

**Call Centre Association Limited
Annual General Meeting 2023 Minutes**

Date: 14 March 2024 (Thursday)

Time: 16:05 -16:50

Form of meeting: Video Conference

Attendance:

Present:	EXCO	Mr. Michael Cowell (MC) Ms. Joyce Poon (JP) Mr. Chapman Lam (CL) Ms. Jennifer Cheung (JC)	Ms. Sally Fong (SF) Ms. May Kwan (MK) Ms. Cora Cheung (CC)
	Proxy	CTIL appointed Mr. Rayland Chan	
	Executive Director	Mr. Rayland Chan (RC)	
	Secretariat:	Ms. Jessie Cheung (YM)	

Discussion Items

1. The minutes of the 2022 Annual General Meeting was presented. MC proposed to accept it. It was seconded by CL and voted for by all.
2. MC presented the Chairman’s Report. CC proposed to accept it. CL seconded the motion. It was voted for by all.

RC expressed that the Chairman’s Report was probably the last Chairman’s Report MC had delivered. Having served the Association as Chairman for the last 4 years, he had to step down from the position as mandated by the M&A. RC proposed to put on record to thank MC for his contribution during his terms of chairmanship in leading the Association’s transformation from Call Centre Association to Customer Contact Association as well as weathering the challenging COVID-19 period that the Association’s services to members were unaffected. It was agreed by all.

3. The Treasurer Report was presented by CL. MC proposed to accept it. It was seconded by JC and voted for by all.
4. CL proposed to continue using audit firm - W. M. Yip & Co., JP seconded the motion and it was voted for by all.
5. MC thanked the Executive Committee members for their contribution throughout the term from 2022 to 2024. The entire Executive Committee members were then retired.
6. Election of Executive Committee members for the term 2024-2026

The list of candidates nominated for the Executive Committee 2024 – 2026 was uploaded on HKCCA website on 1 March 2024 for member review. They are Chapman Lam, Michael Cowell, Joyce Poon, Jennifer Cheung, Sally Fong, May Kwan, Cora Cheung, Garro Ho.

A member voting was taken place with all 8 candidates were elected as Executive Committee Members for term 2024-2026.

The newly elected Executive Committee members then elected Mr. Chapman Lam as Chairman of the Association. The new Chairman subsequently nominated the office bearers with Ms. Jennifer Cheung as Vice Chairperson; Mr. Michael Cowell as Treasurer and Ms. Sally Fong as Secretary. All nominations were unanimously accepted by all Executive Committee members. CC thanked for being elected as the new Executive Committee Member and she would proceed for her internal company's clearance before formally accepting this newly appointment.

RC proposed to put on record to thank JP for her contribution as Vice Chairperson for the last 8 years. JP was instrumental in the establishment of the Greater China Contact Centre Alliance (GCCA) and fostering collaboration among HKCCA, CNCCA and TCCDA in learning, recognition and business development. It was agreed by all.

7. With no further business, the AGM was adjourned at 16:50.

Prepared by:

Approved by:

HKCCA
Secretariat

HKCCA
Chairman