

CONSTITUTION

PERTUBUHAN PERKHIDMATAN PELANGGAN MALAYSIA OR CONTACT CENTRE ASSOCIATION OF MALAYSIA (CCAM)

CLAUSE 1 NAME

1. The Association shall be known as

**PERTUBUHAN PERKHIDMATAN PELANGGAN MALAYSIA OR CONTACT
CENTRE ASSOCIATION OF MALAYSIA (CCAM)**

Hereinafter referred to as "the Association".

2. Meaning of name: **To be the representative body for the Malaysian
Contact Centre Industry.**

Strategic Goal

To be a recognized and respected Contact Centre Association and to help propel
Malaysia into the Knowledge-based Work Force.

3. Level : **Lain-lain**

CLAUSE 2 ADDRESS

1. The registered address is

**UNIT H-09-03, BLOCK H, PLAZA KELANA JAYA JALAN SS 7/13A,
KELANA JAYA 47301 PETALING JAYA SELANGOR DARUL EHSAN**

**47301
PETALING
SELANGOR**

or at such other place as may from time to time be decided by the Committee;
and the postal address is

**UNIT H-09-03, BLOCK H, PLAZA KELANA JAYA JALAN SS 7/13A,
KELANA JAYA 47301 PETALING JAYA SELANGOR DARUL EHSAN**

2. The registered and postal addresses shall not be changed without the
prior approval of the Registrar of Societies.

CLAUSE 3 **OBJECTIVE**

To be the representative body and the recognized leader in advancing the contact centre industry in Malaysia.

Strategic Goal

The primary aim of the Association is to support Malaysia as a Contact Centre hub by growing talent, corporate value and industry competitiveness.

FOR THE COMMUNITY

To develop talent and to promote career development and engagement

FOR CORPORATES

To promote industry standards and best practices, and facilitate business networking and industry awards & recognition

DEVELOPING ALLIANCES

To develop external collaboration including industry collaborations and regional corporation

FOR THE INDUSTRY IN MALAYSIA

To develop and promote government partnerships and to provide industry insights and intelligence to its members.

CLAUSE 4 **MEMBERSHIP**

A) Type of Membership: -

- (i) Ordinary Member
- (ii) Associate Member
- (iii) Individual Member

(i) Ordinary Member

a) Companies that operate a Contact Centre (known as Corporate).

b) The Ordinary Member has the rights to vote as described under Membership categories for Ordinary Members and may hold office in the Executive Committee (EXCO).

(ii) Associate Member

a) All vendors and suppliers dealing with Contact Centre organization in Malaysia (must be a corporate body). Users/Employee of vendors or suppliers dealing with Contact Centre Organizations which the company is not a member (will be classified as Individual Member).

b) An Associate Member is eligible to nominate one (1) of its employees related to their Contact Centre as their representative Ordinary Member to the Association.

c) The Associate Member has one (1) voting rights and may hold office in the Executive Committee (EXCO).

(iii) Individual Member

a) Individuals residing in Malaysia.

b) Individuals working in an organization that has a Contact Centre operation.

Limited to one (1) membership per organization.

c) Individuals studying in areas relating to Contact Centre industry.

d) The Individual Member has no voting rights.

e) The Individual Member may be voted in as Executive Committee (EXCO) but not as Office Bearers (OB).

B) Other Provisional Clause: -

(i) Persons qualified for membership under Membership Clause 4 must submit a written application to the Secretariat and such applications shall at the first convenient opportunity be submitted to the Executive Committee (EXCO) for approval.

(ii) Every applicant whose application has been approved as aforesaid shall, upon payment of the prescribed subscriptions as defined in the subscription clause, shall be admitted as an Ordinary or Associate Member of The Association and shall be entitled to all the privileges of membership.

(iii) Persons who do not qualify for membership under the membership Clause 4 shall be submitted to the Executive Committee (EXCO) for approval.

(iv) The Executive Committee (EXCO) may at its discretion reject any application without having to give reasons for such rejection.

C) Every applicant whose application has been approved as aforesaid shall, upon payment of the prescribed subscriptions (as defined in Membership Annual Subscription Fee), be admitted as member of the Association and shall be entitled to all the privileges of membership.

D) The Honorary Secretary shall keep a register of members which shall be kept up to date and consist of details such as companies' name, company registration number, contact details of the representative of the company, identity card number, date and place of birth, office address, telephone number and place of employment. The register of members shall be conclusive evidence of the membership of the Association.

CLAUSE 5 RESIGNATION AND TERMINATION

A) Any member who wishes to resign from the Association shall give two (2) weeks' notice in writing to the Honorary Secretary and shall pay up all dues.

B) Any Office Bearer/Executive Committee (OB/EXCO) who wishes to resign must ensure the following: -

(i) Serve notice in writing two (2) months.

(ii) During the notice period ensure that all assigned work, responsibilities, duties, tasks and commitment, knowledge information and data belonging to the Association is handed over to the person approved by Association's Executive Committee (EXCO) .

- (iii) No property and monies belonging to Association shall be still owing,
- (iv) For any asset, finance, not accounted for; the Association reserves the right to pursue legal action.
- (v) The Association's Executive Committee (EXCO) will be entitled to appoint a replacement for the recently vacant position. This appointment will be acting until Extra-Ordinary General Meeting (EGM) or Annual General Meeting (AGM).

C) A person shall be disqualified from being, and shall not continue or remain, an Office Bearer, Adviser or Employee of a registered society: -

- (i) If he/she has been convicted of any offence under any other law and sentenced to a fine of not less than two thousand ringgit (RM2,000.00) or sentenced to imprisonment for a term of not less than one (1) year; or
- (ii) If there is in force against him/her any order of detention, restriction, supervision, restricted residence, banishment or deportation under any law relating to the security of, or public order in, Malaysia or any part thereof, or
- (iii) To prevention of crime, preventive detention, restricted residence, banishment or immigration; or if he/she is an undischarged bankrupt; or
- (iv) If he/she is and has been found or declared to be of unsound mind.

CLAUSE 6 SOURCE OF INCOME

- A) Annual membership fee
- B) Sponsorship
- C) Events and activities

CLAUSE 7 GENERAL MEETING

A) The Association shall hold an Annual General Meeting every calendar year at such time and place as may be determined by the Executive Committee, and shall notify all relevant and entitled persons to attend such Annual General Meetings whether voting or not, provided that every Annual General Meeting except the first shall be held within fourteen (14) months after the holding of the last preceding Annual General Meeting.

The Agenda together with the audited accounts of the previous year will be sent to all Members fourteen (14) working days before the meeting.

- B) The agenda at the Annual General Meeting shall be as follows: -
 - (i) To approve the previous year's Annual General Meeting Minutes.
 - (ii) To receive and adopt the Annual Report of the Chairman of the Executive Committee on the working of the Association during the previous year.
 - (iii) To receive and adopt the Treasurer's report and the audited accounts of the Association for the previous year.
 - (iv) The election of a team of Executive Committee shall be appointed for every two (2) years term.
 - (v) To appoint external license auditors for the ensuing year.

(vi) To deal with such other matters as may be put before the Association.

C) Any member who wishes to place an item on the Agenda of the General Meeting may do so, provided that the member gives notice in writing to the Honorary Secretary fourteen (14) working days before the meeting is due to be held.

D) At the Annual General Meeting (AGM), the Executive Committee (EXCO), at the expiry of their two years (2) term of office, shall retire and shall be eligible for re-election.

E) An Extraordinary General Meeting shall be convened by the Executive Committee (EXCO) -

(i) whenever the EXCO deems it suitable; or

(ii) within thirty (30) days of being requested in writing by one third of the membership in good standing, and having the right to vote

On receipt of such request or instruction, the Honorary Secretary shall call an Extra- Ordinary General Meeting (EGM) giving not less than fourteen (14) working days' notice. Such requisition for an Extra-Ordinary General Meeting (EGM) shall be held within thirty (30) days of receipt of the notice.

F) Voting at General Meeting shall be by show of hands, ballot, poll or as otherwise directed by the Chairperson of the meeting.

G) Names of the Executive Committee (EXCO) shall be proposed and seconded at the Annual General Meeting (AGM) and election will follow by way of a simple majority vote of Members at the Annual General Meeting (AGM) itself. All elected officers are eligible for re-election.

H) The quorum of all Annual General Meeting (AGM) and Extra-Ordinary General Meeting (EGM) for all purposes, except in the case of dissolution of the Association, shall be at least one half (1/2) of the total active membership of the Association or twice the number of active Executive Committee (EXCO), whichever is the lesser.

I) In the event of there being insufficient quorum, the meeting shall be adjourned to the same day in the following week at a place and time to be appointed and should the number then present be insufficient to form a quorum, those present shall be considered a quorum, but they shall have no position to alter, amend or make additions to any of the existing rules.

CLAUSE 8 COMMITTEE

A) Definition: -

The Association will be managed by a committee consisting of Office Bearers (OB), Executive Committee (EXCO) and Secretariat.

B) This component is bound by CCAM's Constitution, Association Management Governance and related by-laws (Societies Act 1966).

C) The Executive Committee (EXCO), which shall hold office for a term of two (2) years, shall consist of: -

- i. A President;
- ii. A Deputy President;
- iii. A Vice President;
- iv. An Honorary Secretary;
- v. An Honorary Treasurer;
- vi. Nine (9) Ordinary Committee Members; and
- vii. The Immediate Past President

Save for the Immediate Past President, the Executive Committee (EXCO) shall be elected at a General Meeting and hold office for a term of two (2) years.

No person shall be elected President more than twice, and no person who has held the office of President, or acted as President, for more than two years of a term to which some other person was elected President shall be elected as President more than once.

The outgoing President at the General Meeting shall be appointed as Immediate Past President of the Association.

D) Association Governance Management: -

(i) The Association has a set of detailed rules for the Executive Committee (EXCO) and the Secretariat. These rules are meant to address the following:

- a) Public Relations Management
- b) Financial Management
- c) Activities Management
- d) Members Management
- e) Procurement of Goods and Services
- f) Emergency Purchase of Goods and Services

(ii) These processes are consistent with CCAM's Constitution and Societies Act 1966.

E) The Executive Committee (EXCO) shall meet physically or virtually, at least once a month, and seven (7) working days' notice of each meeting shall be given to the Executive Committee (EXCO) Members. The president acting alone or not less than three (3) of the Executive Committee (EXCO) acting together may call for a meeting of the Executive Committee (EXCO) to be held

- at any time. At least half of the Executive committee (EXCO) Members must be present for its proceedings to be valid and to constitute a quorum.
- F) Where any urgent matter requiring the approval of the Executive Committee (EXCO) arises and it is not possible to convene a meeting, the Honorary Secretary may obtain such approval by means of a circular letter or via electronic mail. The following conditions must be fulfilled before a decision of the Executive Committee (EXCO) is considered to have been obtained:-
- (i) The issues must be clearly set out in the circular and forwarded to all members of the Executive Committee.
 - (ii) At least half of the members of the Executive Committee (EXCO) must indicate whether they are in favour or against the proposal, and the decision must be finalized by a majority vote.
- G) Any decision obtained by circular letter or electronic mail shall be reported by the Honorary Secretary at the next EXCO meeting and recorded in the minutes thereof.
- H) Any member of EXCO who fails to attend three (3) meetings consecutively without satisfactory explanation shall be deemed to have resigned from the EXCO.
- I) **Vote of No Confidence**
 The Executive Committee (EXCO) may suspend or dismiss any member of the Executive Committee (EXCO), by means of a Vote of Non-Confidence, for neglect of duty, or for dishonesty, incompetence, refusal to carry out decisions of the Executive Committee (EXCO) or of any other reason which it deems good and sufficient in the interest of The Association. Notice of a meeting to consider a Vote of No Confidence must be provided to all members of the Executive Committee a minimum seven (7) calendar days in advance of the date of the meeting. Any Vote of No Confidence, shall require a three-fifths (3/5) majority vote(s) to pass
- J) In the event of the death or resignation of a member of the Executive Committee (EXCO) the candidate who received the next highest number of votes at the previous election for the post elected shall be invited to fill the vacancy. If there is no such candidate or if such candidate declines to accept the offer, the Executive Committee (EXCO) shall have the prerogative to co-opt any other member of The Organization to fill the vacancy until the next Annual General Meeting (AGM).
- K) The Executive Committee (EXCO) may appoint such Sub-committees or staff as it deems necessary. The Executive Committee (EXCO) may suspend or dismiss any member of the Sub-committee for any acts not limited to the neglect of duty, or for dishonesty, incompetence, refusal to carry out decisions of the Executive Committee (EXCO) or of any other reason which it deems good and sufficient in the interest of the Association.
- L) Office Bearers (OB) must have held a position in the Executive Committee (EXCO) from previous terms prior to being elected as an Office Bearer (OB).

CLAUSE 9 DUTIES OF OFFICE BEARERS

A) Definition (as per Societies Act 1966)

“Office-bearer” (OB) of a society means any person who is the President, Deputy President or Vice-President, or Honorary Secretary or Honorary Treasurer of such Society or any branch of a Society, or who is a member of the Committee or governing body thereof, or of any branch thereof or who holds in such society or branch of a Society any office or position equivalent to any of those mentioned above.

B) President: -

- (i) The President has the ultimate responsibility to ensure that CCAM is in compliance with the law, and constantly adheres to the Constitution, Association Management Governance.
- (ii) Represents the Association and its members to other Organizations, the Industry, Government and public agencies, the media, and the public
- (iii) Presides at all meetings of the Members of the Association and the Executive Committee (EXCO).
- (iv) Ensures decisions are made in a timely manner and then translated into meaningful actions holding appropriate parties accountable for success.
- (v) Escalate to the Executive Director, Members, Executive Committee (EXCO) and sub- committee any concerns and ensure these concerns are addressed.

C) Deputy President: -

- (i) Assists the President.
- (ii) Presides for the President at meetings when: -
 - a) the President is absent.
 - b) the President wants to debate.
 - c) a personal motion about the President is made.
- (iii) Assumes the duties of the President if the office becomes unoccupied.

D) Vice President: -

- (i) The Vice President second shall deputize for the President and Deputy President during the latter's absence.
- (ii) The Vice President must champion the respective industry and support any action that will lead to its development.

E) Honorary Secretary: -

- (i) The Honorary Secretary leads the Secretariat. The Executive Director must report all Secretariat related matters to the Secretary.
- (ii) The Honorary Secretary shall conduct the business of The Association in accordance with the governance of its rules,
- (iii) The Honorary Secretary shall carry out the instructions of the General Meeting and of the Executive Committee (EXCO).
- (iv) The Honorary Secretary shall be responsible for conducting all correspondences and keeping of all books including a membership register, documents and papers except the accounts and financial records.
- (v) The Honorary Secretary shall attend all meetings, and record the conducted proceedings.

F) Honorary Treasurer: -

- (i) Ensure proper financial reports to the Executive Committee (EXCO).
- (ii) Ensure that the Association complies with its governing document, Association Governance, Constitution and any other relevant legislation or regulations.
- (iii) Ensure the Association applies its resources exclusively in pursuance of its objects (the Association must not spend money on activities which are not included in its objectives, no matter how worthwhile or charitable those activities are).
- (iv) Be responsible for the finances of The Association
- (v) Keep accounts of all its financial transactions and shall be responsible for the correctness.
- (vi) The Honorary Treasurer shall in conjunction with respective Office Bearers (OB) sign cheques or authorize an online banking transaction which has been scrutinized in accordance with Association governance management.
- (vii) Be responsible for the finances of The Association

G) Executive Committee (EXCO): -

- (i) Setting the strategic direction to guide and directing the activities of the Association.
- (ii) Ensuring the effective management of the Association and its activities.
- (iii) Monitoring the activities of the Association to ensure they are in keeping with the founding principles, objects and values.
- (iv) Ensuring compliance with related laws, Association governance management.

H) Immediate Past President:

- (i) Serving as an advisor to the current President providing continuity, guidance, and support as needed.
- (ii) Help facilitate the transition of leadership from one term to the next, including providing insights on what worked well during their tenure and what could be improved upon.
- (iii) Continue to represent the Association at industry events or meetings, helping to maintain its visibility and influence.
- (iv) Support ongoing initiatives or programs, lending his/her expertise and knowledge to help ensure their success.
- (v) Preserve institutional memory, ensuring important historical information and knowledge are not lost between leadership transitions.

“THAT the Executive Committee be and is hereby authorized to take all steps as are necessary and expedient (including executing such documents as may be required) in order to implement, finalize and give full effect to the Proposed Amendments to the Constitution of the Association and the processes contemplated and/or authorized by this resolution.”

“THAT authority be and is hereby given to the Executive Committee and Secretary of the Association to take such steps and do all acts and things and to execute, sign and deliver on behalf of the Association, all necessary documents to give full effect to the Proposed Amendment of the Constitution of the Association.

CLAUSE 10 FINANCIAL PROVISION

- A) All membership subscription shall be credited to the Account of the Association.
- B) Payment shall made on the authority of two (2) of the following officers, one from each group :
 - Group A
 - (i) President
 - (ii) Deputy President
 - (iii) Vice President
 - Group B
 - (i) Honorary Treasurer
 - (ii) Honorary Secretary
- C) Expenditure below Malaysian Ringgit Five Thousand (RM5,000.00) shall be approved as stipulated in Clause 10 (1)
- D) Any Expenditure at any one time exceeding Malaysian Ringgit Ten Thousand (RM10,000.00) shall require the approval of the Executive Committee (EXCO).
- E) The Executive committee (EXCO) has power to authorize the capital expenditure of a sum not exceeding Malaysian Ringgit Fifty Thousand (RM50,000.00) for overall expenditure for the Association purposes.
- F) Capital expenditure Malaysian Ringgit Fifty Thousand (RM50,000.00) at any one time shall only be incurred with prior approval of General Meeting.
- G) At each EXCO Meeting, all monthly expenses must be presented to the Executive Committee (EXCO) for ratification. The Executive Director (ED) and Office Bearers (OB) must ensure all expenses for the Association are subject to the following governance :
 - (i) This policy defines an allowable business expense as necessary and reasonable.
 - (ii) Appropriate and allowable non-compensation expense incurred for a valid business purpose to fulfill the mission of the Association. The policy provides criteria for determining an allowable or unallowable expense, and provides a list of common expenses.
 - (iii) This policy also lists substantiation and original receipt elements required to pay allowable business expenses. In general, this policy ensures appropriate use of Association funds in support of its mission, follows the Generally Accepted Accounting Principles (GAAP), and complies with federal, state, local rules, and regulations.
 - (iv) All monies collected by individual Sub-committee and the contribution or proceeds from social function shall be paid to the Treasurer of the Executive Committee (EXCO) for the credit of The Association.
 - (v) The treasurer shall maintain a petty cash of Malaysian Ringgit Two Thousand (RM2,000.00) at any one time. Money in excess of the amount shall be deposited into a bank decided upon by the Executive Committee (EXCO). The bank account shall be in the name of Association.
 - (vi) For matters relating to Finance, the Executive Committee (EXCO) must ensure that the Secretariat observes the Association Management Governance.

CLAUSE 11 AUDITORS

A) Internal Auditors:

A) Two (2) persons shall be appointed as Internal Auditors.

B) Internal Auditors must be active members.

C) No Executive Committee (EXCO) can be appointed as Internal Auditors.

D) They shall hold office for one (1) year and shall not be re-appointed.

E) The auditors shall be required to audit the accounts, SOPs, Purchases of the Association for the year, and to prepare a report for the Executive Committee (EXCO) twice (2) a year. This report may be presented during the Annual General Meeting (AGM). The auditors may also be required by the President to audit the accounts of the Association for any period within their tenure of office at any date, and to make a report to the Executive Committee (EXCO).

B) External Auditors :

(i) A licensed external auditor shall be appointed by the members at every Annual General Meeting (AGM).

(ii) The said auditor shall hold office for a twelve (12) months financial period and may seek re-election at every Annual General Meeting (AGM).

CLAUSE 11 PROPERTY ADMINISTRATOR

A) Minimum three (3), maximum five (5) Trustees, who must be members but not members of the Executive Committee (EXCO), shall be appointed by The Association at a General Meeting.

B) If The Association at any time acquires any immovable property, such property shall be vested in the care of the Trustees upon declaration of a Deed of Trust. The Trustees shall deal with the property vested in them in such manner as the General Meeting may direct. Any Trustee may at any time resign from his/her trusteeship. If a Trustee dies or becomes a lunatic or of unsound mind or moves permanently or is absent from Malaysia for a period of one year, he/she shall be deemed to have resigned from his/her trusteeship. If a Trustee is guilty of misconduct of any kind as to render it undesirable that he/she continues as a trustee, a General Meeting may remove him/her from his/her trusteeship position.

C) Vacancies in the trusteeship may be filled by a new Trustee appointed at the General Meeting as soon as possible but the number shall not be greater than five (5) or less than two (2). Notice of any proposal to remove a Trustee from his/her trusteeship or to appoint a new Trustee to fill a vacancy must provide by affixing in the premises of the Association a document containing such proposal at least two (2) weeks before the meeting at which the proposal is to be discussed. The result of such meeting shall then be notified to the Registrar of Societies.

CLAUSE 13 INTERPRETATION

In the event of any question or matter arising of any point which is not expressly provided for in the Rules, the Executive Committee (EXCO) shall have power to use their own discretion.

CLAUSE 14 ADVISOR / PATRON

The Executive Committee (EXCO) shall if it deems fit and necessary appoint qualified persons to be the member of the Advisory Council of the Organization. The person appointed must give his/her consent in writing. For a specific term defined by the Executive Committee (EXCO).

CLAUSE 15 PROHIBITION

A) Gambling activities of any kind such as playing of Paikow, Mahjong or video games, whether for stake or not, is forbidden on the Association's premises. The introduction of material for gambling or consuming alcoholic beverages or if found to be in possession of drugs and or any uncontrolled substances and inviting individuals of bad characters or drug taking and taking bad characters into the Association's premises is strictly prohibited.

B) The funds of the Association shall not be used to pay the fines of members who have been convicted in Court.

C) The Association shall not hold any lottery, whether confined to its members or not, in the name of the Association or its Office- Bearers, Executive Committee (EXCO) or members.

D) The Association shall not involve herself in any political activity or allow its fund and/or premises to be used for political purposes.

E) The Association shall not attempt to indulge or in any manner interfere with trade or prices or engages in any Trade Union activities as defined in the Trade Union Ordinance.

CLAUSE 16 **AMENDMENT OF CONSTITUTION**

A) Any alteration or additions to these rules and regulations shall be made by a resolution of a General Meeting, and they shall not come into force without the prior approval of the Registrar of Societies. Any amendment shall be sent to the Registrar of Societies within sixty (60) days after the General Meeting.

B) Any changes to the rule can only be tabled for resolution if a minimum notice of fourteen (14) working days is given before the Annual General Meeting (AGM) or Extra-Ordinary General Meeting (EGM).

C) Any amendment to the rules must be approved by the Executive Committee (EXCO) before it can be tabled to the Annual General Meeting (AGM) for adoption.

CLAUSE 17 **DISSOLUTION**

A) The Association shall be dissolved with the consent of not less than three-fifth (3/5) of the members of the Association expressed, either in person or by proxy at a General Meeting convened for the purpose, or by postal mail.

B) In the event of the Association being dissolved as provided above, all debts and liabilities legally incurred on behalf of the Association shall be fully discharged, and any remaining funds will be divided equally amongst the members.

CLAUSE 18 **FLAG, LOGO AND BADGE**

1. Flag

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Description

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2. Logo



Description Explanation of Logo :

Type

The distinctiveness of CCAM was achieved with this design. Definition was established with the usage of variations of the initial C representing Contact; C representing Centre; A representing Association; M representing Malaysia.

Fonts chosen for the organization name is a Calibri (Body) type font known. The choice of font as well as the display of text in the capital case is deliberate for one reason: to lighten the load of the overall design. Focus is now maintained on the initials, CCAM, and the Association name complements the logo in terms of information conveyed as well as by its design.

The approved color for the logo is Blue, Red, and Yellow. The colors of the bubbles represent the colors of Malaysia.

3. Badge

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Description

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CLAUSE 19 **SUB-COMMITTEES**

A) A Sub-committee shall be formed by the Executive Committee (EXCO) as and when necessary.

B) The Sub-committees shall prepare the rules to govern their own particular activities which shall be submitted to the Executive Committee (EXCO) for approval before publication.

C) The activities of the Sub-committee shall be arranged by the appropriate Sub-committee and due notice of such activities shall be given to the Executive Committee (EXCO). Non-Association members shall not participate in any organized Association activities unless special permission is granted by the Executive Committee (EXCO).

D) The Executive Committee (EXCO) shall undertake to publicize the organized program of events which may be arranged subsequently.

E) No Sub-committee shall organize any activities for raising monies unless prior authorization or approval has been obtained from the Executive Committee (EXCO). Where such authorization or approval has been given, a full statement of accounts shall be rendered to the Executive Committee (EXCO) within fourteen (14) days of the conclusion of the undertaking.

F) The Sub-committees shall submit to the Executive Committee (EXCO) copies of the minutes of the General Meetings.

CLAUSE 19 **MEMBERSHIP ANNUAL / SUBSCRIPTION FEE**

A) The membership subscription is divided into three (3) categories :

(i) Associate Members

Associate Member pays RM2,000.00 per annum

(ii) Ordinary Members

a) Corporate entity with fifty (50) employees and below pays RM2,000.00

b) Corporate entity with fifty-one to ninety-nine (51-99) employees pay RM3,000.00

c) Corporate entity with one hundred (100) and above employees pay RM5,000.00

(iii) Individual Members

Individual Member pays RM100.00

B) Voting Rights

(i) Each Associate Member and Ordinary Member, shall have one (1) voting right

(ii) Individual Members shall have no voting rights

“THAT the Executive Committee be and is hereby authorized to take all steps as are necessary and expedient (including executing such documents as may be required) in order to implement, finalize and give full effect to the Proposed Amendments to the Constitution of the Association and the processes contemplated and/or authorized by this resolution.”

“THAT authority be and is hereby given to the Executive Committee and Secretary of the Association to take such steps and do all acts and things and to execute, sign and deliver on behalf of the Association, all necessary documents to give full effect to the Proposed Amendment of the Constitution of the Association to transact any other business of which the notice in accordance with Clause 7 of the Constitution.