# 26th AGM

CCAM
MAKING CONNECTIONS
#25years

## SPECIAL RESOLUTIONS -
*Proposed Amendments to CCAM Constitution*


## CONTENT



CCAM
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# Special Resolution No 1 – Clause 4 Membership

Proposed amendments to the Association's Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**"THAT,"** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. By amending Clause 4.iii.a
B. By removing Clauses 4.iii.b and 4.iii.c in its entirety

| | Current | Proposed Amendment |
|---|---|---|
| **CLAUSE 4 – MEMBERSHIP** | | |
| 4.A | (iii) Individual Member<br>a) Individuals residing in Malaysia.<br>b) Individuals working in an organization that has a Contact Centre operation. Limited to one (1) membership per organization.<br>c) Individuals studying in areas relating to the Contact Centre industry.<br>d) The Individual Member has no voting rights.<br>e) The individual Member may be voted in as Executive Committee (EXCO) but not as Office Bearers (OB). | **(iii) Individual Member**<br>**a) Individuals which includes Malaysian and non-Malaysian residing in Malaysia and serving the larger Customer Experience (CX) and Contact Centre industry.**<br>**b) The Individual Member has no voting rights.**<br>**c) The individual Member may be voted in as Executive Committee (EXCO) but not as Office Bearers (OB).** |

# Special Resolution No 2 – Clause 4 Membership (New)

Proposed amendments to the Association's Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**"THAT,"** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. By inserting New Clause 4.iv

| | Current | Proposed Amendment |
|---|---|---|
| **CLAUSE 4 – MEMBERSHIP** | | |
| 4.A | NA | **(iv) International Affiliate Members**<br>**a) Corporate entities, associations, or organizations incorporated outside of Malaysia may be admitted as International Affiliate Members of the Association.**<br>**b) This membership category is intended for international bodies seeking collaboration, engagement, and knowledge exchange with the Association.**<br>**c) The International Affiliate Member has no voting rights.**<br>**d) They are not eligible to be elected or appointed as Office Bearers or members of the Executive Committee (EXCO).**<br>**e) All privileges and benefits shall be extended at the discretion of the Executive Committee, in line with the objectives of the Association.** |

# Special Resolution No 3 – Clause 7 General Meeting (New)

Proposed amendments to the Association's Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**"THAT,"** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. By inserting New Clause 7.J

| | Current | Proposed Amendment |
| --- | --- | --- |
| **CLAUSE 7 – GENERAL MEETING** | | |
| J | 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. | **J) The Association shall decide and appoint a representative to attend the AGM of the Chapter.** |

# Special Resolution No 4 – Clause 8 Committee

Proposed amendments to the Association's Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**"THAT,"** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. By amending Clause 8.A

| | Current | Proposed Amendment |
|---|---|---|
| **CLAUSE 8 – COMMITTEE** | | |
| A | A) Definition: -<br>The Association will be managed by a committee consisting of Office Bearers (OB), an Executive Committee (EXCO), and a Secretariat. | **A) Definition:**<br>**The Association will be managed by a committee of Malaysian and/or non-Malaysian nationals consisting of Office Bearers (OB), an Executive Committee (EXCO), and a Secretariat.** |

# Special Resolution No 5 – Clause 20 Membership Annual / Subscription fee (New)

Proposed amendments to the Association's Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**"THAT,"** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. By inserting New Clause 20.A (iv)

| | Current | Proposed Amendment (New) |
|---|---|---|
| **CLAUSE 20 – MEMBERSHIP ANNUAL / SUBSCRIPTION FEE** | | |
| 20.A | NA | **(iv) International Affiliate Member**<br>**International Affiliate Member pays RM3,000.00 per annum with no voting rights.** |

# Special Resolution No 6 – Clause 21 Establishment Of Chapters Of The Association

Proposed amendments to the Association’s Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**“THAT,”** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. By amending Clause 21.A.(iii), (iv)

| | Current | Proposed Amendment |
|---|---|---|
| **CLAUSE 21 – ESTABLISHMENT OF CHAPTERS OF THE ASSOCIATION** | | |
| A | Where the CCAM EXCO exercises its powers to establish a Chapter of the Association the following shall apply:<br><br>(iii) The CCAM EXCO shall appoint an executive committee for the said Chapter comprising such number of members with such powers as the CCAM EXCO deems appropriate.<br><br>(iv) The CCAM EXCO shall have the right to regulate the proceedings of the Chapter and require reports of proceedings of the Chapter and its Executive Committee to be submitted to the CCAM EXCO as and when it deems it necessary. | **(iii) The CCAM EXCO shall appoint a leadership council for the said Chapter comprising such number of members with such powers as the CCAM EXCO deems appropriate.**<br><br>**(iv) The CCAM EXCO shall have the right to regulate the proceedings of the Chapter and require reports of proceedings of the Chapter and its Leadership Council to be submitted to the CCAM EXCO as and when it deems it necessary.** |

# Special Resolution No 7 – Clause 22 Dissolution Of The Chapter Of The Association (New)

Proposed amendments to the Association's Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**"THAT,"** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. To insert a new Clause 22, as a continuation and extension of the provisions stipulated in Clause 21.

| | Proposed *(New)* |
|---|---|
| **CLAUSE 22 - DISSOLUTION OF THE CHAPTER OF THE ASSOCIATION** | |
| | **A) The Chapter 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 of the Association convened for the purpose.**<br><br>**B) The appointment of a proxy by any member of the Association shall be made in the prescribed instrument, in writing and signed by the said member. An appointed proxy has the right to attend the General Meeting of the Association to represent, participate and vote on behalf of the said member.**<br><br>**C) In the event of the Chapter being dissolved in accordance with the Rules, the Chairperson, Honorary Secretary and Honorary Treasurer for the Chapter shall surrender, deliver and hand over all books, records, statement of accounts, monies and other assets that is under the ownership of the said Chapter as at the date of the dissolution to the Honorary Secretary of the Association.**<br><br>**D) In the event of the Chapter being dissolved in accordance with the Rules, all debts and liabilities legally incurred on behalf of the Chapter shall be fully discharged, and any remaining funds will be transferred to the Association.**<br><br>**E) Notice of dissolution shall be given to the Registrar of Societies within fourteen (14) days of its dissolution.** |

# Special Resolution No 8 – Clause 23 - Annual General Meeting For The Chapter (New)

Proposed amendments to the Association's Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**"THAT,"** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. To insert a new Clause 23, as a continuation and extension of the provisions stipulated in Clause 21.

## Proposed *(New)*

### CLAUSE 23 - ANNUAL GENERAL MEETING FOR THE CHAPTER

A) The Chapter shall hold an Annual General Meeting every calendar year at such time and place as may be determined by the Leadership Council and the honorable Secretary of the Chapter shall notify all relevant and entitled persons under the Chapter to attend such Annual General Meeting in physical attendance or by way of online attendance 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 shall be sent and circulated to all Members of the Chapter at least fourteen (14) working days before the meeting.

B) The agenda at the Annual General Meeting of the Chapter shall be as follows: -

(i) To approve the Minutes for the previous year's Annual General Meeting.

(ii) To receive and adopt the Annual Report of the Chairman of the Chapter on the working of the Association during the previous year.

(iii) To receive and adopt the honourable Treasurer's report and the audited accounts of the Chapter for the previous year.

(iv) The election of a team of Leadership Council 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 Chapter.

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

D) At the Annual General Meeting (AGM), the Leadership Council of the Chapter, at the expiry of their two-year (2) term of office, shall retire and shall be eligible for re-election.

## Proposed *(New)*

### CLAUSE 23 - ANNUAL GENERAL MEETING FOR THE CHAPTER

**E) An Extraordinary General Meeting shall be convened by the Leadership Council of the Chapter:**

**(i) whenever the Leadership Council of the Chapter 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; or**

**(iii) within thirty (30) days of being requested by the Association.**

**On receipt of such request or instruction, the Honorary Secretary of the Chapter shall call for 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 the General Meeting shall be by show of hands, ballot, poll or as otherwise directed by the Chairperson of the meeting.**

**G) Corporate Members and Associate Members of the Chapter shall be eligible for one (1) vote per membership. Voting rights are not accorded to members under the Individual and International Affiliate categories.**

**H) Names of the Leadership Council for the Chapter shall be proposed and seconded at the Annual General Meeting (AGM) and election will follow by way of a simple majority vote of Members of the Chapter at the Annual General Meeting (AGM) itself. All elected officers are eligible for re-election.**

**I) 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 Chapter, shall be at least one-half (1/2) of the total active membership of the Chapter or twice the number of active Leadership Council of the Chapter, whichever is the lesser. A representative of the Association shall attend the AGM for the Chapter.**

| | Proposed *(New)* |
|---|---|
| **CLAUSE 23 - ANNUAL GENERAL MEETING FOR THE CHAPTER** | |
| | **J) 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.**<br><br>**K) The Chapter shall decide and appoint a representative to attend the AGM of the Association.**<br><br>**L) The Honorary Secretary of the Chapter shall prepare and issue to all members and the Honorable Secretary of the Association with a copy of the minutes of the Annual General Meeting of the Chapter of the Extraordinary General Meeting of the Chapter within one (1) month from the date of the conclusion of the Annual General Meeting or the Extraordinary General Meeting.** |

# Special Resolution No 9 – Clause 24 Committee for the Chapter (New)

Proposed amendments to the Association’s Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**“THAT,”** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. To insert a new Clause 24, as a continuation and extension of the provisions stipulated in Clause 21.

| | Proposed *(New)* |
|---|---|

**CLAUSE 24 - COMMITTEE FOR THE CHAPTER**

A) The Leadership Council for the Chapter, which shall hold office for a term of two (2) years upon being elected, shall consist of:

(i) A Chairperson;
(ii) Deputy Chairperson
(iii) A Honorary Secretary;
(iv) A Honorary Treasurer; and
(v) Seven (7 Ordinary Council Members

B) The chapter will be managed by the Leadership Councils made up both Malaysian and/or non-Malaysian nationals.

C) The Leadership Council for the Chapter shall carry out their duties and functions in accordance with the Constitution of the Association and instructions from the Leadership Council of the Association.

D) The Leadership Council for the Chapter shall meet once (1) time a month and all notice for meeting shall be issued and circulated by the Honorary Secretary of the Chapter at least seven (7) days prior to the date for the meeting.

E) The Chairperson of the Chapter or at least three (3) Leadership Councils of the Chapter may call for a council meeting for the Chapter at any time with the required quorum of half of the Leadership Councils for the Chapter.

F) The honorable Secretary for the Chapter shall prepare and provide the minutes of the Leadership Council meeting to the honorable Secretary of the Association within thirthy (30) days from the date the Leadership Council meeting was held.

# Special Resolution No 10 – Clause 25 Duties Of The Office Bearers For The Chapter (New)

Proposed amendments to the Association's Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**"THAT,"** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. To insert a new Clause 25, as a continuation and extension of the provisions stipulated in Clause 21.

| | Proposed *(New)* |
|---|---|

**CLAUSE 25 - DUTIES OF THE OFFICE BEARERS FOR THE CHAPTER**

A) Chairperson:

(i) The Chairperson has the ultimate responsibility to ensure that the Chapter is in compliance with the law, and constantly adheres to the Constitution, Association Management Governance.

(ii) Represents the Chapter and its members to other Organizations, the Industry, Government and public agencies, the media, and the public.

(iii) Chaires at all meetings of the Members of the Chapter and the Leadership Council of the Chapter.

(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 President of the Association, Members, Executive Committee of the Chapter any concerns and ensure these concerns are addressed.

B) Deputy Chairperson:

(i) Assists the Chairperson of the Chapter.

(ii) Chairs for the Chairperson of the Chapter at meetings when: -

a. The Chairperson of the Chapter is absent.

b. The Chairperson of the Chapter wants to debate.

c. A personal motion about the Chairperson of the Chapter is made.

(iii) Assumes the duties of the Chairperson of the Chapter if the office becomes unoccupied.

C) Honorary Secretary:

(i) The Honorary Secretary shall conduct the business of the Chapter in accordance with the governance of its rules,

(ii) The Honorary Secretary shall carry out the instructions of the General Meeting and of the Leadership Council of the Chapter.

(iii) 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.

(iv) The Honorary Secretary shall attend all meetings and record the conducted proceedings.

| | **Proposed *(New)*** |
|---|---|

**CLAUSE 25 - DUTIES OF THE OFFICE BEARERS FOR THE CHAPTER**

**D) Honorary Treasurer:**

- **(i) Ensure proper financial reports to the Leadership Council of the Chapter.**
- **(ii) Ensure that the Chapter complies with its governing document, Association Governance, Constitution, and any other relevant legislation or regulations.**
- **(iii) Ensure the Chapter applies its resources exclusively in pursuance of its objectives (the Chapter 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 Chapter.**
- **(v) Keep accounts of all its financial transactions and shall be responsible for the correctness.**
- **(vi) The Honorary Treasurer shall in conjunction with respective Leadership Council of the Chapter sign cheques or authorize online banking transactions which have been scrutinized in accordance with Association and Chapter's governance management.**
- **(vii) Be responsible for the finances of the Chapter.**

# Special Resolution No 11 – Clause 26 Financial Provision For The Chapter (New)

Proposed amendments to the Association's Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**"THAT,"** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. To insert a new Clause 26, as a continuation and extension of the provisions stipulated in Clause 21.

| | Proposed *(New)* |
|---|---|

**CLAUSE 26 - FINANCIAL PROVISION FOR THE CHAPTER**

A) All membership subscriptions shall be credited to the Account of the Chapter. In the event the Chapter does not have an active account, the membership subscriptions shall be credited to the Association's account and held in trust for the Chapter, to be used for the purposes and activities of the Chapter.

B) Payments shall be made on the authority of two (2) of the following officers, one from each Group.

<u>Group A</u>
(i) Chairperson
(ii) Deputy Chairperson

<u>Group B</u>
(i) Honorary Treasurer
(ii) Honorary Secretary

C) Expenditure below Malaysian Ringgit Ten Thousand (RM10,000.00) shall be approved as stipulated in Clause 26 (B).

D) Any Expenditure at any one-time exceeding Malaysian Ringgit Ten Thousand (RM10,000.00) shall require the approval of the Executive Committee in accordance with the provisions of the Association's Constitution.

## Proposed *(New)*

### CLAUSE 26 - FINANCIAL PROVISION FOR THE CHAPTER

**E) At each Council Meeting, all monthly expenses must be presented to the Leadership Councils for ratification. The honourable Treasurer must ensure all expenses for the Chapter 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 Chapter. 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 the appropriate use of Chapter funds in support of its mission, follows the Generally Accepted Accounting Principles (GAAP), and complies with federal, state, and local rules, and regulations.**
- **(iv) All monies collected and the contribution or proceeds from social function shall be paid to the Treasurer of the Executive Committee for the Chapter for the credit of the Chapter.**
- **(v) For matters relating to Financials, the Leadership Council of the Chapter must ensure that the Treasurer observes the Association Management Governance.**

**F) The honorable Secretary for the Chapter shall prepare the annual statement of account for the Chapter to be audited by the appointed external licensed auditors. The audited annual statement of account shall be circulated by the honorable Treasurer to the members and submitted for approval during the Annual General Meeting for the Chapter.**

# Special Resolution No 12 – Clause 27 General Provisions For The Chapter (New)

Proposed amendments to the Association’s Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**“THAT,”** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. To insert a new Clause 27, as a continuation and extension of the provisions stipulated in Clause 21.

## Proposed *(New)*

### CLAUSE 27 - GENERAL PROVISIONS FOR THE CHAPTER

**Wherever any specific provisions are not mentioned in this rules for matters relating to the administration of the Chapter, the relevant constitution in relation to the administration of the Association which includes membership and membership annual/subscription fee shall be followed accordingly.**

# Special Resolution No 13 – Clause 28 Flag, Logo And Badge For The Chapter - New

Proposed amendments to the Association's Constitution.

To consider and if thought fit to pass the following resolutions, with or without modification(s):

**"THAT,"** pursuant to the advice of the Registrar of Societies (ROS) and subject to its approval, the Constitution of the Association be amended as follows:

A. To insert a new Clause 28, as a continuation and extension of the provisions stipulated in Clause 21.

| | Proposed *(New)* |
|---|---|

**CLAUSE 28 - FLAG, LOGO AND BADGE FOR THE CHAPTER**

A) Flag

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Description

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**B) Logo**

**Description of Logo:**

**The distinctiveness of CX Malaysia was achieved with this design. The definition was established with the usage of variations of the initial C representing Customer; E representing Experience; M representing Malaysia, with the tagline Elevating Experiences.**

**Fonts chosen for the word "Malaysia" is Raleway ExtraBold type font known. The font chosen for the words "Elevating Experiences" is Raleway Italics**

**The approved colour for the logo for the Chapter is Yellow, Red, Blue and Black.**

C) Badge

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Description

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*End of Document*