

ZIVA BRANCH ADMIN HANDBOOK

(2026 EDITION)



For All County Branches Under ZIVA Global

Contents

SECTION 1 — PURPOSE OF THIS HANDBOOK.....	2
SECTION 2 — ROLE OF A BRANCH ADMIN.....	2
2.1 Core Responsibilities	2

2.2 Behavioural Expectations	3
SECTION 3 — ADMIN STRUCTURE WITHIN A BRANCH.....	3
SECTION 4 — ADMIN APPOINTMENT, TERM & ROTATION	3
4.1 Appointment.....	3
4.2 Term.....	3
4.3 Removal	4
SECTION 5 — FUNERAL OPERATIONS	4
5.1 Verification Process.....	4
5.2 Announcing a Funeral.....	4
5.3 Contribution Collection	4
SECTION 6 — MEMBER MANAGEMENT.....	5
6.1 New Members.....	5
6.2 Alumni Status	5
SECTION 7 — FINANCIAL MANAGEMENT	5
7.1 Annual Levy	5
7.2 Advertising Fees.....	5
SECTION 8 — COMMUNICATION STANDARDS.....	6
SECTION 9 — ESCALATION & SUPPORT.....	6

SECTION 1 — PURPOSE OF THIS HANDBOOK

This handbook guides all ZIVA Branch Admins in delivering consistent, transparent, culturally grounded service across the UK. It ensures that every branch operates with the same spirit of Ubuntu, fairness, and accountability.

SECTION 2 — ROLE OF A BRANCH ADMIN

2.1 Core Responsibilities

- Manage local funeral operations
- Verify deaths and confirm details

- Collect contributions and maintain registers
- Support bereaved families
- Communicate clearly with members
- Report to Central Admins
- Attend national training sessions

2.2 Behavioural Expectations

- Act with integrity and neutrality
- Avoid conflicts of interest
- Maintain confidentiality
- Treat all members with dignity

SECTION 3 — ADMIN STRUCTURE WITHIN A BRANCH

Each branch must have:

- Lead Admin
- Deputy Admin
- Finance Admin
- Verification Admin
- Communications Admin

Branches may add more roles as they grow.

SECTION 4 — ADMIN APPOINTMENT, TERM & ROTATION

4.1 Appointment

- Admins are elected at the **branch AGM**.
- Central Admins may appoint interim admins during emergencies.

4.2 Term

- **1-year term**, renewable.

4.3 Removal

Admins may be removed for:

- Misuse of funds
- Persistent refusal to follow agreed decisions
- Behaviour causing financial or reputational harm
- Breach of confidentiality
- Obstructing branch or national operations

A fair hearing is required.

SECTION 5 — FUNERAL OPERATIONS

5.1 Verification Process

Admins must verify:

- Death certificate
- Coroner report if applicable
- Police report if applicable

5.2 Announcing a Funeral

Announcements must include:

- Name of deceased
- Member level (1 or 2)
- Contribution amount
- Deadline for payment
- Bank details

5.3 Contribution Collection

Admins must:

- Record payments digitally
- Acknowledge member posts
- Update registers after each funeral

SECTION 6 — MEMBER MANAGEMENT

6.1 New Members

Admins must ensure:

- Address verification
- Correct branch assignment
- Understanding of Level 1 vs Level 2
- Two-funeral rule for full membership

6.2 Alumni Status

Admins must honour:

- Foundational Amnesty rules
- Full participation for Alumni
- No removal due to address changes

SECTION 7 — FINANCIAL MANAGEMENT

7.1 Annual Levy

Admins must:

- Collect levy
- Report surplus to Central Admins
- Apply surplus to reduce next year's levy

7.2 Advertising Fees

Admins may collect fees for:

- Business adverts
- Event promotions

Funds must support:

- hardship fund
- software costs
- community events

- branch development

SECTION 8 — COMMUNICATION STANDARDS

Admins must:

- Communicate respectfully
- Avoid voice notes for official matters
- Use clear written announcements
- Respond within reasonable timeframes

SECTION 9 — ESCALATION & SUPPORT

Admins may escalate issues to:

- Central Admins
- Founder's Office

Escalation is appropriate for:

- fraud
- disputes
- admin misconduct
- branch instability
- legal concerns