is set as a guideline of up to twelve (12) members but not more and where Special Interest Groups are lacking in volunteers, it can go as low as 5 (five) member's – two being customers, two partners and one SAP Representative. Where needed a partner can step into a Chair role for an interim period until a customer is able to accept and take up the role of Chair for a Special Interest Group.
- 4.4 When a new volunteer is required, a formal volunteer process is conducted during sending out nomination announcement for volunteers, naming which Special Interest Group needs volunteers, to fulfil roles, and is shared with the full user community. The current Steering Committee then has the voting rights of who will be voted into the Steering Committee. Any employee or contractor of an AFSUG member who is deemed to be in good standing by the AFSUG Board of Directors is eligible for nomination to the SIG Steering Committee.
- 4.5 Steering Committee members must be active and contribute as agreed and as stipulated by AFSUG Constitution and Bylaws. Below there are guidelines as to the exact expectations of volunteers, and what is deemed as active.
- 4.6 Each member will be accountable for at least one portfolio as nominated by the Committee. Portfolios are attached as Addendum A detailing for each volunteer a specific roles and responsibilities. The Steercom has the right to assign each volunteer a specific portfolio and each volunteer has the right to accept or decline the role Setout.
- 4.7 Action by Majority Vote, the act of a majority of the members volunteers of a Special Interest Group present at a meeting, would form a quorum and shall then make decision on behalf of the community who is presented by the given Special Interest Group Steercom.

5. Roles and Responsibilities of the Sig Steering Committee

5.1 Overall SIG Steering Committee Responsibilities:

Steercom Member – Volunteers are asked to lead the process in defining topics that are always of interest and ensure when a SIG is setup and the dates confirmed, attempt to bring to the community speakers that add value through sharing knowledge and this lends to both Customers and Partners within the SAP Eco-System.

Should any strategic issue, come to be, the Chair of that SIG Steering Committee will hold the responsibility to engage in writing to the AFSUG General Manager to present any strategic need or problem that may have arisen, whereby it is then reported to the Board at the next Board Meeting and will be tabled as an agenda item. Feedback will then be sent back via AFSUG General Manger to the SIG Steercom Chair as soon as possible in writing and verbally.

Facilitation of transformation and change, where appropriate, is a core deliverable for the steering committee to ensure value for AFSUG Members and enhance participation and collaboration of Customers, Business Partners and Associates.

5.2 SIG Responsibilities:

Steering Committee Members are responsible for the strategic direction of the SIG and to fulfil the following minimum requirements:

- Engage and interact within the AFSUG Community - and wherever possible, interacting with SAP Customers and Partners, within the SAP Eco-System.
- Promote growth of the SIG's by continuously suggesting the latest solutions, changes that are in process or have been made and implemented and then to further ensure any event hosted under the SIG and AFSUG banner, is of value to the user community, and is not in any way presented at a level of utilising AFSUG as a platform to sell in any form but to share knowledge that is key to the community and the investment made through the payment of membership fees.
- Ensure the SIG has an active presence, through the hosting of as many events as possible, within the budget provided, inclusive of F2F, Webinar's, SAP Expert Pop-Up Sessions and any other platform that is of interest and will bring the user community into a forum whereby networking is able to take place in a positive manner.
- As per above, as many events, but at least two efficient events / special interest group meetings per year.
- Participation, within at least 6 monthly steercom meetings, and two of which should be continuous to keep the processes aligned and all inclusively working towards the same vision.
- Ensure that all content, as created, collaborated and communicated by the SIG, is in line with the SIG Value Proposition.

- Ensure that any SIG meetings or any other sessions held, physical presence of the SIG Steering Committee is established with active engagements amongst attendees and to formulate proper feedback.
- Be aware of and abide by SIG meeting planning deadlines. Be aware of SIG allocated actions and timely response and delivery. Be aware of expectations as defined by AFSUG Board of Directors. Organize quarterly communication to SIG members in collaboration with the AFSUG office.

5.3 Responsibilities of the SIG Chairperson:

- The Chairperson is responsible for the coordination of the SIG Steering Committee with oversight of meetings planned and shall in general supervise and control all the affairs of SIG area of interest. In addition, the Chairperson shall: Be accountable for the operations and management of the SIG in terms of hosting the meeting and overseeing documentation and all correspondence, but in line with full support from the AFSUG office team member allocated to his / her SIG.
- Ensure the SIG has an appropriate strategy to improve member attendance and participation and adds value to the greater AFSUG community.
- Ensure that the SIG is structured and empowered to deliver the expectations as agreed to by the SIG Steering Committee.
- Ensure that the SIG Steering Committee leadership team plans and executes at least two SIG meetings per year.
- Ensure that fellow representatives fulfil their volunteer responsibilities, as defined by the respective roles and responsibilities for the position.
- Be knowledgeable of AFSUG strategies and policies, be committed to the values of AFSUG and ensure that the SIG is aligned with the AFSUG directives set out by the AFSUG Board and Chairman.
- Ensure that SIG Steering Committee adhere to all codes of conduct and communication policies set out by AFSUG and respects the privacy of all Steering Committee members.
- Coordinate with the AFSUG Office in recruiting new representatives when needed or arranging engagements with AFSUG members. Utilize the SIG's Standing Leadership calls to maintain and update objectives, strategies, principles, policies and planning documents where necessary.
- Can appoint a Vice-Chairperson and additional Steering Committee Members.
- Can allocate Member Portfolio's to ensure realisation of AFSUG strategies and SIG objectives.

5.4 Pre-Meeting Planning:

- Ensure that the leadership team members are working together to accomplish the SIG meeting planning and execution of at least two meetings per year, including logistical details:

- Secure facility - AFSUG
- Obtain sponsors – Steering Committee and AFSUG
- Secure speakers – Steering Committee and AFSUG
- Review speakers and content - Steering Committee: Ensure meeting details and information is communicated through the AFSUG Office according to the recommended timeline as set out in Steering Committee planning meetings.
- Ensure the SIG is utilizing AFSUG and the tools available to assist in the meeting planning.
- Chairpersons or an appointed representative with AFSUG to welcome all attendees at meetings.
- Ensure that AFSUG organisational content is delivered at all meetings. Ensure that meeting materials abide by AFSUG branding guidelines.

5.5 Post-Meeting Responsibilities:

- Collect feedback for SIG meetings and ensure the information is shared with the User Group Community.
- The Chair needs to ensure the Steering Committee provides AFSUG with post meeting materials such as presentations or any other material that is necessary.

5.6 Responsibilities of the SIG Vice-Chairperson:

- The Vice-Chairperson shall perform such duties as are assigned by the Chairperson from time to time and carry out the responsibilities of Chairperson in the absence of the Chairperson. Along with the Chairperson, the Vice Chairperson shall be responsible for implementing and maintaining all internal procedures and supervise and control all the affairs of SIG area of interest. The Chairman can also delegate responsibilities to the Vice-Chairperson as deemed necessary to represent the SIG.

6. Meetings of the Committee Meetings

The SIG Steering Committee shall determine the frequency, dates and locations of General Meetings, except that there shall be at least two in each calendar year in a SAPHILA year and up to three in a non-SAPHILA year.

6.1 Quorum for Steercom Meetings - hosted

The quorum for decisions of the committee shall be determined by the members present at the meeting, depending the nature and impact of the decision.

In general, 40% of Steering Committee Membership with at least 3 Members would constitute a quorum.

7. Travel Policy for Volunteers

This document attached as Addendum B serves to clarify the means by which travel should be arranged and the parameters that must be adhere to. This policy statement is to establish consistent, reasonable, and accountable standards to record and control the cost of business travel and entertainment.



DISCLAIMER

Agreed and understood by the Current Chair for The African SAP User Group and each Special Interest Group Volunteer, as signed below to confirm the understanding in this document constituting guidelines, but in no way reflects on any Volunteer at times when certain actions are not possible due to workload or capacity due their permanent role within the company they are employed by and so this document is therefore used as an understanding and reflects commitment at the time of signing, but can be changed within the period of volunteering for any Special Interest Group.

RM Barry

Chair – The African SAP User Group 2020
Reg Barry – Britehouse

Date: 2020/02/25

I, (Name) _____,

Representing company,

and a member of the _____ Special Interest Group

Steering Committee do hereby accept and agree to the above, Terms of Reference set for 2020.

Steering Committee Representative

Date 2020/___/___

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ADDENDUM A

VOLUNTEER PORTFOLIOS AND ROLES

Portfolio's detailing each volunteer's specific role and responsibilities. The Steercom has the right to assign each volunteer a specific portfolio and each volunteer has the right to accept or decline the role set out.

No	Portfolio	Description
1	Web-ex Webinars	Allow Partners & Customers to run Web-ex sessions, and co-ordinate through the User Community.
2	Events Co-ordination: <ul style="list-style-type: none"> Logistics UG and Steerco Member Participation and Presence Presenter Presentation Review 	Assist with events co-ordination
3	Social presence: <ul style="list-style-type: none"> Collaboration Content sharing Digitisation of SIG and User Group 	Social media sharing of Special Interest Group information and awareness –repost and share any social media posts to the User Community of the SIG
4	Speaker Recruitment Meeting prizes	Approach customers and Partners and confirm. Prizes for the SIG events in all 3 Regions. Ensuring the vetting of speaker presentations and that no content is duplicated.
5	<ul style="list-style-type: none"> SIG Participation SIG Presence SIG Contribution 	Ensure Steercom Participation and Representation at SIG meeting Events in all 3 regions
6	<ul style="list-style-type: none"> User Group Communications Newsletter Quarterly Report 	Mobility Communication such as: save the dates, invites and general information to be distributed to the User Community. Feedback on attendees reports and evaluation forms.
7	International Mobility SIGS	Communication with other User Groups
8	Interaction with other SIGS Collaboration with other SIGS	Regular meeting to Interact with other SIG Steercoms and find out what they are doing.
9	<ul style="list-style-type: none"> SAP Specialists Technology Awareness Engagements 	Valuable correspondence in the mobility Space from SAP, to make the Steercom aware and share within the user community. Assist with questions and queries received.
10	Graduate Portfolio	Target Graduates at SIG Events
12	Customer Connect Program	Customer Influence and Adoption - https://www.sap.com/africa/about/customer-involvement/influence-adopt.html
13	Steercom Secretariat	Take Minutes and Assist with meeting logistics

ADDENDUM B

Travel Policy

The provisions of the business rules should be applied to defray travel cost for AFSUG Steering Committee members, Speakers and volunteers, where there is not an alternative contractual arrangement for reimbursement of subsistence and travel costs.

All Volunteers will travel with the AFSUG team member. Travel will be arranged by the AFSUG team and all costs pertaining to the travel request will be signed off by the designated Chairman for each Special Interest Group. This applies to all travel arrangements made on behalf of Steering Committee members travelling to or from Johannesburg, Durban and Cape Town.

AIR TRAVEL

- All travellers will be booked to travel economy class.
- Please provide the AFSUG team with your Identity Number and your full names as it appears on your ID document.
- AFSUG are expected to choose the lowest logical airfare available at the time of booking, considering a two-hour window (one hour earlier and one hour later) for requested departure and arrivals.
- The airline should be notified about any special request, i.e. dietary requirements forty-eight (48) hours before the trip.
- The traveller must inform the travel agency and/or service provider in good time of changes/ cancellation of bookings. If not and AFSUG is held liable for “no show” fees, such expenses will be recovered from the traveller, unless changes/ cancellation was due to unforeseen circumstances and not due to the fault of the traveller.

CAR HIRE

- All drivers will be required to have a valid driver’s license.
- An individual car will be booked if volunteers are travelling with other speakers, and where possible it is recommended to share a car.
- The General Manager for AFSUG will travel with all travellers and will host the speakers and be the designated driver.
- Groups must share vehicles as far as possible. If more than one driver is to be used, it must be declared to the travel agent when requesting the vehicle.
- Traffic fines and any associated administration costs are for the designated driver’s own account and must be settled directly between the employee and the vehicle rental company.

ACCOMMODATION

- Lowest available rates as per contracted outlets must be used based on availability. Accommodation will be booked at a guesthouse, or hotel depending on which of the two is at a lower rate. Accommodation can be booked for bed and breakfast or bed only.
- Travellers are prohibited from checking out of accommodation that has been booked and check into alternative accommodation. Should the traveller do so, the traveller will be held accountable for additional costs incurred.
- Travellers that permit guests to stay with them in Company provided accommodation will be held liable for any additional costs incurred.
- Traveller may choose to use private accommodation. The Traveller to inform AFSUG and the service provider should they prefer to book their own accommodation.

POLICY REVIEW

The policy will be reviewed as and when required to comply with changes in applicable legislation or AFSUG administrative rules, and or to enhance its effectiveness. Furthermore, ad-hoc changes and improvements will be made as and when they are identified.

Failure and or refusal to abide by the rules detailed in this policy shall be deemed as misconduct and AFSUG may initiate the appropriate investigation and disciplinary action against employees which may lead to dismissal and or civil action. A claim of ignorance as to the existence and or application of this policy shall not be grounds for justification of non-compliance.