

Terms, Conditions & Privacy Policy

These are Terms, Conditions and Privacy policies that govern the commitment by Millennium Support Services (Pty) Ltd, (MSS/MSSRewards) towards all stakeholders as well as the stakeholder relations with the company. The company may change these Terms, Conditions and Privacy policy or add new / additional clauses, at any time at our sole discretion. If so, they will be published as updated version on the website.

The #MSSRewards Loyalty Program is operated by Millennium Support Services Pty Ltd and its Non-Profit sister company Grooming The Executive NPC – (GTE). Its operations are governed by the applicable laws within the Republic of South Africa.

The sole role played by #MSS is to strive to revive the economy within the Republic of South Africa by encouraging customers to support their preferred service provider, imagine and rollout “New” Ventures, facilitate support from various stakeholders through among others Corporate Social Investment, through our sister GTE, Enterprise Supplier Development as well as Skills Development Levies, and contribute towards sustainability and growth of small business and the over-all creation of the much needed jobs.

By signing up and participating in any of the MSS program, one agrees to the Terms and Conditions and other policies. Please note that MSS may elect to refuse an application to join the MSS Programme for one reason or the other, at our sole discretion including (but not limited to) risk of reputational damage to, any reasonable suspicion of previous criminal activity including shoplifting or any previous history of verbal or physical, racial, gender-based abuse to MSS partners, staff and customers. This restriction can be broadened at any time, at the sole discretion of the company, whilst mindful of and being sensitive to the laws of the republic at any point in time.

Note: There are some word(s) that may be used interchangeably to mean the MSS Program. There are some clauses that may be found under specific programs and in not all. It is therefore important to familiarise self with policies for ever program one elects to participate in

How do I participate in the MSS Programs?

MSS programs are driven through Three (3) Pillars, all of which are governed by the same policies. However, there are various ways stakeholders may participate in any of the programs on offer.

A. MSS Loyalty Program:

a. Register as a Customer

1. To participate, one should register via our website, as a Loyalty Card holding customer of the program and obtain a Loyalty card with a unique Card number. The card number is linked to the mobile number provided by the applicant and would be used interchangeably to process the points earned.
2. Should the applicant discontinue the use of their mobile number for whatever reason, they have an obligation to update such information with #MSSREWARDS, otherwise this may easily lead to a forfeit of their loyalty points
3. The loyalty number card is valid for as long as the applicant desires to be part of the program.

4. All approved customers receive a free Loyalty Card as part of the normal mode of sale. The card may be a physical or a virtual card or even a message through SMS or email or any other form of communication, which would be communicating activation of the applicant's participation in the program.
5. The businesses that will participate in the program as either Rewards or Redeem partners have to have the owners register first as Loyalty card holders. This is part of their commitment to also go support other participating businesses

b. Participate as a Merchant (Business)

1. A business participant can be our Reward partner or and our Redeem partner.
2. Excluded from participating in the program are among others Pyramid Scheme programs, Network marketing, Crypto currencies, pornography, and gambling businesses. The exclusions would be reviewed from time to time at the sole discretion of the company.
3. The application is done on line. Once registration submission is done, the applicant will receive a pro-forma invoice in line with the category they select, and only upon payment (check available payment plans) would the business be enlisted.

The business would be issued with a membership certificate which has to be hung where clients can see or be on the website of the business. The company is also issued with membership poster which must be displayed at the door or the shop where customers can clearly see it.

B. New Venture Creation Program:

This program allows participation at various levels, which include among others:

1. Chairman of Province: This is a volunteer opportunity, whereby candidates avail themselves to oversee execution of various MSS programs in various provinces
2. Change Maker: This is a volunteer opportunity, where candidates avail themselves to serve their community and communicate various opportunities secured by / through MSS
3. Sponsor: These are sponsors for various programs rolled out by MSS. These could be individuals, other SMEs, Corporate companies as well as d Government departments and State-Owned Enterprises.

C. Enterprise Supplier Development Program:

Through this program, MSS raises funding for deserving candidates, to participate in various programs as well as procurement opportunities for SME ventures that meet the requirements of corporate clients as well as government departments and State-owned entities.

How to participate in the MSS #ChangeMaker Programs?

The MSS #Changemaker program allows participation of stakeholders in one of two ways:

a. **Chairman Of Province**

Any candidate may apply for this role. A rigorous selection process is followed to appoint the suitable candidate.

b. **#ChangeMaker Candidate:** This is a volunteering opportunity. Through this, volunteers are afforded a chance “to be the change they want to see in their lives” to be a mouth piece of one’s community. To make sure it (the community) is not left behind in the knowledge and information regarding various opportunities secured by MSS, as well as strive to resolve some of the economic exclusions the youth (in their community) may be facing.

1. **How to participate:** Candidates apply through platforms communicated by MSS from time to time, mainly the change maker web application. The rest of the information as well as processes are shared with candidates upon application.

The candidate may also be nominated by the sponsor. They are permitted to sponsor the candidate they nominate, for a community that might not have a change maker, as long as the community members they are nominated to are willing to give them the required endorsement / signatures

2. **How long is the program:** The program is Two years Long.
3. **What does the program entail:** The first year is predominantly community service as well as business incubation opportunity. The second year the candidate focuses on their business development and grow as business owner.
4. **Who qualifies:** Any young person between the ages of Eighteen (18) and Thirty-Five (35) years, with at least Grade 12 or equivalent qualification. The candidate should be South African with valid Identity Document or a foreign national, with relevant and legal documentation to be in the country and allowed by law to participate in such opportunities.
5. **The expected outcome:** The change Maker spirit is that of servant leadership. It is also driven by the principle that “we share, no matter how small the opportunity might seem...” so one should have served their community by sharing as much information they access. The ultimate objective though is to create jobs. The candidates are groomed to become job creators. To create jobs for themselves and ultimately for others, as part of the quest to eradicate hunger and achieve economic inclusion for many.

6. **Income / earnings:** During this period, in the event MSS secures sponsorship, #ChangeMaker candidates may be paired with sponsors, who could fund their participation for one year. However, this should NEVER be viewed by any participant as a primary reason for raising their hand to participate in the program.

The bulk of income should be raised through the business initiative the participant elects to pursue whilst on the program requirement.

- c. **Sponsor:** Through this category, various stakeholders, be it individuals or corporate companies and various governmental bodies, avail their support by availing funding or other value add. The support may be availed through various programs for example Corporate Social Investment (CSI), Enterprise Supplier Development (ESD), Skills Development (SD) as well as personal contributions.
 1. **How to participate:** Any one can participate as an MSS Sponsor for both the #ChangeMaker program as well as for other MSS programs
 2. **How long is the program and funding requirement:** The #ChangeMaker program is Two (2) years long. The candidates however may receive the funding support for only Twelve (12) months whilst still being groomed for business ownership
 3. **Who qualifies to participate:** Sponsorship is welcomed from anyone, be it an individual, corporate company or government department.
 4. **What does the sponsorship entail:** The sponsorship is aimed at supporting candidates during the early stage of their participation. The funds received are used partly for some stipend as well as business development support. The cost breakdown for sponsorship is provided directly to sponsorship volunteer / applicants.

MSS reserves to update the policy as and when the need arises and update it accordingly on the website.

26/08/2024