



TO ALL MEMBERS OF KUALA LUMPUR TOURIST GUIDES ASSOCIATION (KLTGA)

NOTICE OF 57TH KLTGA ANNUAL GENERAL MEETING

The above meeting will be held as follows:

Date/Day: 30 September 2023/Saturday
Time: 1.30pm
Venue: Royal Selangor Visitors Centre,
4 Jalan Usahawan 6, Setapak Jaya, Kuala Lumpur

Programme

1.30pm

Registration of members

2.00pm

- a. Confirmation of Quorum for AGM to proceed
- b. Speech by KLTGA's Honorary Patron, Tan Sri Yong Poh Kon, Chairman – Royal Selangor
- c. Opening speech by KLTGA Hon. Chairman, Mr. Pan Chen Nam (Peter)
- d. Confirmation and adoption of Minutes of 56th KLTGA AGM held on 26th April 2022
- e. Presentation and adoption: KLTGA's Executive Committee report 2022
- f. Presentation and adoption of KLTGA's Internal Auditor's report 2022
- g. Presentation and adoption of KLTGA's Financial and External Auditor's Report 2022
- h. Any other related business/matters from members received by KLTGA at kltga@live.com within seven (7) business days from date of AGM today
- i. Presentation of draft amended KLTGA Constitution for discussion and decision by members
- j. End of AGM

5.00pm

High Tea for members and Royal Selangor Cafeteria

6.00pm

End

PLEASE NOTE

- Dress Code: TG attire
- For advanced planning and preparations purposes, eligible members who wish to attend the AGM and meals hospitality are required to click this online link, for bookings, accepted on first-come first-served basis.
<https://forms.gle/8CKyJd7X8KquQ1gK8>
- Please register ONLY ONCE. An acknowledgement for each registration will be sent to members.
- Registration facility will auto-switch off **EITHER** when registration **reaches** 80 members by 5.00pm of 23 September 2023 or **closes** at 5.00pm, Tuesday, 26 September 2023.
- Surau facility is available in the AGM location, to cater for Muslim members.
- Complimentary vehicle parking outdoors, is available on space-available basis.



KUALA LUMPUR TOURIST GUIDES ASSOCIATION (KLTGA)

Hon. Patron: Tan Sri Yong Poh Kon

Hon. Advisors: Ku Fok Choy P.P.N

Sundar Raj

Chan Yin Keong (immediate past Chairman)

KLTGA EXCECTIVE TEAM 2021-2024

NAME	DESIGNATION
Pan Chen Nam (Peter)	Hon. Chairman
Leong Wai San (Bernice)	Vice Chairman I
Teh Tiong Hoon P.P.N. (Edmund)	Vice Chairman II
Anbarasu. S	Hon. Secretary
Ooi Oon Kean	Hon Treasurer
Seng Hoi Lee (Yukie)	Deputy Secretary
Cheng Wai Hoong	Deputy Treasurer
Henry Lee Sin Fook	Exco member
Yong Yoke Ching (Evon)	Exco member
Wong Fot Jaw	Exco member
Cheong Yee Shing (Lawrence)	Exco member
Siew Kah How (Mogus)	Exco member
Mohamad Helmy bin Ahmad	Exco member
Akbar Ali	Exco member
Fong Siew Lan (Xin Yi)	Exco member

Internal Auditor: Lee Geok Chin (Diana)

External Auditor: YYC Sdn Bhd



57TH
ANNUAL GENERAL MEETING (AGM)
KUALA LUMPUR
TOURIST GUIDE'S ASSOCIATION
(KLTGA)

Contents:

- 1. Minutes of 56 KLTGA AGM**
- 2. KLTGA Annual Report for 2022**
- 3. Audited Financial Report 2022**
- 4. Proposed amendments to KLTGA Constitution for AGM decision**
- 5. KLTGA Constitution effective 31 March 2022**



KUALA LUMPUR TOURIST GUIDES' ASSOCIATION (KLTGA) MINUTES OF THE 56TH ANNUAL GENERAL MEETING

Date/Day : 26th April 2022

Time : 4.00 PM onwards

Venue : Ballroom 2, Level 3A, Vivatel Kuala Lumpur,
85 Jalan Ioke Yew, 55200 Kuala Lumpur

Attendance : As per attendance list attached

ATTENDANCE FOR 56TH KLTGA AGM – 26th APRIL 2022

No	TG	Name	Time Registered
1	17962	Kan Poh Ling	13:36
2	5984	Pan Chen Nam @Peter	14:35
3	17381	Siew Kah How	14:35
4	17928	Tong Chee Fat	14:35
5	14426	Catherine Chana Anak James Gak	14:56
6	4317	Lee Geok Chin @Diana	14:58
7	6387	Mohamad Helmy Ahmad	14:58
8	7287	Suzanna Binti Ibrahim	14:58
9	7998 / 11191	Leong Wai San @Bernice	15:03
10	10931	Akbar Ali bin Noor Mohamad	15:04
11	3985	Pon Hon Kong	15:15
12	14342	Lau Pak Chai	15:16
13	10552 / 13967	Cheng Wai Hoong	15:19
14	9509	Anbarasu Sundram	15:23
15	8407	Cheong Yee Shing @Lawrence	15:26
16	7690	Ho Eng Kiang	15:27
17	11338	Ratnarajah A/L V M Sangranathan	15:31
18	6382	Tan Cheng Eng @Peter	15:32
19	13713	Liew Won Shan	15:32
20	13569	Thinagaar A/L Sanmugam	15:33
21	6712	Ooi Oon Kean	15:33
22	7366	Hoo Swee Phung	15:34
23	3509	Wong Fook Keong	15:37
24	14008	Ramarao A/L Ramanaidu	15:38
25	17242	Tan Kim Hock	15:40
26	16194	Tan Huat Chai	15:41
27	17013	Yong Thian Ming	15:41
28	17087	Leow Kae Yng	15:42
29	1370	Chan Yuit Sing @Stevie	15:43
30	8858	Yong Choon Hwa	15:46

No	TG	Name	Time Registered
31	6363	Yap Ah Kiew	15:47
32	8289	Lau Boon Fatt	15:47
33	390	Sin Tock Kuan @Richard	15:49
34	2657	Chan Yook Wa	15:49
35	3418	Chua Chun Poo	15:50
36	12575	Ang Lee Hiang	15:50
37	2271	Jagdip Kour @Jane Rai	15:51
38	12109	Rajendran Murugesu @Alex Raj	15:51
39	12972	Yap Yoke Min	15:53
40	2110	Ker Lian Kay	15:56
41	3645	Tan Kah Tian @David	15:56
42	986	Ker Lian Bere	15:57
43	1330	Kong Fook Loy@Jeremy	15:57
44	15386	Ooi Kim Beng	15:58
45	4073	Soo Yuh Huey @Airene	15:59
46	11930	Lim Chee Yong	15:59
47	3923	Wong Fot Jaw	16:00
48	13864	Krishnan Karuppan	16:01
49	3670	Shamsul Bin Bujang	16:02
50	1514	Henry Lee Sin Fook	16:04
51	15228	Lee Heng Eng	16:04
52	1347	Sundar Raj s/o Krishnan	16:05
53	1119	Sivajothy A/L V. Santhirasegaram	16:05
54	320	Chan Jeong Mun	16:06
55	2980	Gan Siong Heng	16:06
56	635	Lee Thai Thye @Stella	16:07
57	9186	Joseph William s/o S J Dass	16:08
58	15777	Chan Jer Ping	16:08
59	16166	Chu Han Wah	16:08
60	8955	Liew Siew Sim	16:09

No	TG	Name	Time Registered
61	16985	Look Chi Seng	16:09
62	2135	Fong Soon Heng	16:12
63	7969	Mogana Sundram A/L S Arumugam	16:13
64	11322	Raja Shaharil Nasir B.Raja Shukri Amrun	16:14
65	13146	Teh Tiong Hoon	16:15
66	14448	Nurhan Norris Ma Weng Chuen	16:15
67	17051	Ng Chin Bun	16:16
68	7934	Koe Kok Hau	16:18
69	12105	Chin Kien Chung	16:18
70	17885	Cheng Shien Yee	16:19
71	New	Tan Boon Tee	16:19
72	10740	Syed Sajid Hussain Shah	16:20
73	7994	Jeffry Suresh a/l Anthony Boniface Aloysious Antonie	16:23
74	7791	Joseph a/l S X Arputhaswamy	16:24
75	2237	Chen Thim Fook	16:25
76	7867	Cyndi Latreia Yong Sin Sien	16:26
77	15491	Chu Chee Kiong	16:26
78	8221	Go Pit Keong	16:27
79	12965	Gerald Ramesh A/L Paul Dorairaj	16:29
80	12978 / 13754	Yap Chi-Li	16:29
81	7337	Tiew Hock Chuan	16:30
82	2636	Yong Yoke Ching @Evon	16:31
83	16295	Soon Chiu Har	16:31
84	1622	Wan Ooi Yee @Pearl	16:34
85	5968	Fong Siew Lan	16:34
86	16204	Chan Pak Poi	16:36

MINUTES OF THE 56TH ANNUAL GENERAL MEETING

1. PRELIMINARY FORMALITIES

- 1.1 **As at 4.43pm**, 86 **members** were present for the AGM.
- 1.2 This was more than three times the number of Executive Committee members required to reach the quorum for the meeting to proceed.
- 1.3 The AGM started with a Doa Selamat recital by KLTGA Exco member Encik Mohamad Helmy bin Ahmad.
- 1.4 This was followed by the speech by Yang Berbahagia Tan Sri Yong Poh Kon, the KLTGA Patron at 4.46pm, which was read out by KLTGA Hon. Chairman Mr. Pan Chen Nam, as Tan Sri was not able to attend today due to prior commitments

2. SUMMARY OF TAN SRI YONG'S SPEECH

- 2.1 He thanked KLTGA for inviting him to the AGM today.
- 2.2 Unfortunately, it was not possible to attend, as he had to attend another meeting at Malaysia Conventions Exhibition Bureau (MyCEB)
- 2.3 He recalled that KLTGA has grown by leaps and bounds from the early days it started.
- 2.4 However, by 2020 when the tourism industry virtually stopped due to the pandemic tourist guiding was also badly affected. But it is encouraging to note that the industry is now slowly getting back to normal.
- 2.5 He also touched on the notice of AGM today that was dated 12 April 2022, but actually sent out at a later date.
- 2.6 He advised that the AGM organizing timelines must be observed and hoped that the Exco take necessary steps to prevent such situations in future.
- 2.7 Meanwhile, he wished KLTGA the very best and hoped it will continue to serve for the benefit of the welfare of the members.

3. OPENING SPEECH BY KLTGA CHAIRMAN, MR.PAN CHEN NAM (FULL TEXT)

Good afternoon my fellow guides,

Our behalf of the KLTGA Exco team, it gives me great pleasure to welcome everyone to our 56th Annual General Meeting of the Kuala Lumpur Tourist Guides Association.

Firstly, on behalf of KLTGA, I wish to express our heartfelt thanks to our Patron Tan Sri Yong for his letter that I had just read. The information he had shared in his letter & the guidance that he had extended is most highly appreciated.

In particular, Tan Sri's highlighting the need to always comply with Association regulatory framework is duly noted & will be ADDRESSED by your EXCO to ensure compliance.

In addition, our Honorary Legal Adviser Dato' Koh Mui Tee & our External Auditor YYC Sdn Bhd, who too had other prior commitments today had also conveyed their sincere best wishes to KLTGA that our 56th AGM will be successful & productive.

It is my pleasure to acknowledge with utmost thanks on the presence here this afternoon, of our Internal Auditor, Ms. Diane Lee Geok Chin, our Honorary Advisors, Mr. Ku Fok Choy and Mr. Sundar Raj, as well as our KLTGA Life members.

To begin with, let me convey my sincere thanks and appreciation to everyone present here for taking time off your busy schedule to attend your AGM today even as it is a working weekday. To our Muslim members, thank you very much for joining us here today despite this time being the Ramadhan. On behalf of all our non-Muslim members, may we wish all our Muslim members -

"Selamat Berpuasa."

The reason this AGM have to be held now is because the Registrar of Society had given us the final deadline to hold our 56th AGM by the end of this month. Notwithstanding this given deadline, I am very happy that we can again **“bersama sama buka puasa”** after the AGM this evening.

On a different subject, I am however saddened to report that eleven of our fellow members had passed on in 2021. KLTGA wish to express our profound sorrow & sympathy to all their loved ones. May their souls Rest in Peace. Entitlements of PCD or Benevolent relief amounting to over RM37,000 had already being extended to all their beneficiaries.

The soft copy of KLTGA Annual Report was shared with everyone prior to this AGM. Printed copies were also extended today to those who requested for it. The report had detailed what & how your EXCO's various sub committees had accomplished in 2021 including their subcommittee plans for this year.

The 2021 KLTGA Annual Report also include my report as your elected Chairman, which spelled out a summary of the actions taken on key issues your EXCO team had undertaken during the year.

2021 was still very much in the pandemic period. This had curtailed our ability to carry out, not just the usual KLTGA activities like Orientation programmes, CTREs classes & Confirmation courses, but also specific plans to benefit members that we had hoped to launch last year.

Nevertheless, your EXCO had demonstrated resilience & resourcefulness to ensure minimal disruption of member services. Even as our office was closed as mandated by MOH protocol, your EXCO had managed to function seamlessly to ensure all services to members were still available. These include holding our EXCO meetings online & launching e-CTRE programmer. Also, all services relating to renewal of membership had also continued seamlessly.

As in 2020, your Exco in 2021 had also continued to engage with the relevant government authorities like MOTAC & Ministry of Federal Territories to ensure financial support for our members is continued during the Pandemic. We are thankful that besides Permai payout in 2020, our members did get a second payout in the form of Pemerkasa of RM500 in 2021. A 3rd payout, Pemerkasa Plus of RM1000 + RM500 is already in progress this year.

In addition, your EXCO had also arranged FOOD BANK service to help those of our members who are in need of this assistance last year.

The pandemic situation that is still affecting us till now, had posed many challenges for your Association. Of particular concern to the EXCO was our effort to retain membership in KLTGA. Your Exco had done almost everything possible to retain membership in KLTGA including sending regular reminders to renew their 2022 membership & also offering ONLINE membership renewal services.

In addition, to help members to reduce costs, your EXCO had also reduced membership renewal fees for 2021 and 2022 and also discounted CTRE course fees by 50% - both for e-CTRE and in class CTREs. Here, we like to thank our CTRE presenters for their support by agreeing to a temporary reduction of speaker fees.

Also, even as our Insurer Tokio Marine could not reduce KLTGA Personal Accident Premium fees, KLTGA continue to ensure members' eligibility of the RM25,000 benefit remains intact despite the fact that your membership fees have been lowered for 2021 and 2022.

Even though KLTGA is now digging into our reserves saved over the years to subsidize the premium payments for our members, we are confident that KLTGA will still be able to sustain itself over the coming years as a result of these cost savings action we have now place.

Ladies and gentlemen, last week we announced the Medical Welfare Fund programme for members. This is yet another benefit for our members only available in KLTGA. All criteria & eligibility details are in the announcement.

In addition, the process of setting up the sub-committee for the review of KLTGA constitution, as decided at the last AGM is already underway. We have targeted to present the final review of our constitution before year end.

We all in the travel industry are happy that there is finally light at the end of the tunnel. As Malaysia opens its borders at the beginning of this month, KLTGA is hopeful that we can also actively restart & reintroduce activities & programmes to benefit you, our members, as done during pre-Pandemic years.

For the rest of 2022, I am happy to share some of the activities & programmes your EXCO hope to organize these coming months.

This includes:

- * FAM trip to Genting Skyworld Theme Park
- * Special KLTGA Anniversary celebrations
- * Medical Welfare Fund raising event "Piala KLTGA" – A badminton competition open to the Public
- * Food Aid 2022 for members if there is demand

Your EXCO and myself thank you in advance for your continuous support to ensure the success of the above programmes when they are launched this year.

In conclusion, I wish to assure you, our members, the continuous assistance of your EXCO however we can, during this last year of our 3-year term. In return, we hope that you will continue to support your Association in every way possible so that, together, we can bring our Association to greater heights for our mutual benefit for this year and the years to come.

Remember, your support by signing up for our CTRE classes and any income generating activities of KLTGA will indirectly help to add surpluses to our Association fund to benefit you as our member by way of more activities benefiting our members, growing our Medical Welfare Fund and maintaining our Personal Accident Insurance coverage.

Last but not least, on behalf of KLTGA, I wish to thank Tourism Malaysia and Beryl's Chocolates for their generosity in sponsoring our goodies bag for this year's AGM.

As a courtesy to our Muslim guides, may I humbly request that we cooperate to ensure that this AGM ends by latest 7pm this evening so that we all can participate in IFTAR together with our Muslim members.

Thank you!

4. AGM PROCEEDINGS

Hon. Chairman took over the proceedings

However, before going into agenda proper, the following concerns and feedback were mentioned by members present.

4.1 Lee Geok Chin

Hon. Patron had highlighted in his speech for SOP on AGM to be followed by Exco. This is to ensure members have sufficient notice to prepare better for AGM participation. AGM report must have list of office bearers as the introduction page for the report.

4.2 Krishnan Karuppan

The KLTGA Constitution has clear details on AGM proceedings according to Clause 17.10, especially on other matters that the members want to raise and sufficient notice to be given for this purpose.

4.3 Wong Fook Keong (Solomon)

The issue of Life members status in KLTGA has to be resolved as there is still ambiguity on this, due to non-payment of PCD to MTGC.

4.4 Lee Geok Chin

Krishnan's views should be followed for AGM purposes so that it allows members to send in their concerns/other matters to KLTGA within 7 days of the AGM in time for including in the agenda of the AGM.

4.5 Ramarao Ramanaidu

Let's follow the agenda of the AGM

4.6 Lee Geok Chin

Exco must go through the AGM minutes in the Exco meeting within a month after the AGM so that contents can be corrected in advance. Refer to Constitution and abide by it for AGM matters.

4.7 Henry Lee Sin Fook

Current Honorary Secretary is incompetent. Exco has to solve issues due to this incompetence. KLTGA must recruit an Executive Secretary to improve the KLTGA.

4.8 Krishnan Karuppan

The Exco is responsible to resolve this issue, and not bring it to this forum

4.9 Lee Geok Chin – Consider Secretarial services

4.10 C.P. Chua

It's not that easy. Need to look at the finances of the TGA before considering the recruitment.

4.11 Ramarao Ramanaidu

Please follow the agenda.

5. CONFIRMATION & ADOPTION OF MINUTES – 55th AGM HELD ON 19 DEC 2021

5.1 Corrections

- a. Page 4/Attendance List – item 42, Correct name should be **Lee Geok Chin** (not ***Geok Chin Lee*** as mentioned)
- b. Page 9, Item 7.8 – phrase should be reworded **reduced to RM30.00 for KLTGA membership and RM20.00 PCD for MTGC.** (Original phrase was ***reduced to RM50.00***).
- c. Page 10, VCI report item 4.4.12 – Correct title should be **Vice Chairman I** and not ***Vice Chair lady I*** as stated.
- d. Page 18, Item # 3 – correct sentence should be **Exco member Teh Tiong Hoon was appointed effective 11 March 2019** (Original wording in the report was ***Exco member Teh Tiong Hoon was appointed effective 17th effective 11 March 2019***)

5.2 Adoption of Minutes

Proposed: Ramarao Ramanaidu

Seconded: Ratnarajah Sangranthan

6. KLTGA AGM REPORT 2021

6.1 Hon. Chairman's report

- a. Jagdip Kour wanted clarification on why the date in the soft copy of this report differed from the one in the final printed copy
- b. Hon. Chairman explained that some corrections were done after the first version in soft copy was broadcast. As a result, the date in the final printed copy differed.

6.2 VCI report

- a. Mr. Krishnan alerted that KLTGA audio system for CTRE program needs upgrading.
- b. Jagdip Kour suggested that a proper budget be in place for all office upgrade matters

6.3 VCII report

- a. Lee Geok Chin suggested that budgets for visiting members in hospitals and related expenses be tabled in Exco meetings for majority decision and update to office staff, so that execution will be seamless. PIC should accept Exco decision on the SOP and budget matters and execute the process.
- b. Henry Lee said that he always advocates transparency in his tasks as PIC for CTRE programs. All aspects of CTRE are shared with Exco members. However, he said that some Exco members do not observe such transparency and this demotivates Exco members
- c. Krishnan Karuppan reminded that such Exco matters are not for discussing in an AGM as the event is for members to express.
- d. Life members. Lee Geok Chin said that this must be sorted out fast. She said that some Life Members were not aware of the PCD criteria to remain in KLTGA. Chan Jeong Mun proposed that KLTGA comes out with a card for Life members
- e. VCII proposed that Hon. Chairman reaches out to Life Members who defaulted PCD payments and get them to return to KLTGA by paying the yearly PCD.
- f. Lee Geok Chin, informed that when ordinary and Life members do not pay up PCD the MTGC Constitution has the option to deregister such TGA affiliates.
- g. She also stressed – lapsed members who want to rejoin must attend Orientation. This Constitution role cannot be given exemption by any Exco member. Likewise, she said that KLTGA must recruit more Associate members to increase income for KLTGA.
- h. Jagdip Kour recommended that VCII do a process mapping of the S.O.P so that all matters for SOP can assemble the process in a standard matter.

6.4 Hon. Secretary's report

- a. Clarified that the report covers Exco meetings of two terms, one under Edmond Chan and the current one under Chairmanship of Pan
- b. Hon. Secretary has worked out with Office staff to prepare a list of members who have credits with KLTGA so that amounts due to them can be offset when they renew membership.

6.5 Hon. Treasurer's report

- a. Lee Geok Chin wanted to know where the outstanding monies were for the members who have yet to attend Orientation. Ooi responded that KLTGA has a listing of such monies which will be realized only when they attend Orientation.
- b. Increased bank charges were due to banks levying such charges on dormant accounts. E.g KLTGA's current account in RHB
- c. Staff traveling and parking charges 1,279.82 were for costs incurred in relation to transport by Exco to visit families of deceased members.

6.6 Acceptance of all 2021 reports

- a. Jagdip Kour alerted that the meeting will have a time constraint as the session is exceeding the time allowed.
- b. She proposed that all the reports for 2021 be accepted
- c. It was seconded by Krishnan.

6.7 External Auditor's recommendation on RM20,320.00

- a. This was the unused monies in KLTGA from members, which could not be attributed to any individual. It was recommended that the members at the AGM decide next steps.
- b. Members present at the AGM today unanimously agreed for the money to be transferred to the KLTGA Medical Weifare Fund.

7. END OF AGM

Proposed: Raja Shahril

Seconded: C P Chua

Meeting ended: 10.10pm



ANNUAL REPORT FOR YEAR 2022

KLTGA EXECUTIVE COMMITTEE 2021 – 2023

A: HON. CHAIRMAN'S 2022 REPORT

Dear members

The year 2022 was more promising for the overall situation in Malaysia compared to the Covid19 Movement Control restrictions of 2021.

Malaysia progressed to Stage 4 of the National recovery Plan gradually by 31 December 2021 where 80–90 per cent of the population above 12 were fully vaccinated, new COVID cases dropped into single digits and ICU bed usage has been dropped to the bare minimum.

Under this phase that started in 2022:

- There were no more No gathering limit, all economic sectors will be reopened
- Social activities resumed to some degree
- Interstate travel was allowed according to SOPs.

There was also hope for the tourism industry as the government had started relaxing the tight controls imposed on in-bound tourists as well as travel within Malaysia for the local population. Many other countries were also doing the same and inbound tourist arrivals started to increase gradually.

Nevertheless, quite a number of our members and other Tourist Guides (TGs) had already moved earlier into other opportunities to ensure there was continuity for income earnings to manage their daily lives with dignity.

For some, it opened better opportunities than the support from tourist guiding profession and they gave more attention to such alternatives to the extent that they overlooked few obligations related to the tourist guiding profession, like:

- Renewal of their TG badges
- Attending Orientation programmes at KLTGAs

Meanwhile, in KLTGA, we started again our programmes for members and it was very encouraging that they came back gradually to attend these programmes. Likewise, the support from other TGs for both our CTRE programmes as well as the Confirmation Courses/Additional Language Examinations increased.

This year we also were fortunate to partner the Malaysian Chinese Museum which hosted a briefing of its visitor attractions forced on the history of the Chinese in Malaysia and the bigger event of celebrating the 55th anniversary of KLTGA. This event was covered by the major mainstream media in Malaysia.

For the records, the summary of participation by our members and other TGs in the programmes organized by KLTGA in 2022 was:

- 2538 participants (members and other TGs) for CTRE programmes
- 109 participants (members and other TGs) for the Confirmation Course/Additional Language Examinations
- 307 members for the Orientation Programme

Financially, it was not encouraging for KLTGA, despite the increased opening up of the tourism industry.

We expected a rise in revenue for KLTGA to cover operations profitably in 2022, but we recorded a second year overall deficit of RM72,364.36. However, this was slightly lower than the 2021 deficit of 74,904.72

We hope to achieve much better financial results for 2023, and look forward to your support to record such performance.

Last but not least, on behalf of the KLTGA Exco, I take this opportunity to thank members, non-members TGs, Ministry of Tours, Arts and Culture (MOTAC) as well as all tourism industry partners for the joint effort to pull back this sector to its rightful place in the Malaysian economy.

PAN CHEN NAM (PETER)
Hon. Chairman

B: KLTGA VICE CHAIRMAN I – 2022 REPORT

CY2022 KLTGA AGM: VICE CHAIRMAN 1 REPORT

EXECUTIVE SUMMARY

In 2022, challenges and leadership qualities influenced initiative execution. This executive summary highlights Vice Chairman I's achievements despite these hurdles and delves into initiatives and challenges that required extra effort for progress.

OBJECTIVES:

- Foster compliance with laws, the constitution, rules and regulations.
- Strengthen office safety and security measures.
- Elevate office facilities to elevate visitor experience.
- Encourage empowerment and delegation for office administrators.
- Foster an efficient, healthy, and transparent workplace to increase staff productivity.
- Promote digital literacy among office staff and members.



ACHIEVEMENTS:

1. Completed office hardware and software upgrade and conformity to Business Software Alliance (BSA) standard.
2. Revamped staff performance appraisal system, by implementing 360-degree staff performance appraisal.
3. Completed CY2022 staff performance appraisal and improvement plan.
4. Efficiently engaged a temporary helper to support during the peak renewal months.
5. Executed five(5) digital literacy campaigns benefited over 100 members prior to the termination of the collaboration.
6. Implemented risk mitigation initiative to enhance workplace safety but also promotes an organized, sustainable and hazard-free environment.
7. Enhanced the office tele-conferencing facility with a wide-screen camera, an omni-directional microphone and speakerphone, as well as a standee to cater to the requirements of hybrid event session especially confirmation course.

CHALLENGES & SUGGESTIONS:

This term has posed formidable challenges due to a blend of factors, encompassing the caliber of exco members and the ongoing repercussions of the COVID-19 pandemic. These challenges encompass a lack of transparency, the absence of a procedural manual, delayed and disrupted decision-making, and instances of overruling.

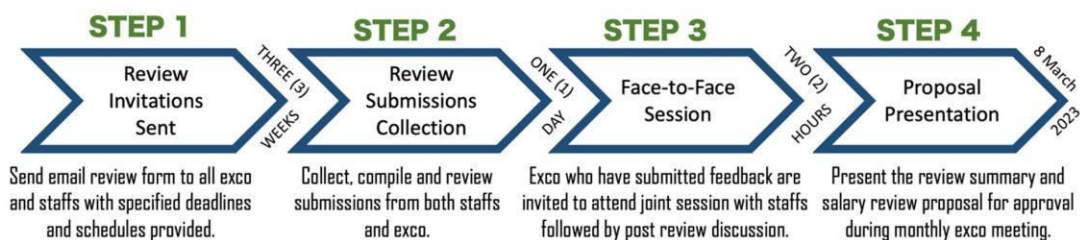
In response, it is advised that the internal auditor prioritizes evaluating the transparency, conformity and payment processes to ensure regulatory compliance. Reinstating the Vice Chairman and Public Relation Officer(PRO) positions is suggested to enhance the efficiency of membership management, clarify communication, and facilitate coordinated decision-making.

CY2022 KLTGA AGM: VICE CHAIRMAN 1 REPORT

HUMAN RESOURCE MATTER

360° Staff Performance Appraisal

The implementation of a comprehensive 360-degree staff performance review represents a significant advancement in our approach to evaluating employee performance. This method involves all stakeholders transparently, promoting open and healthy communication. The primary goal of this initiative is to enhance productivity and cultivate a sustainable working environment.



Special thanks to the Hon. Secretary: Anbarasu Sundram, Exco: Evon Yong Yoke Ching and Wong Fot Jaw who promptly responded and participated in the 360-degree staff performance review for CY22. As a result of their engagement, a productive improvement plan was formulated together with salary review proposal has been presented during an exco meeting.

SALARY & EX-GRATIA OUTCOME 2019-2022

Calendar Year(CY)	Athirah Ibrahim (Permanent Staff)	John Yip (Waged Staff)	Despatch Personnel (Contractor)	Cleaner (Service Provider)	Book-keeper (Contractor)	Outcome
2019	The Vice Chairman I of the Exco Term 2017-2020 did not successfully carry out the staff performance appraisal and salary revision.					Not Applicable
2020						
2021	Inc: 1.7% EG: RM500	Inc: N/A EG: RM500	Inc: RM50 EG: RM50	Inc: RM5 EG: RM50	Excluded from the admin scope of Vice Chairman I.	Completed
2022	Inc: 2.86% EG: RM500	Inc: RM10/day EG: RM500	Inc: N/A EG: RM50	Inc: N/A EG: RM50		Unresolved

Inc: Increment EG: Ex-Gratia

The rationale for the staff increment is based on key factors:

- The average score given by four reviewers for both staff members falls within the range of 3.6 to 4.5, consistently exceeding job standards and expectations.
- The workload has surged due to membership fee reductions in FY2021 and FY2022, requiring thorough checks of credit balances for each renewal.
- Active strategies led to reducing the extra credit balance from RM83K (2021) to RM13K (2022).
- The CY2022 financial deficit can be attributed to exco decisions.
- CTRE volume has returned to pre-MCO levels, aligning staff workload.
- Building on last year's salary review, we proposed nominal increment and ex-gratia. Notably, significant credits are carried forward to CY2022 review.

CY22 SALARY REVIEW OUTCOME

The performance review summary and salary review for CY22 were presented during the exco meeting on 8 March 2023, and they faced neither objection nor commentary. A resolution was made to await input from majority exco members who were absent from the meeting, within a designated timeframe. After the stipulated period ended, the Hon Chairman, representing the collective exco, disapproved the submitted salary review proposal without providing any justification. A subsequent poll was initiated, but it **did not lead to any conclusive action**.

CY2022 KLTGA AGM: VICE CHAIRMAN 1 REPORT

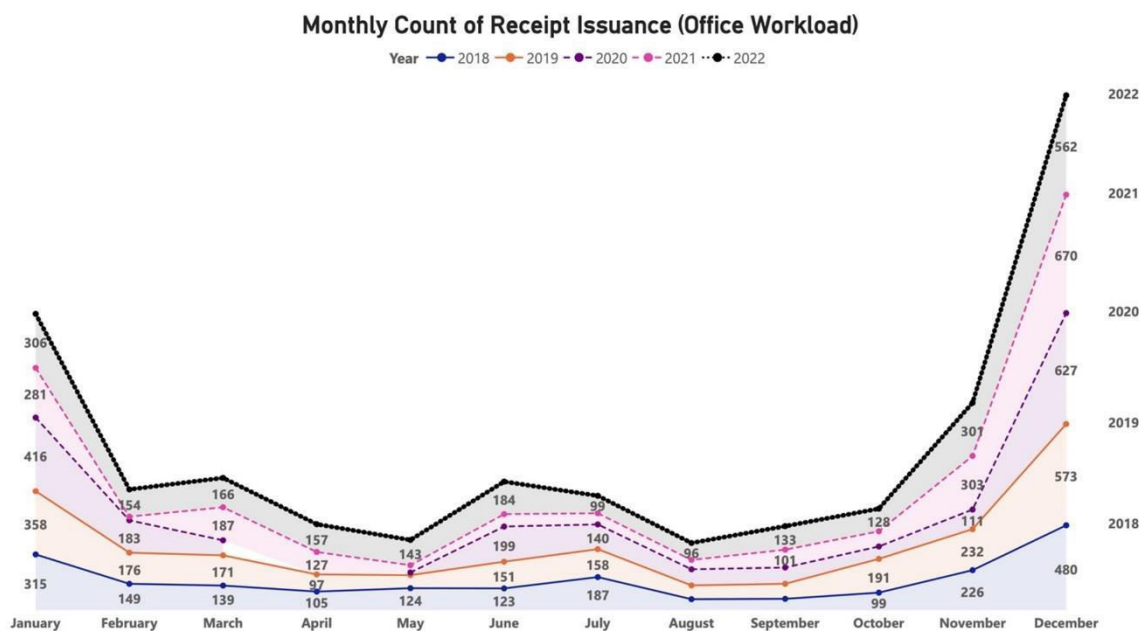
HIRING OF TEMPORARY HELPER

We promptly hired a temporary helper to provide assistance during the peak months (15 Nov 2022 - 15 Jan 2023), and together under the guidance and teamwork of office staffs John and Athirah, the following outcomes were achieved:

- Successfully reduced the extra credit balance from RM83K to RM13K, a marked improvement from the previous year's balance in 2011.
- Drastically decreased the processing time from an average of 4 weeks to just 5 working days, as compared to the previous year's peak season.

The strategic decision to employ temporary helpers during the peak season of membership renewal received its initial approval during the exco term from 2017 to 2020. Regrettably, despite securing approval, the execution of this plan did not successfully carry out by the then Vice Chairman I.

This resolution to hire temporary assistance was rooted in a thorough analysis of the workload spanning the past five years as below:



OTHER ACCOMPLISHMENTS:

1. CY23 annual Insurance Policy Renewal Review in December 2022.
2. Addressed and resolved the delayed NCC (Nomination Clearance Committee) CTRE Entitlement Dispatch, which had been pending due to the inaction of another exco member responsible.
3. Actively participated in the Focus Group Discussion Review of the Tourism Industry Act 1992 (Act 482) and Regulations on June 3rd, 2022.
4. Facilitated the necessary arrangements to send both staffs to attend the CTRE facilitator refresher workshop on November 2, 2022.

CY2022 KLTGA AGM: VICE CHAIRMAN 1 REPORT

OFFICE MATTER

OFFICE IT HARDWARE AND SOFTWARE AUDIT & ACTION PLAN

The office PC desktops and laptops are over a decade old, and a significant number of them lack proper licensing, resulting in non-compliance with BSA regulations. These outdated devices are causing serious performance issues, including lengthy startup times and frequent hang-ups. To tackle these problems, several measures have been implemented:

- Comprehensive hardware and software performance **audit check** has been conducted by IT contractor to identify any underlying issues that may be affecting system performance.
- Thorough **software BSA compliance check** has been performed by IT contractor to ensure that all software licenses are in order and comply with regulatory requirements and avoids any legal consequences.
- **Membership System Server**, which has been in use since 2002, has exceeded its standard usage lifespan. Therefore, it is highly recommended to consider sourcing a new system.

By upgrading or replacing outdated components, optimizing software usage, and ensuring proper licensing, the goal is to enhance staff productivity and provide a more reliable computing environment.

IT ASSET LIST AND ACTION PLAN STATUS

Hardware	Acquire. Year	For Use	Window O/S Version	MS Office Version	Action Plan	Status
Laptop	2018	Training Room	Business	Missing License key	Repurchase MS Office Business license Refurbish: Upgrade hard disk, reinstall window. Install Anti Virus	Done
Laptop	2012	Training Room	Business	Business	Refurbish: Upgrade hard disk, reinstall window. Install Anti-Virus. Use as backup laptop.	Done
Desktop	2009	Staff A	Business	Business	Replenish New Desktop Install Anti-Virus	Done
Desktop	2009	Staff J	Business	Business	Replenish New Desktop Install Anti-Virus	Done
Desktop	2005	Bookkeeper	N/A	N/A	Scrap off the Desktop Replaced with Staff A refurbished desktop. Install Anti-Virus	Done
Desktop	2015	Chairman Room	Business	Business	Reinstall window & Anti-Virus	Done
Desktop	2010	General	Business	N/A	Refurbish: Upgrade hard disk, reinstall window	Done
Server	2002	Membership	Professional	N/A	Cleaning service to remove the accumulated dust since first use.	Done

CY2022 KLTGA AGM: VICE CHAIRMAN 1 REPORT

DIGITAL LITERACY

Encouraging digital literacy among tourist guides is vital for embracing digitization and improving their adaptability to digital platforms. This effort empowers them to navigate the digital world efficiently, boosting their confidence in using digital tools and enhancing their competitiveness in today's technology-driven industry.

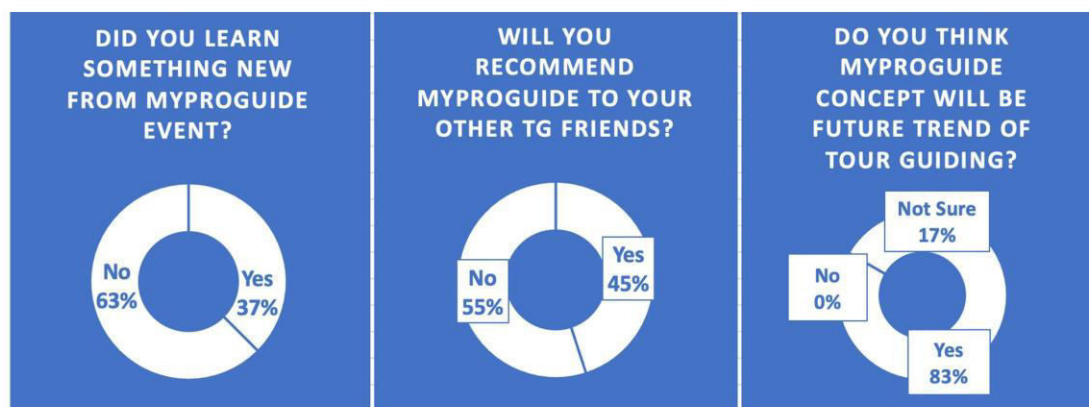
MyProGuide Collaboration

MyProGuide is a professional tourist guide platform that advocates the "Uber way" of connecting with tourist guides. Originally from Taiwan, this startup has expanded its operations to Southeast Asia. Despite multiple attempts to establish collaboration with KLTGA since 2011, their endeavors were initially disregarded by the assigned exco member. Eventually, the responsibility was transferred to Vice Chairman I (VC1), who have successfully executed several campaigns that benefitted over 100 interested members.

However, the partnership was abruptly terminated on May 24th, 2023, following an unexpected poll vote initiated by the Hon Chairman and supported by the majority of the exco members.

Below is a summary of the initiative's details:

1. Briefing Sessions on January 19th & 21st, 2022: There were a total of 100 participants who signed up, and the attendance rate was 50%.
2. World Tourist Guide Day Seminar on February 21st, 2022: Although 70 individuals registered, the attendance rate was 40%.
3. Online Tourist Guide Recruitment: On February 27th, 2022, 7 members showed interest and submitted their applications.
4. Online Tour Guiding Technique Webinar on April 1st, 2022: The webinar had a presence of 10 participants.
5. Briefing Session on May 28th, 2022: Out of 45 sign-ups, 40% participated in the session.
6. After the unexpected termination of the myproguide collaboration, we conducted a post-campaign survey among 275 tourist guides who had previously registered. The survey yielded 48 responses (17%), which were then analyzed as detailed below:



CY2022 KLTGA AGM: VICE CHAIRMAN 1 REPORT

RISK MITIGATION

In our commitment to ensure a secure and productive working environment, we have undertaken several essential tasks for effective risk mitigation.

- Drafted meticulous service contracts for our temporary helper and office dispatch personnel to prevent potential human resource-related disputes, fostering clear expectations and guidelines.
- Strategically placing signage and labels to communicate essential information about water purifier usage water pipes, and designated no-smoking areas.
- Established a contingency plan supplemented by the necessary gadgets to address potential challenges arising from power failure and hardware malfunctions.

CHALLENGES

This term has been exceptionally tough due to a combination of factors. The caliber of exco members and the ongoing impact of the COVID-19 pandemic have presented unique challenges. Amidst these circumstances, the main challenges include:

Lack of Transparency: Information withholding has led to confusion and uncertainty among exco members and staff.

Procedural Gap: The absence of a clear procedural blueprint has resulted in ambiguity and inefficiencies within our processes, as stakeholders interpret regulations according to their own agendas.

Delayed Decision-Making: Decision-making delays result in missed opportunities, unnecessary wait times, and less accountability.

Overruling: Certain individuals, either unfamiliar with or disregarding the constitution, code of ethics, and regulations, have engaged in overruling actions that introduce ambiguity into operations.

SUGGESTIONS

Addressing these challenges, it's recommended that:

Compliance Focus: The Internal Auditor should prioritize auditing transparency, the conformity process, and the payment process to ensure comprehensive compliance with regulations, while also preventing conflicts of interest.

Renaming of Office Chairman Room: It is recommended that the office chairman room be renamed to the "Discussion Room," with the aim of creating an environment conducive to open dialogue, productive interactions, and collaborative decision-making.

Reinstate the positions of Vice Chairman and Public Relation Officer (PRO): To address growing uncertainty and enhance membership management efficiency, this initiative aims to improve communication, decision-making, resolve longstanding membership issues, enhance membership products, and ensure effective execution. These factors are essential for streamlined membership administration.



C: KLTGA VICE CHAIRMAN II - 2021 REPORT

1. KLTGA's Members as at 31 December 2022.

a	Life Members (with TG Badge)	20
b	Individual Associate Member	1
c	Trade Associate Member	1
d	Ordinary Members	1901
Total Members		1923

2. MTGC Benevolent Fund Claim in 2022

No	Incident date	TG No	Name	Status
1	28 Aug 2021	3491	Chuah Chee Leong	Cheque handed over 6 March 2022
2	02 Dec 2021	7958	Subian Bin Hassim	Cheque handed over
3	16 Dec 2021	1298	Ang Seng Hak	Cheque handed over 6 March 2022
4	22 Dec 2021	4128	Chung Kon Kwai @ Eddie	Cheque handed over 4 March 2022
5	23 Feb 2022	2551	Oh Bee Yong	Cheque RM5300 handed over
6	2 May 2022	7289	Lim Chiew Yang	Pending Documents from member's son
7	25 Aug 2022	2966	Cheong Kok Wah	Documents submitted to MTGC on Sept 2022
8	22 Nov 2022	16693	Fong Kok Keong	Documents submitted to KLTGA on 14 Dec 2022

3. MTGC Medical Assistance from Per Capita Due (PCD) Benevolent Fund: "Partial PCD Claims in 2022

No	Date applied	TG No	Name	Status
1	Dec 2021	11905	Jennifer Chong Sau Mun	Cheque handed over on 04 March 2022
2	Aug 2021	3501	Chang Keng Min	Submitted to MTGC in Aug 2022 but rejected by MTGC.KLTGA to resubmit on behalf of Member.

4. Group P.A. (Personal Accident) Claim for Medical Expenses

No	TG No	Name	Status
1	7366	Hoo Swee Phung	RM2628.90 Cheque issued on 28 July 2022
2	11905	Chong Sau Mun	RM490.85 Member requested to bank in (Payment approved on 04 Aug 2022)
3	2271	Jagdeep Kour	RM1053.85 Banked into member's Account. (Payment approved on 05 Aug 2022)
4	7366	Hoo Swee Phung	RM952.25 Pending Cheque collection by member
5	12813	Leong Eu May	Member collected Cheque on 02 Nov 2022

5. KLTGA Medical Welfare Fund

As of 12 October 2022, KLTGA received 10 applications as follows

No	Date Applied	Member;s name	TG No
1	25 Apr 2022	Kam Foo Keong	3159
2	28 April 2022	Chan Swee Weng	13141
3	5 May 2022	Sandarsekran Mari	9472
4	9 May 2022	Chang Keng Min	3501
5	12 May 2022	Cheng Kah Fook	13165
6	18 May 2022	S. Vellusamy	8055
7	28 May 2022	Tan Yew Lee	16186
8	2 Jun 2022	Haji Abdul Rashid Radha	3102
9	14 Juky 2022	Lin Josie	14779
10	8 Sept 2022	Ku Fook Choy	0016/9700

After much consideration, only 3 applications approved as stated below:

No	Member;s name	TG No	RM approved
1	Kam Foo Keong	3159	3,000.00
2	Sandarsekran Mari	9472	2,000.00
3	S. Vellusamy	8055	3,000.00

Cheques presented by Vice Chairman II (VC II), Edmund Teh on 23 December 2022.

6. **PCD Payment by 105 Life Members.**

On 10 August 2022, EXCO decided to putting on hold until the necessary Amendments are made to the Constitutions and approved by ROS (Register Of Society).

7. **Associate Members status**

On 10 August 2022, our 1st. Associate Member, Jaya Mata Knife was approved by the EXCO.

The Company, Jaya Mata Knife was willing to offer 10% incentives for each entrance ticket purchased by visitors brought by Tourist Guides. In addition, Tourist Guides can get 10% incentive on purchase by visitors they bring.

The Company's Official Opening was held on the 28 – 30 October 2022 in Melaka. An official invitation was forwarded to KLTGA EXCO.

KLTGA broadcast a message to members on the Company's Official Opening event.

Last but not least, I would like to Thank my fellow KLTGA's Members for your continuous support towards Kuala Lumpur Tourist Guides' Association (KLTGA)!

Take care and GOD bless you.

Yours sincerely,

Teh Tiong Hoon (Edmund) P.P.N.

Vice Chairman II (VC II) KLTGA

D: HON.SECRETARY'S 2022 REPORT

1. 2022 EXCO MEETINGS

No	Meeting No	Meeting Date	Remarks
1	7	12 Jan	In-house
2	8	11 Feb	Online
3	9	18 Mar	Online
4	10	11 Apr	In-house
5	11	11 May	In-house
6	12	15 Jun	In-house
7	13	13 Jul	In-house
8	14	10 Aug	In-house
9	15	14 Sep	In-house
10	16	12 Oct	In-house
11	17	10 Nov	In-house
12	18	14 Dec	In-house

2: EXCO MEETING ATTENDANCE (MAY-DEC 2021)

No	Name	Designation	Present	Absent
1	Pan Chen Nam (Peter)	Chairman I	11	1
2	Leong Wai San (Bernice)	Vice Chairman I	12	0
3	Teh Tiong Hoon P.P.N. (Edmund)	Vice Chairman II	11	1
4	Anbarasu. S	Hon. Secretary	12	0
5	Ooi Oon Kean	Hon Treasurer	10	2
6	Seng Hoi Lee (Yukie)	Deputy Secretary	10	2
7	Cheng Wai Hoong	Deputy Treasurer	5	7
8	Henry Lee Sin Fook	Exco member	10	2
9	Yong Yoke Ching (Evon)	Exco member	12	0
10	Wong Fot Jaw	Exco member	8	4
11	Cheong Yee Shing (Lawrence)	Exco member	9	3
12	Siew Kah How (Mogus)	Exco member	8	4
13	Mohamad Helmy bin Ahmad	Exco member	8	4
14	Akbar Ali	Exco member	4	8
15	Fong Siew Lan (Xin Yi) – joined from 11 th meeting [NVR]	Exco member	3	5

3: ORIENTATION PROGRAMMES CONDUCTED IN 2022

No	Date	Language	Attendance
1	30 Mar	Mandarin	16
2	15 Apr	Mandarin	11
3	20 Apr	Mandarin	13
4	29 Apr	Mandarin	14
5	6 May	English	6
6	11 May	Mandarin	12
7	20 May	English	19
8	25 May	Mandarin	21
9	18 June	Bilingual	30
10	30 June	Mandarin	8
11	7 July	Mandarin	4
12	16 July	Bilingual	15
13	27 July	Mandarin	8
14	5 Aug	Mandarin	14
15	12 Aug	English	6
16	26 Aug	Bilingual	9
17	9 Sept	English	6
18	14 Sep	Mandarin	10
19	24 Sep	Mandarin	10
20	30 Sep	English	14
21	7 Oct	English	5
22	14 Oct	Mandarin	5
23	28 Oct	Mandarin	13
24	25 Nov	Mandarin	5
25	9 Dec	English	14
26	16 Dec	Mandarin	8
26	23 Dec	Mandarin	9
28	29 Dec	English	2
TOTAL PARTICIPANTS			310

Anbarasu.S
HON.SECRETARY, KLTGA

E: HON.TREASURER'S 2022 REPORT

Dear members,

With the partial opening of the borders of most countries, especially of India, China, Middle East, Europe, Thailand, Japan, Singapore, Philippines and others the tourism sector began to kick-start for the year 2022. This was the most anticipated year for most countries to revive their economies which were badly affected by the Covid 19 pandemic. Our country is no exception.

Gradually, the tourists all over the world began trickling into our country. Though we commenced picking up the pieces, but still unable to see surplus for the year. However, the deficit was seen being narrowed down.

Total Income for 2022 improved tremendously by 85% to RM217,951.00 from RM118,123.00 a year ago.

Receipts from Orientation Course increased tremendously from a poor RM300.00 from previous year to a whooping RM8,520.00 or 2,740% increase!

CTRE Income also experienced a big leap to RM88,959.00 or 286% increase.

With improved sentiments from more borders opening lifted the spirit of most prospective Tourist Guides. Thus, contributing to better receipts for Orientation and CTRE Courses.

However, there was a 3.6% down in Subscription Fees from RM65,040.00 of previous to RM62,670.00.

With the confidence building up for the Tourism Industry, those prospective new Tourism graduates were queueing up to have their licence confirmed as a full- fledged Tour Guides. Thus, Confirmation Course Income went up by 269% from RM11,400.00 to RM42,050.00 (RM41,650 + RM400.00).

Despite the improved sentiments, there was a slight dip of 9% for Entrance Fees collection from RM6,000.00 to RM5,460.00.

As a result of Bank Negara intervention, the status quo of Fixed Deposits Interest remained almost the same at RM9,792.00 as compared to RM9,693.00

The year 2022 still experienced a Deficit of RM72,364.36 after Tax.

The Medical Welfare Fund once again saw no 15% contribution.

The Covid pandemic is generally over for the world. But, the looming war between Russia and Ukraine and the cold war between United States and China may affect the world economies.

Today, world economies of countries are inter-dependent - Domino Effect.

Ooi Oon Kean
HON. TREASURER

F: PROPOSED EXPENDITURE BUDGET FOR 2023

No.	Description	Proposed RM Budget
1.	CTRE	96,000.00
2.	Confirmation	30,000.00
3.	Orientation	4,000.00
4.	Payroll	40,000.00
5.	Dispatch	5,000.00
6.	Upkeep of Office	15,000.00
7.	Bank Charges	1,000.00
8.	Accounting Fee	19,000.00
9.	Meeting Expenses	16,000.00
10.	PA Gen. Insurance	40,000.00
11.	Gift/Welfare/Cond.	1,000.00
12.	Toll/Parking Travel	500.00
13.	Domain & Hosting	2,000.00
14.	Photostat Machine Rental	4,000.00
15.	Printing & Stationery	9,000.00
16.	Office Boy Service	5,500.00
17.	Office Refreshment	5,000.00
18.	Telephone/Fax/UNIFI	7,000.00
19.	Upkeep of Computer	3,000.00
20.	Miscellaneous	12,000.00
	Total	315,000.00

Proposed CAPEX Budget for Year 2023

Computer for the new Accounting **3,500.00**

Ooi Oon Kean
HON. TREASURER

G: CONFIRMATION COURSE & ADD.LANGUAGE PROGRAMME REPORT 2021

- This is necessary for Tourist Guides with Probation License (P) to convert it to Confirmed License, after 12 months of Tourist Guiding from the date the P license was issued.
- Confirmed License Tourist Guides can attend Additional Language proficiency examination
- KLTGA conducted 8 sessions of Confirmation Course (CC) and Add Language (AL) Examination programmes in 2022 as follows.

PROGRAMME	DESCRIPTION	PARTICIPANTS BREAKDOWN BY LANGUAGE				TOTAL
65 3-7 JAN 2022		ENGLISH	MALAY	MANDARIN	CANTONESE	
	CC	5	-	10	-	15
	PASSED	5	-	10	-	15
66 14-18 FEB 2022		ENG	BM	MANDARIN	CANTONESE	
	CC	4	-	10	-	14
	PASSED	4	-	10	-	14
	AL	1	-	-	-	1
67 7-11 MAR 2022		ENG	BM	MANDARIN	CANTONESE	
	CC	2	-	6	-	8
	PASSED	2	-	6	-	8
68 20-24 JUN 2022		ENG	BM	MANDARIN	CANTONESE	
	CC	6	1	8	-	15
	PASSED	6	1	8	-	15
	AL	-	-	-	1	1
69 18-22 JUL 2022		ENG	BM	MANDARIN	CANTONESE	
	CC	4	2	12	-	18
	PASSED	4	2	12	-	18
70 19-23 SEPT 2022		ENG	BM	MANDARIN	CANTONESE	
	CC	7	-	7	-	14
	PASSED	7	-	7	-	14
	AL	-	-	1	-	1
71 17-21 OCT 2022		ENG	BM	MANDARIN	CANTONESE	
	CC	1	-	5	-	6
	PASSED	1	-	5	-	6
72 7-11 NOV 2022		ENG	BM	MANDARIN	CANTONESE	
	CC	9	-	6	-	15
	PASSED	9	-	6	-	15
	AL	-	1	-	-	1
		ENG	BM	MANDARIN	CANTONESE	
	PASSED	-	1	-	-	1

Yong Yoke Ching (Evon)
EXCO/ COORDINATOR
CONFIRMATION COURSE &
ADDITIONAL LANGUAGE EXAMINATION

H: KLTGA EDUCATION SUB-COMMITTEE CTRE & TRAINING REPORT FOR 2022

1. Executive Summary

- 1.1. With the gradual dismantling of COVID 19 restrictions in 2022, KLTGA saw rapid recovery in its CTRE fortunes with more than a threefold increase in CTRE classes from 39 in 2021 to 130 in 2022.
- 1.2. The endemic phase of COVID 19 announced by the Government from April 2022 also allowed in-class CTREs to be conducted without social distancing restrictions which further added to higher total participation in our in-class CTRE classes
- 1.3. Together with the discontinuation of free CTRE classes by ATTIM-MOTAC (which was available in 2021), participation in KLTGA CTRE classes were also positively impacted in 2022.
- 1.4. With the resumption of in-class CTRE classes, KLTGA also continued to offer online CTRE classes to accommodate those participants who were still reluctant to attend in-class CTREs
- 1.5. With the adoption of the policy to facilitate ease of participation in all CTRE classes based on a "breakeven formula," cancellation of CTRE classes in 2022 were kept to bare minimum.
- 1.6. As always, your KLTGA CTRE sub-committee is committed to continue to ensure sufficient availability of both in-class and online CTRE classes for our members for this year.
- 1.7. 2022 also saw the first 2N Out of Town CTRE to Malacca for KLTGA in decades. More than thirty signed up for this fun & educational CTRE programme. The camaraderie & fellowship among ALL participants helped to strengthen the close bond among all those who participated.



2. Report on CTRE activities of the Education Sub-committee for Year 2022

- 2.1. For 2022, your KLTGA CTRE sub-committee had managed to accomplish the following activities for our members. A total of 130 CTRE classes were conducted in 2022. This includes:
 - 38 online CTRE classes,
 - 90 in-class CTRE classes
 - 1 Outdoor CTRE, and
 - 1 Out of Town CTRE

2.1.1 Language breakdown of these CTRE classes as follows:

No	Language of CTRE topics	No. of Classes	%
1	English	59	45
2	Chinese	56	43
3	BM	15	12
	Total	130	100

Note: The majority of CTRE classes offered by KLTGA were in Chinese & English as the majority of KLTGA members licensed to provide tourist guiding services are in these two languages

2.2. Comparative CTRE revenue 2021 vs 2022

Year	Gross revenue	Nett revenue
2021	23160	6785
2022	81469	38730
Increase %	352	570

2.3. In 2022, KLTGA had a total of 270 valid CTRE topics, a reduction of slightly over 10% over 2021 of 301 topics. This is due to the following reasons:

2.3.1 a 30% reduction in the number of CTRE Presenters, and

2.3.2 the expiration of CTRE topics which were not renewed

2.4. Here is the summary of comparisons under the various description: 2021 vs 2022

COMPARATIVE CHART 2021 vs 2022			
No	Description	2021	2022
1	No. of CTRE classes conducted	39	130
2	No. of English CTRE classes conducted	16	60
3	No. of Chinese CTREs classes conducted	20	55
4	No. of BM CTRE classes conducted	3	15
5	No. of outdoor CTRE classes conducted	0	1
6	No. of Out of Town CTRE classes conducted	0	1
7	No. of in class CTRE classes conducted	22	90
8	No. of online CTRE classes conducted	17	38
9	Total no. of CTRE participants for the year	762	2538
10	No. of in class CTRE participants	427	1736
11	No. of online CTRE participants	335	669
12	No. of valid CTRE topics available	301	270
13	No. of NEW CTRE topics approved	30	19
14	No. of renewed CTRE topics	10	56
15	Total no. of valid English CTREs	160	148
16	Total no. of valid Chinese CTREs	101	91
17	Total no. of valid BM CTREs	40	31
18	Total no. of CTRE presenters	68	48
19	Total no. of presenters who can conduct e-CTRE	35	24
20	Gross CTRE revenue	+RM23,160	+RM81,469
21	Nett CTRE revenue	+RM 6,785	+RM38,730

3. What to look forward to in 2023

3.1. For 2023, your KLTGA Education sub-committee targets to generate a nett income of Rm100,000 for the Association

3.2. 2023 also see the re-introduction of cost saving Three CTRE packages valid for 3 months with savings of 20% off regular CTRE registration fees

3.3. In January 2023, KLTGA offered a 3D/2N Out of Town CTRE to Penang but it has to be cancelled due to insufficient participants. It is hoped that more members will support such Out of Town CTREs so that it will be worth the while for the EXCO to organise such programmes

3.4. Also in 2023, we hope to be able to offer some training courses that were proposed last year but of which did not happen due to lack of interest from members/time constraints. Some examples of such courses we wish to organise in 2023 are:

3.4.1 How to be a Professional Trainer in the tourism industry

3.4.2 How to operate a successful Inbound/Domestic Travel Agency,

3.4.3 How to become a Tour Leader – a repeat of this popular course conducted in 2019 & 2020

3.4.4 KLTGA EXCO is open to suggestions as to what type of training KLTGA members wish to attend for our consideration & planning

KLTGA 3D/2N Out of Town CTRE to Penang (in English) with 2 CTREs
Date : 10 to 12 January 2023

Tentative Programme includes:

1. Two nights accommodation @ Hotel Sentral, Georgetown
2. Buffet breakfast at hotel
3. Transportation via tourist coach
4. Licenced guide & CTRE Facilitator
5. CTRE Presenter : Mr Clement Lian
6. 2 CTRE certificates as listed in programme

PRICES FOR PENANG CTRE TRIP - PER PERSON IN RM

TERM	PERIOD	CATEGORY	TWIN-SHARING	SINGLE ROOM
NORMAL	14 DEC 2022 TO 3 JAN 2023	KLTGA MEMBER	479	629
		NON-MEMBER	529	679



4. Conclusion

4.1. KLTGA is committed in ensuring quality, variety & cost saving benefits in our CTREs & other training courses being offered to all our members

4.2. KLTGA EXCO hopes that more members will take advantage of all these efforts in offering quality CTRE topics & relevant trainings so as to uplift their knowledge, acquire a new skill, generate another income generating stream, promote their career development & improve their professionalism for mutual benefit

4.3. Benefits to members in supporting your own association's CTREs & training programmes are multi fold. Such benefits include:

4.3.1 Members get to choose from the largest & widest range of quality & professionally presented CTRE topics available both online & in class (whenever permissible)

4.3.2 Members also get to upscale their skills via relevant training courses offered by your association for more income generating opportunities

4.3.3 Members are always offered special discounted rates for all CTREs & other training courses organized by KLTGA

4.3.3 Members participating in KLTGA CTRE classes & other training courses organized by your Association contribute much needed income to your association which in turn enables your association to provide even better benefits to you, our members

- END OF REPORT -

**PREPARED BY: HENRY LEE,
CTRE ADMINISTRATOR,
KLTGA EXCO 2020-2023**

I: CY2022 KLTGA AGM: INFO & TECH BUREAU REPORT

EXECUTIVE SUMMARY

In the year 2022, we significantly reduced content creation efforts, which usually embedded with referral hyperlinks to direct traffic to KLTGA website. Despite this reduction, KLTGA website experienced a significant increase in page views, totalling 21,056. This marks an impressive 29% growth compared to the previous year (16,289 in 2021). Notably, 24% of the web traffic landed on CTRE schedule-related pages, while 17% of the web traffic was directed to the Tourist Guide Search page.

These statistics highlight the success of our engagement strategies, the dedicated offline-to-online (o2o) redirection efforts been contributed by KLTGA office staffs, impact of digital literacy initiative and the enhancement of our online presence.

OBJECTIVES:

To promote KLTGA branding among tourist guides and tourism industries communities.

To ensuring that web platforms are up-to-date and user-friendly

To maximize visibility of KLTGA events, courses, services among members and tourist guides communities.

To promote Digital Literacy among members

PROGRAM & ACTIVITIES INFO TECH SUPPORT:

1. PERKESO Briefing Event
2. Myproguide.com Campaign
3. Obituary

WEBSITE ACTIVITIES & UPDATES:

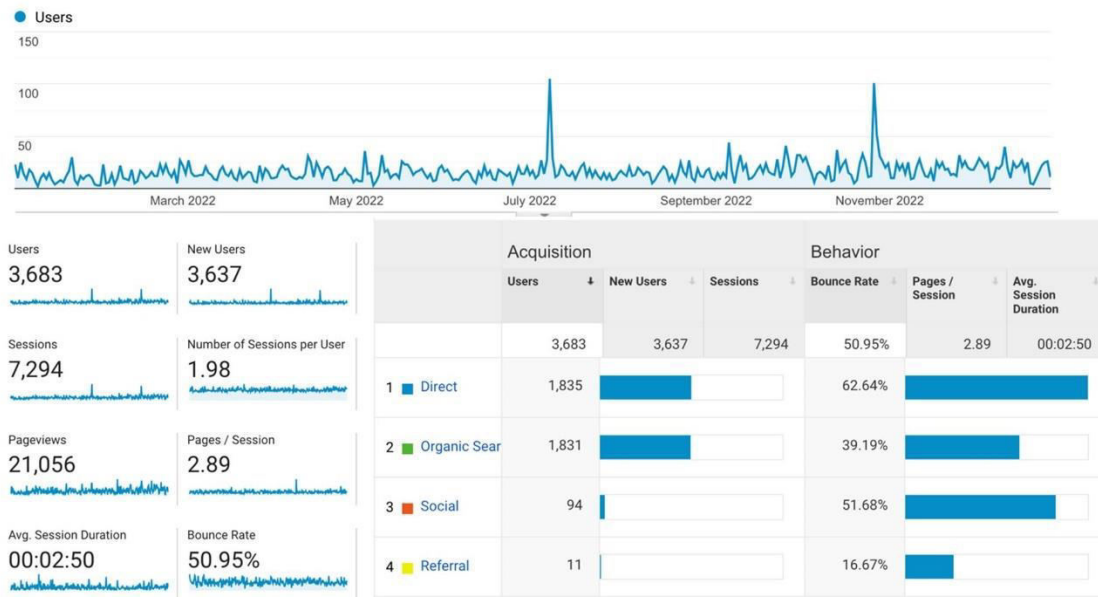
1. Monthly update of CTRE & eCTRE schedule
2. Quarterly update of latest membership database
3. Search Tourist Guide Result, enhanced with credit balance indicator to minimize operation redundancy.

KLTGA WEBSITE TOP 20 PAGE VIEW DASHBOARD

No.	Page	Page views	Unique Page views	Avg. Time on Page	Entrances	Bounce Rate	% Exit
1	Home page	6,347	4,607	0:01:12	4,472	39.47%	37.81%
2	Tourist Guide Search	3,589	1,657	0:02:59	640	70.94%	39.09%
3	Member-services	1,888	936	0:01:06	372	55.65%	25.85%
4	Calendar-eCTRE	1502	1120	0:01:54	126	48.51%	26.83%
5	Calendar-Month view	1402	813	0:00:24	66	12.43%	14.40%
6	Calendar-Classroom CTRE Day	1188	1015	0:01:42	134	37.64%	36.57%
7	Calendar-Other view	1010	759	0:00:09	127	23.55%	28.86%
8	Main page	808	505	0:01:02	98	61.22%	21.04%
9	Membership Benefits	417	307	0:00:58	54	59.26%	23.74%
10	Perkeso Event	413	335	0:03:50	289	87.54%	73.85%
11	File Center	204	172	0:03:01	28	82.14%	51.47%
12	Main page	169	127	0:00:47	69	71.01%	46.15%
13	Knife Gallery Event	168	151	0:03:19	135	91.11%	84.52%
14	List of the board	165	152	0:01:30	76	76.32%	50.91%
15	About us	154	137	0:01:53	46	69.57%	44.81%
16	Say No to zero fee	93	86	0:00:56	55	89.09%	68.82%
17	Calendar-Confirmation Course	85	17	0:00:34	7	7.58%	16.90%
18	Perkeso event	78	68	0:03:20	57	85.96%	73.08%
19	Disclaimer	39	35	0:00:36	17	76.47%	46.15%
20	Other	1337	1139		426		
	Total	21,056	14,138	0:01:30	7,294	50.95%	34.64%

CY2022 KLTGA AGM: INFO & TECH BUREAU REPORT

KLTGA.MY WEBSITE TRAFFIC ANALYTICS



KLTGA FACEBOOK ANALYTICS

Audience ⓘ

Facebook Page likes ⓘ

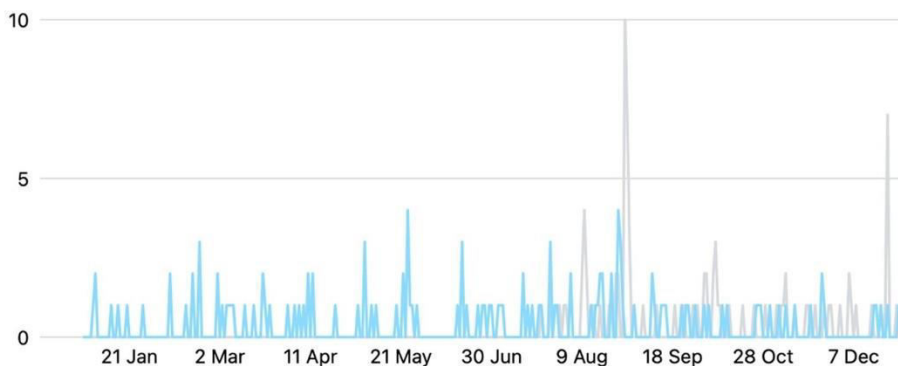
1,795

Facebook followers ⓘ

2,003

New Facebook Page likes ⓘ

129 ↑ 38.7%



Prepared by:

Bernice Leong Wai San

Head of Info & Technology Bureau 2020-2024

Kuala Lumpur Tourist Guides Association

Email: bernicekltdga@gmail.com



J: FINANCIAL YEAR 2022 INTERNAL AUDITOR REPORT

I sincerely propose that matters highlighted in earlier Internal Auditor Reports be updated for the benefit of members and decisions/actions taken by the EXCO must be reported to members for proper closure, or to get mandate from members to make decisions.

Kudos to the EXCO for finally announcing the **Members Medical Welfare Fund** benefits which were to be distributed to deserving members to help them overcome financial constraints due to high medical costs. It must be clearly understood that those members who qualify, based on terms and conditions announced, must be given the financial assistance as soon as possible and not have to wait a few months. Also, once the applications for the Fund meets all required documentation and requirements, payment must be made at the earliest convenience.

Outstanding matters include from previous years: Expired Orientation Fees, Advance SMS Service paid, Listing of Assets and Standard Operating Procedures (SOPs). Being an association where EXCO change at elections, SOPs must be there to help new EXCO smoothly take over and reduce hiccups in the continuous proper management of KLTGA.

Year 2022

1. I fully agree with the suggestions of EXCO that draft minutes of EXCO meetings should be issued within two weeks of the date of the meeting, so that EXCO can have the time to give their feedback or make corrections before the final draft is tabled. This reduces conflict, and prevents wastage of time arguing about what was not recorded, or left out.
2. From the minutes of meetings, a lot of time was wasted to make corrections and changes to the minutes at the meetings DURING the EXCO meetings. Time can be put to better use if all EXCO members assist the Hon. Secretary to give feedback PRIOR to its final tabling at the subsequent EXCO meeting. EXCO who feel that important discussions or decisions made were not recorded can then highlight them to help make the minutes reflective of what was discussed, agreed, and to be carried out.
3. For the Annual Report 2022, members would greatly benefit from knowing and understanding how many members, over the years, have benefited from both the Benevolent Fund and Personal Accident Insurance.
4. Annual General Meeting (AGM) draft minutes must be tabled at the first EXCO meeting after the AGM, so that issues raised by members and discussions held at the AGM can be attended to. Although the AGM minutes can only be approved by members at the next AGM, the EXCO should endorse the draft for necessary actions to be carried out, based on members' decisions. It was disturbing that an allocation of RM30,000 approved by members at the AGM to celebrate International Tourist Guides Day and KLTGA's Anniversary were not carried out.
5. Any events or programs organized must always include a budget approved by the EXCO so that it can be successfully and quickly done.

Constitution

Although I have not had the opportunity to read the final draft of the amended Constitution, I hope that it covers the procedures required to fill positions which either has no nominations, or that those nominated fail to qualify based on the terms and conditions of KLTGA Constitution, or are not allowed to be elected due to other technicalities.

Special thanks to KLTGA members who volunteered to assist in the Constitution Review sub-committee and to our Hon. Legal Advisor, Dato M T Koh for contributing their time and expertise.

The Way Forward

1. From the monthly minutes of meeting, it is very noticeable that forward planning is lacking. Minutes indicate time were spent reacting to problems and wasting both resources and opportunities. Since it is election year this 2023, I hope the new EXCO will spend more time planning in advance, activities that would benefit members, and bring members closer together. It is important for the EXCO to understand and hear what members need and want so that programs or projects are successful and the members know what the EXCO is doing. With better knowledge, KLTGA can expect better support from members, and attract more members too.
2. With a new three-year term, major events can be planned in advance and members can also look forward to them. Members, are known to be helpful and will step forward to assist if they understand and know what events or programs are being planned.
3. Hospitalization benefits for members should be announced so that members are aware that if they are hospitalized for two nights or more, KLTGA has to be informed.

Diana Lee Geok Chin TG.4317
Internal Auditor 2021-2023
29th March, 2023



AUDITED FINANCIAL REPORT 2022

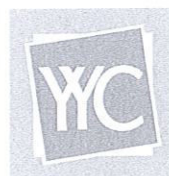
**PERSATUAN PEMANDU-PEMANDU
PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES'
ASSOCIATION)**

Registration No: 168 (Selangor)
**For the Financial Year Ended
31 December 2022**

**ANNUAL
REPORT
&
FINANCIAL
STATEMENTS**

YYC & CO PLT

CHARTERED ACCOUNTANTS
(Firm No. LLP0020596-LCA & AF 0055)



**PERSATUAN PEMANDU-PEMANDU
PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES'
ASSOCIATION)**

Registration No: 168 (Selangor)
**For the Financial Year Ended
31 December 2022**

Officers' Report and Audited Financial Statements

<u>INDEX</u>	<u>PAGE</u>
Statement by Officers	1
Independent Auditors' Report	2 - 4
Statement of Financial Position	5
Statement of Profit or Loss and Other Comprehensive Income	6 - 7
Statement of Cash Flows	8
Notes to the Financial Statements	9 - 23
548	
TYYC	

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

INFORMATION OF THE ASSOCIATION

CHAIRMAN	Pan Chen Nam
VICE CHAIRMAN I	Leong Wai San
VICE CHAIRMAN II	Teh Tiong Hoon, PPN
HON. SECRETARY	Anbarasu Sundram
DEPUTY SECRETARY	Seng Hoi Lee
HON. TREASURER	Ooi Oon Kean
DEPUTY TREASURER	Cheng Wai Hoong
EXCO MEMBERS	Akbar Ali bin Noor Mohamad Cheong Yee Shing Henry Lee Sin Fook Mohamad Helmy Bin Ahmad Siew Kah How Wong Fot Jaw Yong Yoke Ching Fong Siew Lan
INTERNAL AUDITOR	Lee Geok Chin
HON. ADVISORS	Ku Fook Choy, PPN Sundar Raj Chan Yin Keong
HON. LEGAL ADVISOR	Dato' Koh Mui Tee
REGISTERED OFFICE	No. 16-3, 3rd Floor, Persiaran Jubilee, Off Jalan Loke Yew, 55200 Kuala Lumpur, Wilayah Persekutuan, Malaysia.
AUDITORS	YYC & CO PLT (LLP0020596-LCA & AF 0055) Chartered Accountants Level 26A, Sunway Tower, No. 86, Jalan Ampang, 50450 Kuala Lumpur, Wilayah Persekutuan, Malaysia.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

STATEMENT BY OFFICERS

We, the undersigned being the officers of **Persatuan Pemandu-Pemandu Pelancong Kuala Lumpur (Kuala Lumpur Tourist Guides' Association)**, do hereby state that, in our opinion, the financial statements of Association together with the notes thereto are drawn up in accordance with the Malaysian Financial Reporting Standards, International Financial Reporting Standards and rules of the Association and the Provision of the Society Act, 1966 in Malaysia so as to give a true and fair view of the state of affairs of the Association as at 31 December 2022 and of the results and statement of cash flows of the Association for the financial year ended on that date.

On behalf of the Management Committee,



PAN CHEN NAM
(Chairman)



OOI OON KEAN
(Hon. Treasurer)



ANBARASU SUNDRAM
(Hon. Secretary)

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

Report on the Audit of the Financial Statements**Opinion**

We have audited the financial statements of **Persatuan Pemandu-Pemandu Pelancong Kuala Lumpur (Kuala Lumpur Tourist Guides' Association)**, which comprise the Statement of Financial Position as at 31 December 2022, and the Statement of Profit or Loss and Other Comprehensive Income and Statement of Cash Flows for the financial year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory notes, as set out on pages 5 to 23.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Association as at 31 December 2022, and of its financial performance and its cash flows for the financial year then ended in accordance with rules and regulations of Association, Malaysian Financial Reporting Standards, International Financial Reporting Standards and the provision of the Societies Act, 1966 in Malaysia.

Basis for Opinion

We conducted our audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing ('ISAs'). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence and Other Ethical Responsibilities

We are independent of the Association in accordance with the By-Laws (on Professional Ethics, Conduct and Practice) of the Malaysian Institute of Accountants ("By-Laws") and the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) ("IESBA Code"), and we have fulfilled our other ethical responsibilities in accordance with the By-Laws and the IESBA Code.

Information Other than the Financial Statements and Auditors' Report Thereon

The Board of Council Members of the Association is responsible for the other information. The other information comprises the Statement by Officers but does not include the financial statements of the Association and our auditors' report thereon.

Our opinion on the financial statements of the Association does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements of the Association, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements of the Association or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the this other information, we are required to report that fact. We have nothing to report in this regard.

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

Responsibilities of The Board of Council Members for the Financial Statements

The Board of Council Members of the Association is responsible for the preparation and fair presentation of the financial statements in accordance with Malaysian Financial Reporting Standards and International Financial Reporting Standards and rules of the Association and the Provision of the Societies Act. The Board of Council Members is also responsible for such internal control as the Board of Council Members determines is necessary to enable the preparation of financial statements of the Association that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements of the Association, the Board of Council Members is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Council Members either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements of the Association as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with approved standards on auditing in Malaysia and International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements of the Association, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Council Members.
- Conclude on the appropriateness of the Board of Council Members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements of the Association or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Association to cease to continue as a going concern.

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

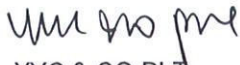
Auditors' Responsibilities for the Audit of the Financial Statements (continued)

- Evaluate the overall presentation, structure and content of the financial statements of the Association, including the disclosures, and whether the financial statements of the Association represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Council Members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Other Matters

This report is made solely to the members of the Association, as a body and for no other purpose. We do not assume responsibility to any other person for the content of this report.



YYC & CO PLT
FIRM NO.: LLP0020596-LCA & AF 0055
CHARTERED ACCOUNTANTS

Kuala Lumpur,

Dated: 24 MAR 2023



NG SIOK KIM
NO.: 03567/04/2023 J
CHARTERED ACCOUNTANT

PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)

Registration No: 168 (Selangor)

STATEMENT OF FINANCIAL POSITION
AS AT 31 DECEMBER 2022

	Note	2022 RM	2021 RM
NON-CURRENT ASSET			
Property, plant and equipment	5	118,679.10	116,876.95
CURRENT ASSETS			
Other receivables and prepayments	6	1,715.65	2,343.69
Fixed deposits with licensed banks	7	611,040.56	603,641.25
Cash and bank balances	8	319,624.35	318,944.45
Current tax assets		92.11	-
		932,472.67	924,929.39
CURRENT LIABILITIES			
Other payables and accruals	9	170,335.11	139,312.43
Deposit received		189,840.00	172,520.00
Current tax liabilities		-	222.89
		360,175.11	312,055.32
NET CURRENT ASSETS		572,297.56	612,874.07
		690,976.66	729,751.02
REPRESENTED BY :-			
General fund	10	571,735.73	644,100.09
Other fund			
- Building fund	11	57,082.00	57,082.00
- Members' medical welfare fund	12	62,158.93	28,568.93
		690,976.66	729,751.02

The accompanying notes form an integral part of the financial statements.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

	Note	2022 RM	2021 RM
INCOME			
Add language fee		400.00	-
CTRE - Continuing Tourism Related Education		86,749.00	23,020.00
Entrance fee		5,460.00	6,000.00
Event fee collected		2,210.00	-
Orientation fee		8,520.00	300.00
Subscription fee		62,670.00	65,040.00
		166,009.00	94,360.00
OTHER INCOME			
Confirmation course		41,650.00	11,400.00
Fixed deposits interest		9,792.33	9,692.60
Miscellaneous income		500.00	270.00
Wages subsidies received		-	2,400.00
		51,942.33	23,762.60
		217,951.33	118,122.60
LESS: EXPENDITURE			
AGM expenses		9,758.00	16,326.30
Accounting fee		12,500.00	12,000.00
Allowance of staff		2,550.00	-
Auditors' remuneration		3,500.00	2,600.00
Bank charges		278.50	183.00
Confirmation course expenses		37,922.75	9,705.60
CTRE expenses		71,569.00	29,035.00
Depreciation of property, plant and equipment		7,347.85	6,700.05
Domain and hosting expenses		1,602.49	1,222.76
EIS contribution		70.00	68.40
EPF contribution		4,572.00	4,500.00
Event - expenses		2,232.60	-
Exco- admin expenses		6,260.00	577.00
Gift and greeting		1,051.00	2,072.40
Insurance premium		39,600.14	40,840.01
License		300.00	300.00
		201,114.33	126,130.52
Balance carried forward			

The accompanying notes form an integral part of the financial statements.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

	Note	2022 RM	2021 RM
Balance brought forward		201,114.33	126,130.52
MTGC - meeting expenses		1,595.00	285.00
Office utilities		9,433.85	5,123.09
Outsource - Officeboy services		5,410.00	4,977.00
Office refreshment		3,262.94	787.00
Orientation course expenses		6,955.90	303.00
Postages and courier		65.00	98.00
Printing and stationery		7,956.40	3,233.63
Professional fee		911.00	901.00
Quit rent and assessment		1,260.00	1,396.00
Rental of photocopy machine		3,120.00	3,120.00
Socso contribution		612.40	598.20
Staff salary		35,498.00	34,398.00
Staff travelling and parking		118.00	1,279.82
Stamp duty		10.00	-
Subscription fee		100.00	100.00
Telephone and fax		5,498.94	4,484.03
Upkeep of computer		1,815.00	136.00
Upkeep of office premises		5,532.00	5,512.00
		<u>290,268.76</u>	<u>192,862.29</u>
Deficit before taxation		(72,317.43)	(74,739.69)
Taxation	13	<u>(46.93)</u>	<u>(165.03)</u>
DEFICIT AFTER TAX FOR THE FINANCIAL YEAR		<u><u>(72,364.36)</u></u>	<u><u>(74,904.72)</u></u>

The accompanying notes form an integral part of the financial statements.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

	Note	2022 RM	2021 RM
CASH FLOWS FROM OPERATING ACTIVITIES			
Deficit before tax		(72,317.43)	(74,739.69)
Adjustments for:-			
Depreciation of property, plant and equipment		7,347.85	6,700.05
Interest income		(9,792.33)	(9,692.60)
Operating deficit before working capital changes		(74,761.91)	(77,732.24)
Changes in working capital			
Receivables		628.04	6,992.91
Payables		48,342.68	80,443.14
Cash (used in)/generated from operations		(25,791.19)	9,703.81
Income tax paid		(361.93)	(315.03)
Interest income received		9,792.33	9,692.60
Net cash (used in)/generated from operating activities		(16,360.79)	19,081.38
CASH FLOWS FROM INVESTING ACTIVITY			
Purchase of property, plant and equipment	5	(9,150.00)	(3,030.00)
Net cash used in investing activity		(9,150.00)	(3,030.00)
CASH FLOWS FROM FINANCING ACTIVITY			
Addition of members' medical welfare fund		33,590.00	-
Net cash generated from financing activity		33,590.00	-
Net increase in cash and cash equivalents		8,079.21	16,051.38
Cash and cash equivalents at beginning of the financial year		922,585.70	906,534.32
Cash and cash equivalents at end of the financial year		930,664.91	922,585.70
Cash and cash equivalents at end of the financial year:-			
Cash at banks		319,081.32	317,992.75
Cash in hand		543.03	951.70
Fixed deposits with licensed banks		611,040.56	603,641.25
		930,664.91	922,585.70

The accompanying notes form an integral part of the financial statements.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

1) GENERAL INFORMATION

The Association is incorporated under the Society Act, 1966 and its principal objectives are:

- a) to assist the Government to promote Tourist Trade.
- b) to facilitate the tour operators by providing them with qualified tourist guides for free-lance assignment.
- c) to collect from official and other reliable sources information useful to the Association and to conduct surveys, enquiries and to keep records calculated to promote directly or indirectly any aspect of the tourist industry and any of the objects of the Association.
- d) to provide free guiding services only, to Travel writers, social welfare workers, educationists and university students from overseas on official visits.
- e) to assist tourists in their requirements, purchase of goods, etc.
- f) to arrange for alliance or affiliation and to co-operate with any institution, association or society with objectives similar to those of this Association on such terms and conditions as may be in the interest of the Association.
- g) to assist in every way for the benefits of the tourist, the improvement of accomodation, catering, transport, entertainment and other relevant amenities in Malaysia.
- h) to promote international understanding, friendship and travel.
- i) to assist tourist guides to get experience in the field of guiding.
- j) to work for the improvement of the quality and reputation of the profession.

The principal place of business of the Association is located at No. 16-3, 3rd Floor, Persiaran Jubilee, Off Jalan Loke Yew, 55200 Kuala Lumpur, Wilayah Persekutuan, Malaysia.

2) BASIS OF PREPARATION

a) Basis of Accounting

The financial statements of the Association has been prepared in accordance with the rules of the Association, the provision of the Society Act, 1966, Malaysian Financial Reporting Standards ("MFRSs") in Malaysia and International Financial Reporting Standards ("IFRSs").

The financial statements of the Association have been prepared under the historical cost basis, unless otherwise stated in the individual policy statements set out below.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

2) BASIS OF PREPARATION (CONTINUED)

a) Basis of Accounting (continued)

The preparation of financial statements in conformity with MFRSs requires the Officers to make estimates and assumptions that affect the reported amounts of assets, liabilities, revenue and expenses and disclosure of contingent assets and contingent liabilities. In addition, the Officers are also required to exercise their judgement in the process of applying the accounting policies. The areas involving such judgements, estimates and assumptions are disclosed in Note 4 to the financial statements. Although these estimates and assumptions are based on the Officers' best knowledge of events and actions, actual results could differ from those estimates.

These financial statements are presented in Ringgit Malaysia ("RM"), which is the Association's functional currency. All financial information is presented in RM.

b) Changes in accounting policies

The Association has adopted the following amendments/improvements to MFRS that are mandatory for the current financial year:

- Amendment to MFRS 16 Leases (COVID-19 Related Rent Concessions)
- Amendments to MFRS 116 Property, Plant and Equipment (Property, Plant and Equipment - Proceeds before Intended Use)
- Amendments to MFRS 9 Financial Instruments, MFRS 139 Financial Instruments: Recognition and Measurement, MFRS 7 Financial Instruments: Disclosures, MFRS 4 Insurance Contracts and MFRS 16 Leases (Interest Rate Benchmark Reform – Phase 2)

The adoption of pronouncements did not have significant impact on the financial statements of the Association.

New MFRSs, amendments/improvements to MFRSs and new IC Interpretations ("IC INT") that have been issued, but yet to effective

Effective for annual periods beginning on or after 1 January 2022 with earlier application permitted

- Amendments to MFRS 1 First-time Adoption of Malaysian Financial Reporting Standards
- Amendments to MFRS 3 Business Combinations (Reference to the Conceptual Framework)
- Amendments to MFRS 116 Property, Plant and Equipment (Property, Plant and Equipment – Proceeds before Intended Use)
- Amendments to MFRS 137 Provisions, Contingent Liabilities and Contingent Assets (Onerous Contracts – Cost of Fulfilling a Contract)
- Amendments to MFRS 141 Agriculture
- Annual Improvement to MFRSs contained in the document entitled - Annual improvements to MFRS

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

2) BASIS OF PREPARATION (CONTINUED)

b) Changes in accounting policies (continued)

Effective for annual periods beginning on or after 1 January 2023 with earlier application permitted

- MFRS 17 Insurance Contracts
- Amendments to MFRS 4 Insurance Contracts - Extension of the Temporary Exemption from Applying MFRS 9
- Amendments to MFRS 17 Insurance Contracts
- Amendments to MFRS 101 Presentation of Financial Statements - Classification of Liabilities as Current or Non-current
- Amendments to MFRS 101 Presentation of Financial Statements - Disclosure of Accounting Policies
- Amendments to MFRS 108 Accounting Policies - Change in Accounting Estimates and Errors - Definition of Accounting Estimates
- Amendments to MFRS 112 Income Taxes - Deferred Tax related to Assets and Liabilities arising from a Single Transaction

Effective date yet to be determined by Malaysian Accounting Standards Board

- Amendments to MFRS10: Consolidated Financial Statements and MFRS128: Investments in Associates and Joint Venture - Sale of Contribution of Assets between and Investor and its Associate or Joint Venture

The Association are currently assessing the impact of the above pronouncements on the financial statements of the Association. The initial application of the abovementioned pronouncements are not expected to have any material impact to the financial statements of the Association.

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The accounting policies set out below have been applied consistently to the periods presented in the financial statements, unless otherwise stated.

a) Property, plant and equipment

All items of property, plant and equipment are initially measured at cost. The cost of an item of plant and equipment is recognised as an asset if, and only if, it is probable that future economic benefits associated with the item will flow to the Association and the cost of the item can be measured reliably.

Subsequent to recognition, property, plant and equipment is measured at cost less accumulated depreciation and accumulated impairment losses. When significant parts of property, plant and equipment are required to be replaced in intervals, the Association recognises such parts as individual assets with specific useful lives and depreciation, respectively. Likewise, when a major inspection is performed, its cost is recognised in the carrying amount of the plant and equipment as a replacement if the recognition criteria are satisfied. All other repair and maintenance costs are recognised in profit or loss as incurred.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

a) Property, plant and equipment (Continued)

Depreciation is calculated on a straight-line basis over the estimated useful lives of the assets as follows:

	Rate %
Air conditioner	15
Computer	25
Furniture and fittings	10
Leasehold land and building	2
Office equipment	10
Renovation, electrical and fittings	10
Signboard	20
Telecommunication equipment	15

The carrying values of property, plant and equipment are reviewed for impairment when events or changes in circumstances indicate that the carrying values may not be recoverable.

Depreciation on property, plant and equipment ceases at the earlier of derecognition and classification as held for sale. Depreciation on assets under construction commences when the assets are ready for their intended use.

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected from its use or disposal. Any gain or loss on derecognition of the asset is included in the profit or loss in the year the asset is derecognised.

The residual value, useful life and depreciation method are reviewed at each reporting date, and adjusted prospectively, if appropriate.

b) Impairment of non-financial assets

The Association assesses, at each reporting date, whether there is an indication that an asset may be impaired. If any indication exists, or when annual impairment testing for an asset is required, the Association estimates the asset's recoverable amount. An asset's recoverable amount is the higher of an asset's or cash-generating unit's ("CGU") fair value less costs to sell and its value in use. Recoverable amount is determined for an individual asset, unless the asset does not generate cash inflows that are largely independent of those from other assets or groups of assets. When the carrying amount of an asset or CGU exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

b) Impairment of non-financial assets (continued)

Impairment losses of continuing operations are recognised in the profit or loss in expense categories consistent with the function of the impaired asset, except for a property previously revalued when the revaluation was taken to other comprehensive income. In this case, the impairment is also recognised in other comprehensive income up to the amount of any previous revaluation.

For assets excluding deferred tax assets and inventories, an assessment is made at each reporting date to determine whether there is an indication that previously recognised impairment losses no longer exist or have decreased. If such indication exists, the Association estimates the asset's or CGU's recoverable amount. A previously recognised impairment loss is reversed only if there has been a change in the assumptions used to determine the asset's recoverable amount since the last impairment loss was recognised. The reversal is limited so that the carrying amount of the asset does not exceed its recoverable amount, nor exceed the carrying amount that would have been determined, net of depreciation, had no impairment loss been recognised for the asset in prior years. Such reversal is recognised in the profit or loss unless the asset is carried at a revalued amount, in which case, the reversal is treated as a revaluation increase.

c) Financial instruments

(i) Classification – financial assets

- a) those to be measured subsequently at fair value (either through other comprehensive income or through profit or loss), and
- b) those to be measured at amortised cost.

The Association reclassify debt investments when and only when its business model for managing those assets changes.

Recognition and derecognition – financial assets

Regular way purchases and sales of financial assets are recognised on trade date, the date on which the Association commit to purchase or sell the asset.

Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Association have transferred substantially all the risks and rewards of ownership.

Embedded derivatives in financial asset host contracts: The Association apply the classification and measurement of financial assets to the entire hybrid instrument for financial assets with embedded derivatives.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

c) Financial instruments (continued)

(i) Classification – financial assets (continued)

Measurement – financial assets

At initial recognition, the Association measure a financial asset at its fair value plus, in the case of a financial asset not at fair value through profit or loss ("FVTPL"), transaction costs that are directly attributable to the acquisition of the financial asset. Transaction costs of financial assets carried at FVTPL are expensed in profit or loss.

Financial assets with embedded derivatives are considered in their entirety when determining whether their cash flows are solely for payment of principal and interest ("SPPI").

a) Debt instruments

Subsequent measurement of debt instruments depends on the Association's business model for managing the asset and the cash flow characteristics of the asset. The Association classify its debt instruments under categories as per below.

- **Amortised cost**

Assets that are held for collection of contractual cash flows where those cash flows represent SPPI are measured at amortised cost. Interest income from these financial assets is included in finance income using the effective interest rate method. Any gain or loss arising on derecognition is recognised directly in profit or loss and presented in other gains/(losses) together with foreign exchange gains and losses. Impairment losses are presented as separate line item in the statement of comprehensive income.

- **Fair value through profit or loss**

Assets that do not meet the criteria for amortised cost or fair value through other comprehensive income ("FVOCI") are measured at FVTPL. The Association may also irrevocably designate financial assets at FVTPL if doing so significantly reduces or eliminates a mismatch created by assets and liabilities being measured on different bases. Fair value changes is recognised in profit or loss in the period which it arises.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

c) Financial instruments (continued)

(i) Classification – financial assets (continued)

Measurement – financial assets (continued)

a) Debt instruments (continued)

- Fair value through other comprehensive income

Assets that are held for collection of contractual cash flows and for selling the financial assets, where the assets' cash flows represent solely payments of principal and interest, are measured at FVOCI. Movements in the carrying amount are taken through other comprehensive income, except for the recognition of impairment gains or losses, interest revenue and foreign exchange gains and losses which are recognised in profit or loss. When the financial asset is derecognised, the cumulative gain or loss previously recognised in other comprehensive income is reclassified from equity to profit or loss. Interest income from these financial assets is included in finance income using the effective interest rate method. Foreign exchange gains and losses are recognised in profit or loss and impairment expenses are presented as separate line item in profit or loss.

b) Equity instruments

The Association subsequently measure all equity investments at fair value. Where the Association's management have elected to present fair value gains and losses on equity investments in other comprehensive income, there is no subsequent reclassification of fair value gains and losses to profit or loss following the derecognition of the investment.

Impairment losses (and reversal of impairment losses) on equity investments measured at FVOCI are not reported separately from other changes in fair value.

Dividends from such investments continue to be recognised in profit or loss as other income when the Association's right to receive payments is established.

Changes in the fair value of financial assets at FVTPL are recognised in the statement of comprehensive income as applicable.

Derecognition

A financial asset or part of it is derecognised when, and only when the contractual rights to the cash flows from the financial asset expire or control of the asset is not retained or substantially all of the risks and rewards of ownership of the financial asset are transferred to another party. On derecognition of a financial asset, the difference between the carrying amount and the sum of the consideration received (including any new asset obtained less any new liability assumed) and any cumulative gain or loss that had been recognised in equity is recognised in the profit or loss.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

c) Financial instruments (continued)

(ii) Classification – financial liabilities

Financial liabilities are recognised on the statement of financial position when, and only when, the Association becomes a party to the contractual provisions of the financial instrument.

All financial liabilities are recognised initially at fair value and, in the case of loans and borrowings and payables, net of directly attributable transaction costs.

Subsequent to initial recognition, all financial liabilities are measured at amortised cost using the effective finance method.

For financial liabilities measured at amortised cost, gains and losses are recognised in profit or loss when the liabilities are derecognised, and through the amortisation process.

For financial liabilities measured at FVTPL, gains or losses arising from changes in fair value are recognised in profit or loss within other gains/losses, net. Net gains or losses on derivatives include exchange differences.

A financial liability or a part of it is derecognised when, and only when, the obligation specified in the contract is discharged, cancelled or expired. On derecognition of a financial liability, the difference between the carrying amount of the financial liability extinguished or transferred to another party and the consideration paid, including any noncash assets transferred or liabilities assumed, is recognised in profit or loss.

(iii) Offsetting of financial instruments

Financial assets and financial liabilities are offset and the net amount is reported in the statements of financial position if there is a currently enforceable legal right to offset the recognised amounts and there is an intention to settle on a net basis, to realise the assets and settle the liabilities simultaneously.

d) Impairment of assets

The Association recognises an allowance for expected credit losses ("ECLs") for all debt instruments not held at fair value through profit loss and contract assets. ECLs are based on the difference between the contractual cash flows due in accordance with the contract and all the cash flows that the Association expects to receive, discounted at an approximation of the original effective interest rate.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

d) Impairment of assets (continued)

ECLs are recognised in two stages. For credit exposures for which there has not been a significant increase in credit risk since initial recognition, ECLs are provided for credit losses that result from default events that are possible within the next 12-months ("a 12-month ECL"). For those credit exposures for which there has been a significant increase in credit risk since initial recognition, a loss allowance is required for credit losses expected over the remaining life of the exposure, irrespective of the timing of the default ("a lifetime ECL").

For trade and other receivables and contract assets, the Association applies a simplified approach in calculating ECLs. Therefore, the Association does not track changes in credit risk, but instead recognises a loss allowance based on lifetime ECLs at each reporting date. The Association has established a provision matrix that is based on its historical credit loss experience. The Association considers forward-looking factors do not have significant impact to its credit risk given the nature of its industry and the amount of ECLs is insensitive to changes to forecast economic conditions.

The Association considers a financial asset in default when contractual payments are past due as at month end. However, in certain cases, the Association may also consider a financial asset to be in default when internal or external information indicates that the Association is unlikely to receive the outstanding contractual amounts in full before taking into account any credit enhancements held by the Association. A financial asset is written off when there is no reasonable expectation of recovering the contractual cash flows.

e) Fair value measurement

Fair value of an asset or a liability, except for share-based payment and lease transactions, is determined as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The measurement assumes that the transaction to sell the asset or transfer the liability takes place either in the principal market or in the absence of a principal market, in the most advantageous market.

For non-financial asset, the fair value measurement takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use or by selling it to another market participant that would use the asset in its highest and best use.

When measuring the fair value of an asset or a liability, the Association uses observable market data as far as possible. Fair value are categorised into different levels in a fair value hierarchy based on the input used in the valuation technique as follows:

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

e) Fair value measurement (continued)

Level 1: quoted prices (unadjusted) in active markets for identical assets or liabilities that the Group can access at the measurement date.

Level 2: inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.

Level 3: unobservable inputs for the asset or liability.

The Association recognises transfers between levels of the fair value hierarchy as of the date of the event or change in circumstances that caused the transfers.

f) Cash and cash equivalents

Cash and cash equivalents consist of cash and bank balances and deposits with banks and highly liquid investments which have an insignificant risk of changes in fair value with original maturities of three month or less, and are used by the Association in the management of their short term commitments. For the purpose of the statements of cash flows, cash and cash equivalents are presented net of bank overdrafts and pledged deposits.

g) Revenue recognition

Member fee is recognised on a received basis.

Interest income is recognised on a time proportion basis using the effective interest rate applicable. If the collectability of the interest income is in doubt, the recognition of interest income is deferred until prospect of collection becomes certain.

The other income are recognised when services are rendered on a received basis.

h) Employee benefits

i) Short term benefits

Wages, salaries, bonuses and social security contributions are recognised as an expense in the year in which the associated services are rendered by employees of the Association. Short term accumulating compensated absences such as paid annual leave are recognised when services are rendered by employees that increase their entitlement to future compensated absences. Short term non-accumulating compensated absences such as sick leave are recognised when the absences occur.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

h) Employee benefits (continued)

ii) Defined contribution plans

Defined contribution plans are post-employment benefit plans under which the Association pays fixed contributions into separate entities or funds and will have no legal or constructive obligation to pay further contributions if any of the fund do not hold sufficient assets to pay all employee benefits relating to employee services in the current and preceding financial years.

The Association participates in the national pension schemes as defined by the laws of the countries in which it has operations. The Association make contributions to the Employee Provident Fund in Malaysia, a defined contribution pension scheme. Contributions to defined contribution pension schemes are recognised as an expense in the period in which the related service is performed.

4) SIGNIFICANT ACCOUNTING JUDGEMENTS AND ESTIMATE

There were no significant judgements made in applying the accounting policies of the Association which may have significant effects on the amounts recognised in the financial statements.

Management makes key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

i) Depreciation of property, plant and equipment

The estimates of the residual values, useful lives and related depreciation charges for its property, plant and equipment is based on commercial and production factors which could change significantly as a result of technical innovations and competitors' actions in response to the market conditions.

The Association anticipates that the residual values of its property, plant and equipment will be insignificant. As a result, residual values have not been taken into consideration for the computation of depreciable amount.

Changes in the expected level of usage and technological development could impact the economic useful lives and the residual values of these assets, therefore future depreciation charges could be revised.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

5) PROPERTY, PLANT AND EQUIPMENT

	Balance at 01-01-2022 RM	Additions RM	Disposals RM	Balance at 31-12-2022 RM
<u>Cost</u>				
Air conditioner	25,050.00	2,750.00	-	27,800.00
Computer	47,602.90	6,400.00	-	54,002.90
Furniture and fittings	17,145.75	-	-	17,145.75
Leasehold land and building	175,000.00	-	-	175,000.00
Office equipment	48,270.90	-	-	48,270.90
Renovation, electrical and fittings	31,111.00	-	-	31,111.00
Signboard	1,450.00	-	-	1,450.00
Telecommunication equipment	4,489.00	-	-	4,489.00
	<u>350,119.55</u>	<u>9,150.00</u>	<u>-</u>	<u>359,269.55</u>

	Balance at 01-01-2022 RM	Depreciation charge RM	Disposals RM	Balance at 31-12-2022 RM
<u>Accumulated depreciation</u>				
Air conditioner	21,099.50	1,242.00	-	22,341.50
Computer	47,602.90	1,600.00	-	49,202.90
Furniture and fittings	15,274.75	416.00	-	15,690.75
Leasehold land and building	66,500.00	3,500.00	-	70,000.00
Office equipment	46,429.90	395.00	-	46,824.90
Renovation, electrical and fittings	31,111.00	-	-	31,111.00
Signboard	1,450.00	-	-	1,450.00
Telecommunication equipment	3,774.55	194.85	-	3,969.40
	<u>233,242.60</u>	<u>7,347.85</u>	<u>-</u>	<u>240,590.45</u>

	<u>Carrying Amount</u>		<u>Depreciation</u>	
	2022 RM	2021 RM	2022 RM	2021 RM
Air conditioner	5,458.50	3,950.50	1,242.00	829.50
Computer	4,800.00	-	1,600.00	1,122.50
Furniture and fittings	1,455.00	1,871.00	416.00	448.40
Leasehold land and building	105,000.00	108,500.00	3,500.00	3,500.00
Office equipment	1,446.00	1,841.00	395.00	604.80
Renovation, electrical and fittings	-	-	-	-
Signboard	-	-	-	-
Telecommunication equipment	519.60	714.45	194.85	194.85
	<u>118,679.10</u>	<u>116,876.95</u>	<u>7,347.85</u>	<u>6,700.05</u>

PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)

Registration No: 168 (Selangor)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022

(continued)

6) OTHER RECEIVABLES AND PREPAYMENTS

	2022 RM	2021 RM
Deposits	520.00	520.00
Prepayments	1,195.65	1,823.69
	<u>1,715.65</u>	<u>2,343.69</u>

7) FIXED DEPOSITS WITH LICENSED BANKS

	2022 RM	2021 RM
Fixed deposits with licensed banks	<u>611,040.56</u>	<u>603,641.25</u>

8) CASH AND BANK BALANCES

	2022 RM	2021 RM
Cash in hand	543.03	951.70
Cash at banks	319,081.32	317,992.75
	<u>319,624.35</u>	<u>318,944.45</u>

9) OTHER PAYABLES AND ACCRUALS

	2022 RM	2021 RM
Other payables	163,907.00	135,895.00
Accruals	6,428.11	3,417.43
	<u>170,335.11</u>	<u>139,312.43</u>

10) GENERAL FUND

	2022 RM	2021 RM
At beginning of the financial year	644,100.09	724,551.81
Less: Surplus of 2020 allocated to medical welfare	-	(5,547.00)
Add: Deficit during the financial year	(72,317.43)	(74,739.69)
Less: Taxation	(46.93)	(165.03)
At end of the financial year	<u>571,735.73</u>	<u>644,100.09</u>

11) BUILDING FUND

	2022 RM	2021 RM
At beginning/end of the financial year	<u>57,082.00</u>	<u>57,082.00</u>

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

12) MEMBERS' MEDICAL WELFARE FUND

	2022 RM	2021 RM
At beginning of the financial year	28,568.93	23,021.93
Fund received during the financial year	33,590.00	5,547.00
At end of the financial year	<u>62,158.93</u>	<u>28,568.93</u>

13) TAXATION

	2022 RM	2021 RM
Malaysian taxation based on profit for the financial year	150.00	150.00
(Over)/under provision of taxation in prior financial year	(103.07)	15.03
	<u>46.93</u>	<u>165.03</u>

14) FINANCIAL INSTRUMENTS

The following table analyses the financial assets and financial liabilities of the Association by the classes and categories of financial instruments to which they are assigned, and therefore by the measurement basis:

	At amortised cost	
	2022 RM	2021 RM
<u>Financial assets</u>		
Fixed deposits with licensed banks	611,040.56	603,641.25
Cash and bank balances	319,624.35	318,944.45
	<u>930,664.91</u>	<u>922,585.70</u>
<u>Financial liability</u>		
Other payables	163,907.00	135,895.00

Financial risk management

The Association's financial risk management policy is to ensure that adequate financial resources are available for the development of the Association's operations whilst managing its financial risks, including liquidity risk and market risk.

Credit risk

Credit risk is the risk of a financial loss to the Association if a counterparty of a financial asset fails to meet its contractual obligations. The Association's exposure to credit risk arises mainly from receivables from customers.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

(continued)

14) FINANCIAL INSTRUMENTS (CONTINUED)

Financial risk management (continued)

Credit risk (continued)

Management has a credit policy in place and the exposure to credit risk is monitored on an ongoing basis through the review of trade receivables ageing. At reporting date, there were no significant concentration of credit risk.

The maximum exposure to credit risk for the Association is the carrying amount of the financial assets shown in the statements of financial position.

Fair value of financial instruments

The carrying amounts of financial assets and liabilities of the Association at the reporting date approximate their fair values due to their short-term nature and insignificant impact of discounting.

Fair value hierarchy

No fair value hierarchy has been disclosed as the Association do not have any financial instruments measured at fair value.



PROPOSED AMENDMENTS TO KLTGA CONSTITUTION FOR MEMBERS DECISION

PROPOSED AMMENDMENTS TO KUALA LUMPUR TOURIST GUIDES' ASSOCIATION

CONSTITUTION & BYLAWS

<u>PRESENT CONSTITUTION</u>	<u>PROPOSED AMENDMENTS</u>
<p>1. NAME</p> <p>The name of the Association shall be the "Kuala Lumpur Tourist Guides' Association" (hereinafter called "the Association").</p> <p style="text-align: center;"><u>(Unchanged)</u></p>	<p>1. NAME</p> <p>The name of the Association shall be the "Kuala Lumpur Tourist Guides' Association" (hereinafter called "the Association".)</p>
<p>2. REGISTERED OFFICE</p> <p>The registered place of business of the Association shall be at No.16-3 (Third Floor), Persiaran Jubilee, Off Jalan Loke Yew, 55200 Kuala Lumpur. The registered place of business of the Association shall not be changed without the prior approval of the Registrar of Societies.</p> <p style="text-align: center;"><u>(Unchanged)</u></p>	<p>2. REGISTERED OFFICE</p> <p>The registered place of business of the Association shall be at No.16-3 (Third Floor), Persiaran Jubilee, Off Jalan Loke Yew, 55200 Kuala Lumpur. The registered place of business of the Association shall not be changed without the prior approval of the Registrar of Societies.</p>
<p>DEFINITION (NEW)</p>	<p>3. DEFINITION (NEW)</p> <p>3.1 Unless otherwise stated, the words stated below shall be interpreted as follows:-</p> <ul style="list-style-type: none">a) AGM - means the Annual General Meeting of the Associationb) Association – means Kuala Lumpur Tourist Guide’s Association KLTGA (Persatuan Pemandu-Pemandu Pelangong Kuala Lumpur)c) Association Communication Channel – means The Association’s official, digital or printed broadcast method(s).

- d) **By-Laws** - means Rule and Regulation made by the Association to govern the actions and affairs of its members, amongst members and with the Association.
- e) **Complainant** refers to a member who lodges a complaint against any other member or members of the Association with the Discipline & Ethics Committee (DEC)
- f) **Constitution** – means this Constitution of the Association which embodies the structural and fundamental principle of rules and bye-laws which regulates the function of Association and the rights of the members
- g) **Council** - means the Malaysian Tourist Guide Council
- h) **DEC**– means Discipline & Ethics Committee elected by the Association at the Annual General Meeting
- i) **EGM** - means the Extraordinary General Meeting of the Association
- j) **EXCO** – means the elected or appointed Executive Committee members of the Association
- k) **KLTGA Beneficial Scheme (KBS)**– includes members benefit scheme established by the Association funded by the Per Capita Dues decided and fixed from time to time by the members at the General Meeting and paid by the members who are eligible to participate in the scheme the Group Personal Accident insurance scheme and other welfare programs funded by the contribution by the members which are established by the Association or which are established by the Council and which the Association supports and subscribes for the benefit of the members and their/ beneficiaries

- l) **Laws** - means all/or any statutes, legislation, rules, regulations, by-laws, Ministerial Orders or directives and/or other or subsidiary legislation of Malaysia.
- m) **Members** – means a member in benefit of the Association who has been admitted to any one of the following categories of membership -Ordinary Member, Life Member, Associate Member, Trade Member and Honorary Member
- n) **Member in benefit** – means members who has paid in full the applicable Annual Membership fee for the year and contribution to the KLTGA Beneficial Scheme and possess a valid Tourist Guide License issued by the Ministry of Tourism
- o) **Ministry of Tourism** – means the government ministry established by the federal government in Malaysia and headed by a Cabinet Minister or any other government official whose portfolio covers all matters related to the domestic and foreign tourism sectors in Malaysia
- p) **NCC** – means Nomination Clearance Committee
- q) **Nomination** – means the process involved in supporting and selecting eligible candidate(s) /member(s) to contest in an election to hold office in the Association.
- r) **Respondent** – refers to a member who is the subject of a complaint made by a Complainant to the DEC
- s) **Senior Member** – means a member of any category of membership who has been a member of the Association for a continuous period of 120 months since admission to membership
- t) **shall** – means a duty imposed on a member / executive committee to perform certain task(s) and the execution of that task is mandatory

<p>3. OBJECTS</p> <p>3.1. The object of the Association shall be</p> <p>3.1.1 To Assist the Government to promote Tourist Trade</p> <p>3.1.2 To facilitate and assist tour operators and/or any customer by providing them with qualified/licensed Tourist Guides for freelance assignments.</p> <p>3.1.3 To collect, from official and other reliable sources, information useful to the Association and its members, and to conduct surveys, enquiries, and keep records calculated to promote directly or indirectly any aspect of the tourism industry and any of the objects of the Association.</p> <p>3.1.4 To provide complimentary guiding services to travel writers, social welfare workers, educationists and university students from overseas on official visits, or any other relevant tourists on a case-by-case basis where the EXCO of the Association shall consider as appropriate from time to time.</p> <p>3.1.5 To assist tourists in their requirements during the tour, such as purchase of goods.</p> <p>3.1.6 To arrange for alliance or affiliation and to co-operate with any institution, association or society with objects similar to those of this Association on such terms and conditions as may be in the interest of the Association and its members.</p> <p>3.1.7 To assist in any way possible, and for the benefits of the tourist, the improvement of accommodation, catering, transport, entertainment and other relevant amenities in Malaysia.</p>	<p>4. OBJECTIVES</p> <p>4.1 The objectives of the Association are</p> <p>4.1.1 To promote, advance and protect the general welfare and interests of the members.</p> <p>4.1.2 To promote understanding and fellowship amongst all members.</p> <p>4.1.3 To provide professional training to ensure members are continuously learning and obtaining latest industry news and development, and to strengthen the tourist guide's knowledge of tourist guides in term of Malaysian history and its development, cultural heritage, place of interest, the safety and wellbeing of tourist and other matters about Malaysia and the world which would improve the quality and value of service provided by the tourist guides.</p> <p>4.1.4 To assist Tourist Guides to gather more experience and knowledge in the field of guiding by organizing seminar and workshop and providing information on other related courses, seminars, conventions and conferences organized by other tourism related agencies</p> <p>4.1.5 To strive to improve the image, quality and reputation of the members as a tourist guides and the tourist guide profession as well as to promote gender equality in the tourist guiding profession</p> <p>4.1.6 To assist the Government and the tour operator to promote the growth of domestic and inbound tourism.</p> <p>4.1.7 To facilitate and assist legally licensed tour operators and/or any other authorized customers or company by providing them with legally licensed tourist guides for freelance or full-time assignments.</p>

3.1.8 To promote international understanding, friendship and travel.

3.1.9 To assist Tourist Guides to get experience in the field of guiding.

3.1.10 To work for the improvement of the quality and reputation of the Tourist Guides' profession.

3.1.11 To represent all Tourist Guides of the Association in liaison with the Malaysian Tourist Guides Council (hereinafter referred to as "the Council"), all other governmental departments and non-governmental organizations pertaining to the tourist guiding profession and all aspects of tourism.

3.1.12 To assist and coordinate in organizing Tourist Guides' training courses in conjunction with the Ministry of Tourism, Arts & Culture, Malaysia (or its successors- in-title) and/or the Council.

3.1.13 To organize any conference, convention, exposition, seminar, Tourist Guides training course or tourism related educational programme either on its own or in conjunction with the Council, other governmental departments and non- governmental organizations.

3.1.14 To coordinate and discuss with the Council, the Ministry of Tourism, Malaysia (or its successors-in-title), other governmental departments and non-governmental organizations on the resolutions passed at any conference, convention or seminar.

3.1.15 To discuss and resolve with the Council, the Ministry of Tourism (or its successors-in-title), other governmental departments and non-governmental organizations on all aspects of the tourist guiding profession and the tourism industry.

3.2 The Association shall not in any way engage or attempt to engage in Trade Union activities as defined in the Trade Union Ordinance 1959

4.1.8 To transmit and disseminate to members useful information collected from official or other reliable and accredited sources related to the members, association or the tourism industry to keep the members posted about the latest development that may have a bearing or related to their profession or the tourism trade.

4.1.9 To provide complimentary guiding services to travel writers, social welfare workers, educationists, government agencies, foreign university students on study-visits or any other selected tourists at the discretion of the EXCO .

4.1.10 To affiliate and to co-operate with any institution, association or society sharing similar objectives with the Association on such terms and conditions that may be beneficial to the Association and its members.

4.1.11 To act as a catalyst in promoting tourism by encouraging and influencing members to develop international communication with tourists that may increase tourist arrival, international understanding and the fostering of friendship

4.1.12 To liaise with the Malaysian Tourist Guides Council or any other governmental or non-governmental body to pursue essential matters pertaining to the tourist guides, tourist guide profession and all aspects of tourism related matter with the relevant governmental departments and non-governmental organizations

4.1.13 To assist and to coordinate in the organization of the Malaysian tourist guides training course in conjunction with the requirement of Ministry of Tourism.

4.1.14 To discuss, resolve and coordinate with the Council, the Ministry of Tourism (or its successors-in-title), other governmental departments and non-governmental organizations on the resolutions passed at any conference, convention or seminar and on all other relevant matters associated with the tourist guiding profession and the tourism industry.

4. MEMBERSHIP

4.1 The Association shall have four (4) categories of membership as follows:

4.1.1. Honorary Member : Conferred by the EXCO to those persons who have rendered outstanding services to the Association. Honorary members shall have no voting rights.

4.1.2 Ordinary Member : Those who have undergone a course by any registered training institute licensed by the relevant Malaysian Government Department, and duly issued a valid Tourist Guide license by the Ministry of Tourism, Arts & Culture (or its successors-in-title)

4.1.3 Associate Member

a. Those persons or businesses that are EITHER

i. "Trade Associate Member" which is duly registered firms/companies in tourism related businesses OR

ii. "Individual Associate Member" who are persons who subscribes to the objects of the Association as stated herein.

b. Associate Member shall have no voting rights nor can serve in the EXCO of the Association but shall enjoy all other privileges as an Ordinary Member.

4.1.4 Life Member : An Ordinary Member having at least TEN (10) years continuous membership in the Association) shall be eligible to apply and shall have the same privileges as an Ordinary Member.

5. MEMBERSHIP

5.1 The Association shall have four (4) categories of membership as follows:

5.1.1 Honorary Member : This category of membership is conferred by the Association to those persons who have rendered outstanding services to the Association. Honorary members shall have no voting rights.

5.1.2 Provisional member : This category of membership is open to any person who is referred to and possesses an authorization letter from the Ministry of Tourism. A provisional member may attend the AGM/EGM but shall have no voting rights and cannot hold office in the association.

5.1.3 Ordinary Member : This category of membership is open to a Provisional member who possesses a valid tourist Guide License issued by the Ministry of Tourism and has attended the KLTGA orientation program within one year of joining as a Provisional member and who has completed one year of membership as a Provisional member. An ordinary member shall have full membership benefit including voting rights at the General Meeting of the association.

5.1.4 Associate Member

a) There shall be two sub-categories of Associate members namely

i. "Trade Associate Member" which is a duly registered entities in tourism related businesses OR

ii. "Individual Associate Member" who is an individual who subscribes to the objective of the Association as stated herein.

b) Associate Member shall have no voting rights and will not serve in the EXCO of the Association but shall be entitled to all other privileges of an Ordinary Member.

c)

4.2 MEMBERSHIP APPLICATION

4.2.1 All applications must be made on the Association's official forms, duly completed and signed by the individual (for Ordinary, Individual Associate and Life membership) or the representative of the organization concerned (for Trade Associate membership).

4.2.2 All supporting documents required for each category of membership must also be submitted together with the application forms.

4.3 DECISION ON MEMBERSHIP APPLICATIONS

4.3.1 The EXCO of the Association shall be entitled to refuse to accept or reject any application to become a member and is not obliged to provide any reason for such decision.

4.3.2 When such decision is made, all monies paid at the time of membership application by the applicant will be duly refunded on return of the original receipt(s) issued by the Association.

4.3.3 Concurrently, in the case of Ordinary and Active Life memberships not approved, the Association will inform the Ministry of Tourism, Arts & Culture Malaysia (or its successor-in-title) on the decision(s) made on such membership application(s).

5.1.5 Life Member : An Ordinary Member who has maintained TEN years continuous membership with the Association is eligible to apply to be a Life Member and upon acceptance as a Life Member shall have the same privileges as an Ordinary Member.

5.2 MEMBERSHIP APPLICATION

5.2.1 An application (for membership) shall be made on the Association's official membership application forms. This application form shall be duly completed and signed by the individual applying for the membership (for Ordinary, Individual Associate and Life membership) or the representative of the entity applying (for Trade Associate membership) and the application shall be supported by two members as proposers who is not a provisional member whose names, membership numbers and signatures shall appear on the application form.

5.2.2 All supporting documents either in the form of hard or soft copy as required for each category of membership must also be submitted together with the application forms.

5.3 DECISION ON MEMBERSHIP APPLICATIONS

5.3.1 The EXCO of the Association may accept or reject any application for membership with the Association to become a member and is not obliged to provide any reason for such decision.

5.3.2 When an application is rejected, all monies paid at the time of membership application by the applicant will be duly refunded upon return of the original receipt(s) issued by the Association to the applicant.

5.3.3 In the case of rejection or non-acceptance non-approval of Ordinary or Life membership, the Association shall inform the Ministry of Tourism the decision(s) made on such membership application(s).

4.4 MEMBERSHIP UPDATE

It shall be the duty of each member, to notify in writing to the Hon. Secretary of the Association as soon as possible of any changes of his/her status, postal/ mailing address(es), contact details, and his/her beneficiary(ies).

5. SUBSCRIPTION, MEMBERSHIP RENEWAL, MTGC FEE (Per Capita Due & ORIENTATION PROGRAMME

5.1 Every Ordinary and Associate member shall pay a subscription to the Association, the amount of which shall be fixed by the members during a General Meeting.

5.2 Unless otherwise revised and determined by the members at a General Meeting, the subscription shall be as follows:

5.2.1 Ordinary Member

- a. Annual Membership fee: RM60.00
- b. Entrance Fee: RM30.00*
- c. Orientation Fee: RM30.00*
(* Payable for the first year of applying to join/re-join the Association)

d. Per Capita Dues

- i. In addition to Annual Membership fee, each Ordinary member shall pay an annual amount of RM50.00 'Per Capita Dues' (hereinafter referred to as 'PCD') to the Association for onward submission to the Council for such year.
- ii.
- iii. This annual PCD amount is subject to revision by the Council. and the revised amount is any, will only apply for membership renewal from the subsequent year.
- iv. The Association will give members sufficient advance notice on the revised PCD payable renewal.

5.4 MEMBERSHIP UPDATE

It shall be the duty of each member, to notify in writing to the Hon. Secretary of the Association as soon as possible of any changes of his/her status, postal/ mailing address(es), contact details, and his/her beneficiary(ies).

6. SUBSCRIPTION

6.1 Every applicant for membership or Ordinary or Associate Member as the case may be shall pay the applicable subscription prescribed in this constitution (which comprises of Entrance Fee, Annual Membership Fee or One Time Life Member fee, as well as Orientation Fee) to the Association, the amount of which shall be decided by the members during a General Meeting and approved by the Registrar of Societies.

6.2 Unless otherwise revised and determined by the members at a General Meeting and duly amended in this constitution the subscription shall be as follows:

6.2.1 Ordinary Member

- a) Annual Membership fee: RM60.00
- b) Entrance Fee: RM30.00
- c) Orientation Fee: RM30.00

6.2.2 Individual Associate Member

- a) Annual Membership Fee: RM60.00
- b) Entrance Fee: RM50.00

6.2.3 Trade Associate Member

- a) Annual Membership Fee: RM250.00
- b) Entrance Fee: RM100.00

6.2.4 Life Member

One-time payment: RM5,000.00

v. Due to the Covid19 Pandemic which impacted the global tourism industry and resulted in severe loss of employment opportunities for Tourist Guides, annual membership fee is revised to RM50.00 for the year 2021 and 2022 only

5.2.2 Individual Associate Member

- a. Annual Membership Fee: RM60.00
- b. Entrance Fee: RM50.00*

(*Payable for that particular year of applying to join/re-joining the Association)

5.2.3 Trade Associate Member

- a. Annual Membership Fee: RM250.00
- b. Entrance Fee: RM100.00*

(* Payable at the time of applying to join/re-join the Association)

5.2.4 Life Member

One-time payment: RM5,000.00

5.3 PCD FOR ACTIVE LIFE MEMBERS

5.3.1 Apart from the one-time payment of Ringgit Malaysia Five Thousand (RM5,000.00) as stated in Clause 5.2.4 above, every ACTIVE LIFE member (in possession of a valid Tourist Guide License) shall pay to the Association the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association, where applicable, as well as prevailing PCD amount for onward submission to the Council for such year

5.3.2 This annual PCD amount is subject to revision by the Council and the revised amount, if any, will only apply for payment of the subsequent year of Life Membership.

5.3.3 The Association shall strive to give its members advanced notice of the revised PCD payable for the subsequent year.

6.2.5 All application for rejoining as a member of the Association will be treated as a new application and the applicant will have to pay the required membership and entrance fee accordingly.

7. KLTGA BENEFICIAL SCHEME (KBS)

7.1 In addition to applicable Annual Membership fee, each Ordinary member and Life Member shall contribute

7.1.1 An annual amount of RM50.00 'Per Capita Dues' (hereinafter referred to as KLTGA Beneficial Scheme) to the Association.

7.1.2. This annual KLTGA Beneficial Scheme contribution amount is subject to revision by the Council.

7.1.3 The Association will give members reasonable advance notice on the revised payable amount towards the KLTGA Beneficial Scheme

7.1.4 The contribution payment towards the KLTGA Beneficial Scheme will cumulate as the total payable amount of a member towards the Annual Membership fee.

5.4 MEMBERSHIP RENEWAL & PER CAPITA DUES (PCD)

5.4.1 It shall be the duty of Ordinary and Associate member to see that his/her Annual Membership fees and, where applicable, PCD are paid up-to-date and that an official receipt for such payments is obtained from the Association.

5.4.2 Likewise, Active Life Members are required to pay the annual PCD and, where applicable, the stipulated amount for the Annual Group Personal Accident Insurance coverage arranged by the Association, to continue their membership with the Association.

5.4.3. The due date for the Annual Membership renewal and, where applicable, PCD shall be on 31st December of every year.

5.4.4 A 7-day grace period after 31st December of the year is allowed for Annual Membership renewal and, where applicable together with PCD payment.

5.4.5 Any non-renewal of Annual Membership, and where applicable non-payment of PCD after 7th January of every year would automatically terminate its membership, unless the member or defaulter shall satisfy the Association's EXCO that the delay in payment was due to a very reasonable cause.

5.4.6 The responsibility for keeping payments of the Annual Membership and/or any other dues up-to-date shall rest with the membership and not with the Association.

5.5.ORIENTATION PROGRAMME

- 5.5.1. All 'Ordinary Member' applicants must attend the Association's Orientation Programme within 12 months of joining the Association.
- 5.5.2. An Ordinary Member who fails to attend the Association's Orientation Programme within this period will not be allowed to renew his/her membership.

7.1.5 Besides the one-time payment of Ringgit Malaysia Five Thousand (RM5,000.00) as subscription as stated in Clause 6.2.4, eligible Life member (in possession of a valid Tourist Guide License) shall contribute annually towards the KLTGA Beneficial Scheme the amount fixed by the Council as the “Per Capita Dues”

8. MEMBERSHIP RENEWAL

8.1 Every member regardless of category shall ensure that his/her stipulated Annual Membership fees together with the payment to KLTGA Beneficial Scheme are paid as mentioned under sub-section 6 and 7 and that an official receipt for such payments is obtained from the Association.

8.2 The due date for the payment of Annual Membership Fee and/or contribution to KLTGA Beneficial Scheme shall be on 31st December of the preceding year.

5.6.MEMBERSHIP RE-APPLICATION

5.6.1 An application to renew lapsed Ordinary, Associate and Life membership is subject to the same terms as a new application for membership. Payments of an Entrance Fee, Annual Membership Fee and where applicable, the PCD, and Orientation Fee is required.

5.6.2 Active Life Members who fail to pay by 7th January of every year the annual PCD, and where applicable, the stipulated amount for the Annual Group Personal Accident Insurance coverage arranged by the Association, will only be allowed to re-apply as Ordinary member, subject to terms and conditions of Ordinary member application

5.6.3 The EXCO of the Association shall be entitled to refuse to accept or reject any re-application to become a member and is not obliged to provide any reason for such decision made. When such decision is made, all monies paid by the applicant will be duly refunded on return of the original receipts issued by the Association. If the original receipts are not returned, these documents will be voided, and in the case of unapproved Ordinary and/or Active Life membership applications, the Association shall officially inform the Tourist Guide License issuing authority regarding the applicant's membership status with the Association

8.3 Members shall be given a grace period of 7 (seven) days after 31st December of the previous year to settle payment of Annual Membership subscription and/or KLTGA Beneficial Scheme contribution.

8.4 Any delay or non-payment of Annual Membership Fee and/or the KLTGA Beneficial Scheme contribution by a member, shall cause his or her membership with the Association to be automatically terminated.

8.5 It will be the absolute duty and responsibility of the member to maintain timely payment of all dues to the Association

9. ORIENTATION PROGRAMME

9.1 All new Ordinary Membership shall attend the Association's Orientation Program within 12 months from the date of joining the Association.

9.2 An Ordinary Member who fails to attend the Association's Orientation Program within the period as stipulated in section 9.1 shall be liable his/her membership to be revoked forthwith.

9.3 All person who is readmitted to any category of membership with then Association shall attend the Orientation Program

10. MEMBERSHIP RE-APPLICATION

10.1 An application to renew any category of membership that had lapsed due to failure to renew membership as stipulated in section 8 will be treated as a new application for the respective category of membership to the Association.

6. REFUSAL, SUSPENSION, TERMINATION OR RESIGNATION OF MEMBERS

6.1 The EXCO shall suspend or terminate any membership with reasonable ground; provided such suspension or termination of the membership shall be first dealt with in accordance with the provisions of Clause 11 hereunder.

6.2 Any member being suspended shall be barred from taking part in any event under the control of the Association or the Council during the period of suspension.

6.3 Any member may resign from the Association at any time by giving one (1) month's official notice in writing. For this purpose, official notice is defined as letters or e-mails only. There shall be no refunds to the member of any subscriptions or other payments made for the balance of the year upon withdrawal was issued to the Association

10.2 Life Members who fail to pay the stipulated amount of contribution to the KLTGA Beneficial Scheme by 7th January of each year or upon the date determined by the EXCO and does not possess a valid Tourist Guide License issued by the Ministry of Tourism will remain as a member but will not be entitled to hold office or seek election shall not be entitled to vote at the Annual General Meeting.

10.3 The EXCO shall be entitled to either accept or reject any application for renewal of membership and is not obliged to provide any explanation for the decision. All monies paid by the applicant for the renewal will only be duly refunded upon return of the original receipts issued by the Association. The Association shall officially notify the Tourist Guide Licensing department regarding the applicant's membership status with the Association

11. SUSPENSION, TERMINATION AND RESIGNATION OF MEMBERS

11.1 The EXCO may suspend or revoke the membership of any member who is of the opinion that the members had breached the provision of the by-laws or has done or conducted an act that is injurious to the association or its reputation. Such act of suspension or revocation of the membership shall be first dealt with in accordance with the provisions of Clause 16 hereunder.

11.2 Any member whose membership has been revoked or otherwise remains suspended shall be barred from taking part in any event (except training courses) conducted by the Association and shall be suspended from any office the said members hold in the Association or in the Council

11.3 Any member may resign as a member with the Association at any time by giving one (1) month's official notice in writing. The resigning member shall not be entitled for any refund of any fees or any other payment or contribution made by him or her to the Association for the year for which the subscription or payment or contribution was made.

7. FINANCE

7.1 The Financial Year of the Association shall be from 1st January to 31st December of each year.

7.2 The funds of the Association shall be derived from:

7.2.1. Membership subscriptions.

7.2.2. Donations and grants.

7.2.3. Organizing training courses, events and activities.

7.2.4. Miscellaneous Collection

7.3 Expenditure:

7.3.1 Any expenditure to be incurred above Ringgit Malaysia Five Thousand (RM5,000.00) and not exceeding Ringgit Malaysia

Thirty Thousand (RM30,000.00) should first have the approval of the Executive Committee

7.3.2 For any expenditure above Ringgit Malaysia Thirty Thousand (RM30,000.00) the Executive Committee shall get the approval of its members at the General Meeting

7.4 The Executive Committee must cause accounts to be kept of all sums of money received and expended by the Association and the matters in respect of which such receipt and expenditure take place.

7.5 At the Annual General Meeting held each year, the Executive Committee must table before the members the Association's Annual Financial Report comprising of a Balance Sheet and Income & Expenditure Account for the Financial Year from 1st January to the 31st December of the preceding year

7.6 The association Annual Financial Report shall be signed by the Hon. Chairman, Hon. Secretary and the Hon. Treasurer

12. FINANCE

12.1 The Financial Year of the Association shall be from 1st January to 31st December of each year.

12.2 The funds of the Association shall be derived from:

12.2.1. Membership subscriptions.

12.2.2. Donations and grants.

12.2.3. Income from training courses, events and activities.

12.2.4. Income from sales of souvenirs, books and other members essentials

12.3 Expenditure:

12.3.1 All non-operational expenditure to be incurred above Ringgit Malaysia RM5,000.00 (Five Thousand) and not exceeding RM30,000.00 (Ringgit Malaysia Thirty Thousand) should first have the approval of the EXCO

12.3.2 The EXCO must seek approval from the members at the General Meeting for any non-operational expenditure above RM30,000.00 (Ringgit Malaysia Thirty Thousand)

12.4. The EXCO must at all time maintain proper account of all sum of money received and expended on behalf of the Association and keep proper record on all such receipts and expenditures.

12.5 The EXCO shall keep proper accounts as stipulated in clause 12.4 above and shall lay before the members at the Annual General Meeting the audited Balance Sheet, Income and Expenditure Account together with statement of receipt and payments made up to the 31st December in the preceding year.

7.7 Every such Annual Finance Report shall be audited by a licensed Auditor or Firm of Auditors appointed by the members at the Annual General Meeting and the Auditor's report must be annexed to every Annual Finance Report

7.8 Every such Annual Finance Report must be accompanied by a report of the Hon. Treasurer as to the financial status and condition of the Association.

7.9 In addition to the Annual Financial Report, the Executive Committee shall prepare the Association Annual Income and Expenditure forecast for the current year and table it at the General Meeting

7.10. The books of accounts shall be kept at the Registered Office of the Association or the office of any agent who undertake the making-up

7.11. The funds of the Association will be under the control of the Executive Committee who will cause an account to be opened with a Bank/s in Kuala Lumpur into which all monies belonging to the Association shall be paid.

7.12 Cheque signatories - All cheques draw on the said account in clause 7.11 above shall be signed by the following :

12.6 At the Annual General Meeting held each year, the EXCO must table before the members the following:-

12.6.1 Association's Annual Finance Report comprising a Balance Sheet and Income & Expenditure Account for the Financial Year from 1 January to the 31st December of the preceding year as follows :

- a) Annual Finance Report which has been audited by a licensed Auditor or Firm of Auditors appointed by the members at the Annual General Meeting and the Auditor's report must be annexed to every Annual Finance Report
- b) A report of the Hon. Treasurer as to the financial status of the Association.

12.6.2 Association's Annual Budget shall consist of the proposed income & expenditure for the coming year

12.7. Both items 12.6.1 (Annual Financial Report) & 12.6.2 (Annual Budget) must be approved by the EXCO and be signed by the Hon. Chairman, Hon. Secretary and Hon. Treasurer.

12.8. The books of accounts are to be kept at the Registered Office of the Association

12.9. The funds of the Association will be under the control of the EXCO who will cause account/accounts to be opened with one or more licensed recognized Bank/s in Kuala Lumpur into which all monies belonging to the Association shall be deposited.

12.10. CHEQR SIGNATORIES

12.10.1. All cheques drawn on any of the Association's said bank account in Clause 12.9. above must be signed by the following:

7.12.1 Any cheque up to Ringgit Malaysia Twenty Thousand (RM20,000.00) - to be signed by the Hon. Treasurer and countersigned by either the Hon. Chairman or Hon. Secretary.

7.12.2 Any cheque above Ringgit Malaysia Twenty Thousand (RM20,000.00) - to be signed by three signatories namely, Hon. Chairman, Hon. Treasurer and Hon. Secretary.

8. PATRONS

On the recommendation of the Executive Committee Members, the Association may appoint Patrons, persons who are not members of the Association but who are in support of the objects of the Association and desire to support it financially or otherwise.

9. ADVISORY BOARD

9.1 The General Meeting may propose advisors to the Association that shall consist of the immediate Past Chairman of the Association and a minimum of Two (2) or up to a maximum of Four (4) other senior members of good character with continuous membership in the Association and good reputation to be advisors to the Association (request to delete). Members proposed to serve on this Advisory Board must be physically present at the Annual General Meeting to accept/decline this position offered.

9.2 This appointment shall be for a tenure of Three (3) years from the date of Annual General Meeting or until the election of the next EXCO, whichever period comes first, and it does not include a monthly stipend. Subsequently if a vacancy arises during the said period, such a vacancy shall be filled at the next Annual General Meeting.

a. Any cheque up to Ringgit Malaysia Twenty Thousand (RM20,000.00) – shall be signed by the Hon. Treasurer and countersigned by either the Hon. Chairman or Hon. Secretary.

b. Any cheque above Ringgit Malaysia Twenty Thousand (RM20,000.00) – shall be signed by three signatories namely, Hon. Chairman, Hon. Treasurer and Hon. Secretary.

13. PATRONS

On the recommendation of the EXCO, the members of the General Meeting may appoint any influential person from the Tourism Industry as Patron(s) who is not a member of the Association but who supports the objectives of the Association and desire to provide creditable support for the growth and development of the Association.

14. ADVISORY BOARD

14.1. The General Meeting shall propose members to the Association's Advisors Board made up of the Immediate Past Chairman, Former Chairman or other senior members of the Association of good character and reputation.

14.2. The Advisory Board shall comprise of a minimum of three persons or a maximum of five persons

14.3. Members who are proposed to serve on this Advisory Board shall be physically present at the Annual General Meeting to accept/decline the proposed and offered position to the Advisory Board

14.4. Members of the Advisory Board shall serve as Advisors to the EXCO concurrently with the tenure of the elected EXCO.

9.3 The Advisory Board shall support the Association and members in deliberating and providing its recommendations for the Executive Committee to decide on all appeals from members as stated in Clause 11.10 below. Such deliberation shall be by either three (3) or five (5) members from the Advisory Board for a majority decision and recommendation to the Executive Committee

GENERAL MEETING CHAIRMAN (NEW.....)

10. EXECUTIVE COMMITTEE

10.1 Structure – The Executive Committee shall consist of fifteen (15) elected members made up of :

- One (1) Hon. Chairman (Principle Office Bearer)
- One (1) Vice Chairman I (Principle Office Bearer)
- One (1) Vice. Chairman II (Principle Office Bearer)
- One (1) Hon. Secretary (Principle Office Bearer)
- One (1) Hon. Treasurer (Principle Office Bearer)
- One (1) Deputy Secretary

14.5. If a vacancy in the Advisory Board arises during the period in office of an EXCO, such a vacancy may only be filled at the next Annual General Meeting.

14.6 The meeting quorum for the Advisory Board shall be at least three members and the Advisory Board may meet to deliberate on matters under Clause 11 and forward their recommendation/s in writing to the EXCO within seven days of any meeting of the Advisory Board.

15 . GENERAL MEETING CHAIRMAN (NEW)

15.1 The General Meeting will elect as the Chairman for the General Meeting a member from the floor who is neither holding an office in the EXCO nor serving as an Auditor nor intending to seek office into the EXCO.

15.2 An election for the Chairman for the General Meeting shall be conducted by a show of hands if more than one member is proposed and seconded to be the Chairman for the General Meeting

15.3 The Chairman for the General Meeting shall have the power to conduct the General Meeting in an orderly manner in accordance with the set agenda for the General Meeting and in compliance with the provision of the Association's Constitution and bye-laws

15. EXECUTIVE COMMITTEE

15.1. The EXCO will be composed of a minimum of 13 and a maximum of 15 members duly elected to be members of the EXCO at a General Meeting and shall comprise of the following:

15.1.1 Principal Office Bearers (POB)

- a) One (1) Hon. Chairman
- b) One (1) Hon. Vice Chairman I
- c) One (1) Hon. Vice Chairman II

One (1) Deputy Treasurer
Eight (8) other Committee Member

10.2. Tenure - All EXCO members are to be elected once every three (3) years at the General Meeting of the Association

10.3 EXECUTIVE POWERS

10.3.1 The affairs of the Association shall be conducted by the Executive Committee subject to such regulations as may from time to time as determined by the Association at the General Meeting.

10.3.2 The Executive Committee shall have discretionary powers to issue a written caution to any member based on the findings of the Discipline & Ethics Committee empowered under Clause 11 of this Constitution.

- d) One (1) Hon. Secretary
- e) One (1) Hon. Treasurer

15.1.2 Other Committee Members

- a) Orientation & Confirmation Course Administrator
- b) CTRE & Training Administrator
- c) Hon. Assistant Secretary
- d) Hon. Assistant Treasurer
- e) Four or Six Ordinary EXCO members

15.2. The term of office of the EXCO and each member of the EXCO elected at the General Meeting shall be three (3) years and each EXCO member shall be eligible for re-election into the EXCO at the General Meeting held after the expiry of the term of office of the EXCO.

15.3. A member who is a Principal Office Bearer shall not be eligible for re-election into the same office after holding office for two (2) consecutive terms.

15.3. EXECUTIVE POWERS

15.3.1 The affairs of the Association shall be managed and conducted by the EXCO subject to such rules and bye-laws set out in this Constitution and decisions and resolutions made by the Association at the General Meeting.

15.3.2 The EXCO will have absolute power to regulate, manage and control all the affairs of the Association

15.3.3. The EXCO will have the authority to regulate, manage and control all the affairs of the Association in accordance with the provisions in this Constitution and decisions and resolutions made at the General Meeting.

10.3.3 The Executive Committee shall have absolute power to regulate, manage and control all the affairs of the Association and to carry out its Objects and may exercise all such powers and do all such acts and things if they are for the benefit of the Association.

10.3.4. The Executive Committee shall communicate with the members of the Association by Newsletter and/or electronic means to keep them informed of activities in the Association and in the Tourism industry.

10.3.5 The Executive Committee may consider and pass a resolution by circulation to its Executive Committee members (Proposed and Seconded) via electronic means provided that seven (7) days' notice has been given for discussion, and a majority vote taken

15.3.4. In carrying out the objectives of the Association, the EXCO shall may exercise all such powers and actions ultimately for the benefit of the Association.

15.3.5 The EXCO shall communicate with the members of the Association by Newsletter and/or electronic means to keep them informed of activities in the Association and matters relevant to members as and when required.

15.3.6. Any matter that has to be acted upon on behalf of the Association shall first be tabled at its EXCO Meeting and such decisions will only be executed with a majority vote taken by the EXCO.

15.3.7. The EXCO at its first meeting will appoint a member to be an administrator for:

- i. Orientation Course
- ii. Confirmation Course
- iii. CTRE Program & Training Program

15.3.7 The EXCO from time to time may create sub-committees to undertake specific tasks that are essential for the effective management and operation of the association

10.4. DUTIES OF PRINCIPAL OFFICE BEARERS (POB)

10.4.1 Hon. Chairman

- a) The Hon. Chairman shall preside over:
 - 1) All General Meeting agenda up to and before the Election of Office Bearers, Internal Auditor and Hon. Advisors of the Association
 - 2) Meetings of the Executive Committee.

15.4. DUTIES OF PRINCIPAL OFFICE BEARERS (POB)

15.4.1 Hon. Chairman

The Hon. Chairman shall act as chairman at all general and committee meetings. He shall also represent the Association in its dealings with outside persons.

- b. Exercise supervision over the affairs of the Association and perform such other functions as are incidental to his/her office.
- c. The Hon. Chairman shall decide specific portfolios related to the Objects of the Association stated in Clause 3 above and appoint any Executive Committee member to manage such portfolios for any specific duration of the Executive Committee's term.
- d. The Hon. Chairman shall have authority, subject to the ratification of the Executive Committee, to appoint, direct, suspend or remove any employee of the Association as he/she may deem necessary.
- e. The Hon. Chairman shall make full reports of the administration of his/her office and of the affairs of the Association to the Executive Committee at every meeting of the said body, and to the members at the Annual General Meeting.
- f. The Hon. Chairman, with the consent of the Executive Committee members, is authorized to assign or withdraw any member/members to represent the Association at any meeting, conference, invitation, and/or individual portfolio that assists in the operation of the Association.

10.4.2 Vice-Chairman I (VC I)

- a) The Vice-Chairman I shall be responsible for the internal administration of the Association and shall have administrative control over such Officers and all other salaried staff of the Association.

15.4.2. The principal responsibility of the Hon. Chairman is to ensure that all actions taken for the Association are in consistent with the Association's Constitution, goals and mission.

15.4.3. The other responsibilities of the Hon. Chairman, include:-

- i. To serve as a primary point of contact for the Association
- ii. To fulfill all commitments during his/her term of office as stated in his/her "Vision and Mission statement" that were listed in his/her election manifesto for the position of Hon. Chairman
- iii. To propose, drive and execute timely activities, campaigns or programs which will raise the image of the Association in the tourism industry and which are beneficial to Association members
- iv. To report on the overall performance of the EXCO and the affairs of the Association at the Annual General Meeting
- v. To report on the Association's coming year plans for the Association at the Annual General Meeting
- vi. To preside over all monthly EXCO meetings
- vii. To supervise the affairs of the Association and ensure progress on the performance of the EXCO for members' benefit
- viii. To fill positions in various subcommittees from among EXCO members for the duration of the EXCO's term
- ix. To appoint, suspend or remove any employee of the Association as he/she may deem necessary, subject to the ratification of the EXCO
- x. To assign or remove and/or replace any Executive member of the portfolio of which he/she may be already assigned with valid reasons
- xi. To assign or remove and/or replace any members who are representing the Association at any meeting conference and invitation
- xii. To adhere to all the stipulated bye-laws relating to Hon. Chairman's position

- b) In the absence of or temporary disqualification of the Hon. Chairman, the Vice- Chairman I shall assume the Chairmanship and is authorized to execute full functions of that office.
- c) The Vice-Chairman I shall also carry out such responsibilities as may be delegated by the Hon. Chairman.

10.4.3 Vice-Chairman II (VC II)

- a) The Vice-Chairman II is responsible for:
 - i. The welfare of the members,
 - ii. Maintaining good external relations amongst the Association, the Ministry of Tourism, Arts & Culture Malaysia (or its successor-in-title), the Council and other governmental bodies/NGO.
 - iii. Conducting outreach programmes and public relations between the Association and members of the Association, other Tourist Guides' Associations, members of travel trade organisations and the members of public.
- b) The Vice-Chairman II, with the consent of the Executive Committee, shall plan, create, prepare and execute timely activities, campaign or programmes of such nature that will benefit the members of the Association and/or is able to raise the image of the Association in the tourism industry.
- c) The Vice-Chairman II shall be responsible for giving tourist information, replying enquiries concerning travel and shall also carry out such responsibilities, as may be delegated by the Hon. Chairman or the Executive Committee.

15.4.2. Hon. Vice-Chairman I (VC I)

The principal duties of VC I are on membership matters, members' welfare and benefits due to members. These responsibilities include:-

- i. Membership including Honorary Member, Life Member, Ordinary Member, Individual Associate Member and Trade Associate Member
- ii. Members' welfare including members Bereavement & Hospitalization
- iii. Members' benefits including KLTGA Personal Accident (P.A.), KLTGA Medical Welfare Fund, MTGC Personal Accident (P.A.), MTGC Benevolent Fund and MTGC Medical Assistance
- iv. Reporting on the progress and performance of VC I's responsibilities at the EXCO meeting and the Annual General Meeting
- v. Reporting on the VC I's plans for the coming year under the scope of the VC I's responsibilities at the Annual General Meeting.
- vi. Assuming the Chairman's duties and role and responsibilities as stipulated in Clause 15.4.1 in the absence of the Hon. Chairman, for whatever reason
- vii. Assuming the Chairmanship role and responsibilities as stipulated in clause 15.4.1. in the absence of the Hon. Chairman, for whatever reasons.
- viii. Adhering to all the stipulated bye laws relating to Hon. Vice Chairman's position
- ix. Carrying out such responsibilities as may be delegated by the Hon. Chairman

15.4.3 Hon. Vice-Chairman II (VC II)

- d) The Vice-Chairman II shall always obtain prior consent of the Executive Committee before issuing any press release or public statement or granting interview in any printed media or social media in the capacity of representing the Association.

11.4.4.1. Hon. Secretary

- a) The Hon. Secretary shall cause to be recorded the proceedings of all General Meetings and meetings of the Executive Committee.
- b) The Hon. Secretary shall have charge of and preserve the books, records, files, documents and effects of the Association.
- c) The Hon. Secretary shall also carry out such responsibilities as may be delegated by the Hon. Chairman or the Executive Committee.

10.4.5 Hon. Treasurer

- a) The Hon. Treasurer shall be responsible for the financial affairs of the Association.
- b) The Hon. Treasurer shall issue notices of dues payable, be responsible for their collection and keep books of account of the Association.
- c) The Hon. Treasurer shall prepare:
- i. The Association's Annual Finance Report comprising a Balance Sheet and Income & Expenditure Account as well as the Report as to the financial state and condition of the Association for the preceding financial year, to be presented at the General Meeting.

- a. The principal duties of the VC II cover the management of the office administration of the Association.
- b. These include the principal duties of VC II cover the management of the office administration of the Association. These responsibilities include:-

- i. Performing human resources function on all employees of the Association
- ii. Managing the Information Technology (IT) of the Association including social media platforms operated by the Association
- iii. Ensuring all office processes for staff are clearly detailed
- iv. Ensuring all office equipment, stationery hard ware and software and security equipment are sufficient and usable and/or in proper working condition
- v. Ensuring that the office of the Association and all assets of the Association kept in the office and the Association building are secure at all times.
- vi. Reporting at the General Meeting on the VC I's future plans for the coming year.
- vii. Adhering to all the stipulated by-laws relating to VC II's position
- viii. Carrying out such responsibilities as may be delegated by the Hon. Chairman

15.4.4 Hon. Secretary

The Hon. Secretary shall undertake all secretarial duties for the Association, including the following:

- i. Recording the proceedings of all General Meetings (AGM), Extraordinary General Meetings (EGM) and meetings of the EXCO.
- ii. Preserving the books, records, files, documents and all official communications of the Association.

- ii. The quarterly Statement of Accounts for presentation in the Executive Committee Meeting.
- d) The Hon. Treasurer shall be the custodian of the funds of the Association as prescribed in Clause 7 above and shall make disbursements in accordance with such rules as well as by-laws as may be prescribed by the Executive Committee.
- e) The Hon. Treasurer shall initiate, co-ordinate and complete by 31 December of the current financial year, the Association's tentative Annual Income and Expenditure forecast for the next financial year to be approved by the Executive Committee for subsequent presentation at the General Meeting.
- f) The Hon. Treasurer may be allowed a petty cash advance of Ringgit Malaysia One Thousand (RM1,000.00) only at any time.
- g) The Hon. Treasurer shall also carry out such responsibilities as may be delegated by the Hon. Chairman, or the Executive Committee.

10.5. DUTIES OF DEPUTIES

10.5.1. Deputy Secretary

- a. The Deputy Secretary shall assist the Hon. Secretary in the discharge of his/her duties effectively.
- b. The Deputy Secretary shall cause a written manual of "Standard Operations Procedures" to be maintained for the Association and to update the same from time to time and ensure compliance with all decisions made by the Executive Committee.
- c. The Deputy Secretary shall also carry out such responsibilities as may be delegated by the Hon. Chairman, Hon. Secretary or the Executive Committee.

10.5.2. Deputy Treasurer

- a. The Deputy Treasurer shall assist the Hon. Treasurer in the discharge of his/her duties effectively.

- iii. Preparing and consolidating the reports of the EXCO for the Association's AGM
- iv. Preparing the agenda & notices of the Association's AGM and EGM and the EXCO meetings
- v. Acting as communication liaison with third parties on all Association matters
- vi. Undertaking public relations function on behalf of the Association including issuing any press releases, announcements or granting of interviews in any printed media or social media medium
- vii. All press release or public statement or granting interview in any printed media or social media is to be acted upon only with the approval of the EXCO
- viii. Ensuring the Hon. Assistant Secretary carries out his/her responsibilities efficiently, promptly & diligently
- ix. Carrying out such other responsibilities as may be delegated by the Hon. Chairman.

15.4.5. Hon. Treasurer

The Hon. Treasurer shall be responsible for the keeping of correct financial records and transaction of the Association and his/her duties include :

- i. Issuing notices of dues payable, responsible for accounts payable and to keep proper accounting records based of the Association common accounting practices
- ii. Preparing the Association's Annual Finance Report comprising a Balance Sheet and Income & Expenditure Account for the preceding Financial Year
- iii. Preparing the Association's Annual Budget for the coming year consisting of proposed income & expenditure for the approval of the General Meeting

- b. The Deputy Treasurer shall maintain proper written records of the correspondence and remittance of KLTGA members':
 - i. Personal Accident (P.A) Insurance premiums to the designated organization approved by the Executive Committee as well as all related claims and their settlement/closure.
 - ii. PCD payments to the Council, as well as all related claims to the Council and their settlement/closure.
- c. The Deputy Treasurer shall also carry out such responsibilities as may be delegated by the Hon. Chairman, Hon. Treasurer or the Executive Committee.

- iv. Reporting on the financial state and condition of the Association for the Annual General Meeting
- v. Reporting on the monthly expenditure and profit and loss statement for the EXCO meeting
- vi. The Hon. Treasurer may be allowed a petty cash float of Ringgit Malaysia One Thousand (RM1,000.00) only at any time.
- vii. Ensuring the Hon. Assistant Treasurer carries out his/her responsibilities efficiently, promptly & diligently
- viii. Carrying out such other responsibilities as may be delegated by the Hon. Chairman.

15.4.6. Duties of Hon. Assistant Secretary

- i. To assist the Hon. Secretary in the discharge of his/her duties effectively.
- ii. To ensure that the standard operations procedure manual of the Association is updated and kept at the Association's office for reference by Association staff, the EXCO and members at all time.
- iii. To carry out such responsibilities as may be delegated by the Hon. Chairman and Hon. Secretary

15.4.7. Duties of Hon. Assistant Treasurer

- i. To assist the Hon. Treasurer in the discharge of his/her duties effectively.
- ii. To maintain proper written records of payment of membership and other fee and any remittances by members and member's contribution to the KLTGA scheme.
- iii. To monitor and keep records of Remittance of Personal Accident (P.A) Insurance premiums to the designated organization approved by the EXCO as well as all related claims and their settlement/closure

10.6. ALTERNATE CHAIRMAN

In the absence of the Hon. Chairman, the Vice Chairman I will deputize and in his/her absence, the Executive Committee shall elect another Chairman from amongst themselves who shall conduct the affairs of the Association temporarily.

10.7 MEETINGS

The Executive Committee shall meet once a month and shall fix the time and place of meeting. At least seven (7) days' notice in writing or by electronic means or telephone call shall be given to each member of the Executive Committee.

- iv. To keep a record of Remittance of payments to the Council.
- v. Hon. Assistant Treasurer shall carry out such responsibilities as may be delegated by the Hon. Chairman, and Hon. Treasurer

15.5 ALTERNATE CHAIRMAN

a. In the absence of the Hon. Chairman, the Vice Chairman I will automatically deputize as Hon. Chairman.

- c. In the absence of the Hon. Chairman and the Hon. Vice Chairman I, the EXCO shall elect any members of the EXCO as a
- d. Chairperson to carry out the duties of the Hon. Chairman.

15.6 . MEETING

- a) The EXCO shall meet once a month and shall as far as it may be practical fix in advance a fixed day of the month and time and the venue for the meeting.
- b) At least seven (7) days' notice in writing of each meeting by electronic means shall be given by the Hon. Secretary to each member of the EXCO.
- c) The notice of EXCO meeting shall be accompanied by an Agenda for the meeting and the minutes of the previous EXCO meeting per clause 15.4.4 (d) above
- d) Members of the Association may also attend all EXCO meetings by giving 7 days prior written notice to the EXCO. Members attending any EXCO meeting will remain as observers only.

10.8 QUORUM

The quorum for its meetings shall be one third (1/3) of the Executive Committee.

10.9 VOTING

10.9.1 Each elected Executive Committee Member shall be entitled to one (1) vote in any Executive Committee meeting but the Hon. Chairman at such meeting shall have an original as well as a casting vote.

10.9.2 Motions before the Executive Committee at an Executive Committee meeting shall be deemed passed if voted in favour by the majority of those present in person at such meeting and eligible to vote.

10.10 MINUTES TO BE RECORDED

10.10.1. The Executive Committee shall cause proper minutes to be made of proceedings of all meetings of the Association and of the Executive Committee and all business transacted at such meeting.

10.10.2. Any such minutes of any meeting if purported to be signed by the Chairman of the meeting, shall be conclusive evidence without any further proof of the facts stated therein.

10.10.3. The minutes shall be of public record and will be made available to the members to view upon a reasonable written request to the Executive Committee for access to the Minutes.

15.7. QUORUM

The quorum for EXCO meetings shall be one third (1/3) of the total members in the EXCO.

15.8. VOTING AT EXCO MEETING

- a)** Only an elected EXCO Member and present at the EXCO meeting may vote and each elected member shall be entitled to one (1) vote in any EXCO meeting
- b)** Any motion at an EXCO meeting shall only be deemed passed if voted in favor by the majority of those present who are eligible to vote in person at the meeting.

15.9. MINUTES TO BE RECORDED

- a)** The Secretary shall cause to record and keep a proper and correct record of the proceedings at every EXCO meeting
- b)** The minutes of any EXCO meeting (the said minutes) must be signed by the Honorary Chairman & the Honorary Secretary and may only be confirmed at the following EXCO meeting by unanimous or majority vote at the EXCO meeting upon on a motion made by a proposer and supported by a seconder and upon a confirmation the said minutes shall be deemed to be the correct record of the proceeding of the EXCO meeting which the said minutes have recorded without the requirement of any further proof of the facts stated in the minutes.

10.11 CESSATION TO BE EXCO MEMBER

10.11.1. The office of a member of the Executive Committee shall be vacated:

- a. by notice in writing from the Executive Committee member to the Hon. Chairman or the Hon. Secretary of the Association.
- b. if the person ceases to be a member of the Association.
- c. if the member fails to attend three (3) successive meetings of the Executive Committee, without first having obtained the permission of the Hon. Chairman of the Association in writing or by email/electronic communication.

10.11.2. In the event of Clause 10.11.1.c above, then it shall be lawful for the Hon. Chairman to issue a letter terminating the tenure of such member with immediate effect.

10.12 VACANCY

10.12.1. The Executive Committee may invite an Ordinary or Life member with valid Tourist Guide license to fill a casual vacancy in the Executive Committee, but the person so appointed shall hold office only for the remaining term of the Executive

- c) The confirmed minutes shall be made available to the members to view upon a reasonable written request to the EXCO for access to the minutes.

15.10. CESSATION AS EXCO MEMBER

A member of the EXCO shall cease to be a member of the EXCO upon the occurrence of any one of the following events:

- a) The member serves notice in writing to the Hon. Chairman or Hon. Secretary of his/her resignation from the EXCO.
- b) the member ceases to be a member of the Association.
- c) the member fails to attend three (3) successive meetings of the EXCO, without first having obtained written consent to be absent by letter, email or text message from the Hon. Chairman of the Association.
- d) if the member is declared a bankrupt
- e) the member has been found to have breached/violated any Clause of the Association's Constitution or Code of Ethics of the Council as stipulated in the (Akta Industri Pelancongan 1992) Act 482 and this finding by the DEC is affirmed by the EXCO which has met without the presence of the said EXCO member and any subsequent appeal by the said member has been considered under the procedure stipulated in this Constitution and appeal has been dismissed.

15.11. VACANCY

15.11.1 In the event of a vacancy arises in the EXCO, the EXCO may decide to invite any registered Tourist Guide who is either an Ordinary or Life Member of the Association and who meets all the criteria of a member in benefit to fill the vacancy in the EXCO by way of co-option.

Committee and will not have eligibility to vote at Executive Committee meetings.

10.12.2 The invited candidate to fill such vacancy must also meet all the criteria stipulated in Clause 16.1.5 hereunder.

10.13 CO-OPTED POST

10.13.1 The Executive Committee may from time to time, for a particular purpose or duration, co-opt such other Ordinary or Life member(s) with valid Tourist Guide license into the Executive Committee but who will not have eligibility to vote at Executive Committee meetings.

10.13.2 The co-opted member to fill such vacancy must also meet all the criteria stipulated in Clause 16.1.5 hereunder

11. DISCIPLINE & ETHICS COMMITTEE

There shall be a Discipline & Ethics Committee (DEC) consisting of:

- a) Hon. Chairman Vice-Chairman I
- b) Hon. Secretary
- c) Two (2) Executive Committee members to be a
- d) ppointed by the Executive Committee

11.2 The duties of this Discipline & Ethics Committee are to:

- 11.2.1. Determine if a KLTGA member has breached/violated any Clause of the Association's Constitution or Code of Ethics of the Council as stipulated in the Malaysian Akta 482 (Akta Industri Pelancongan 1992)
- 11.2.2. Discipline the KLTGA member who has violated any Clause of the Association's Constitution or Code of Ethics of the Council.

- a) The member who accepts the initiation by the EXCO to be co-opted into the EXCO may participate in all discussion of the EXCO but shall not have any voting rights.
- b) The member co-opted to the EXCO to fill a vacancy which arises during the term of office of the EXCO shall hold office only for the remaining term of office of the EXCO.

16. DISCIPLINE & ETHICS COMMITTEE (DEC)

16.1. There shall be a Discipline & Ethics Committee (DEC) consisting of:

- i. Hon. Chairman
- ii. Hon. Vice Chairman I
- iii. Hon. Secretary
- iv. Two (2) Senior members of the Association appointed by the EXCO.

16.2. Should any of the office above (i) – (iv) for any reason be ineligible or unable to serve at any time, The EXCO shall nominate any other elected EXCO member to sit in the DEC.

16.3. The duties of this Discipline & Ethics Committee are to

- i. Determine if a KLTGA member has breached/violated any Clause of the Association's Constitution or Code of Ethics

11.3 NOTICE TO MEMBERS

11.3.1 At least ten (10) working days' notice by the Hon. Chairman to the member involved in the alleged offence shall be sent to his/her last recorded address with the Association and as well as to all Discipline & Ethics Committee members prior to the actual proceeding.

11.3.2 The notice must mention the particulars of the complaint and provide copies of the relevant documents or lists of witness and specify the time and place of investigative proceeding.

11.3.3 The said notice shall also inform the member of consequences of non- appearance and the right of Appeal against any decision.

11.4 The quorum of such investigative proceeding shall be three (3) members present. Minutes of the investigative proceedings shall be taken.

11.5 A member is compelled to appear before the Discipline & Ethics Committee on the date of the investigative proceeding. In the absence of the said member without any reasonable excuse given to the Discipline & Ethics Committee, the Discipline & Ethics Committee may in its absolute discretion deliberate and decide based on the facts/witnesses appearing before it.

11.6 After the investigative proceedings, the Discipline & Ethics Committee shall report its findings and recommendation in writing to the Executive Committee within 7 working days of the investigative proceedings.

11.7 EXECUTIVE COMMITTEE REVIEW

11.7.1 The Executive Committee will decide on the matter after a review of the findings and recommendations of the investigative proceedings submitted by the Discipline & Ethics Committee.

of the Council as stipulated in the Malaysian Akta 482 (Akta Industri Pelancongan 1992)

- ii. Take disciplinary action against the KLTGA member who in the opinion of the Committee have violated any Clause of the Association's Constitution or Code of Ethics of the Council.

16.4. DISCIPLINARY PROCEDURE

16.4.1. Any member may lodge a formal written complaint as a Complainant to the DEC over the alleged misconduct of any other member or breach of any clause in this Constitution by another member in the form of a formal written complaint

16.4.2. Any complaint lodged by a member with the DEC shall include the following :

- i. specific particulars of the matter complained of
- ii. the name, membership number, contact address, telephone number and date and signature of the complainant.
- iii. copies of any documents in support of the Complaint;
- iv. names of witnesses who are able to attend and testify of the matter complained of

16.4.3. Within seven (7) days of the receipt of the complaint, the Hon. Secretary shall notify the DEC in writing the person against whom the complaint is lodged who shall be referred to as “the Respondent” particulars of the complaint annexed with a copy of the complaint and supporting documents and list of witnesses lodged by the Complainant and request the Respondent to submit to the DEC within seven (7) a written explanation over the complaint made against him or her .

11.7.2 Such decision will be conveyed to the Discipline & Ethics Committee within 7 working days of receiving the findings and recommendations.

11.8 Based on the Executive Committee decision as in Clause above, the Hon. Secretary, on behalf of the Discipline & Ethics Committee, shall write to the member to inform of the decision on the alleged offence by the member.

11.9 RIGHT OF APPEAL

11.9.1 Where the member wishes to Appeal against any decision of the Discipline & Ethics Committee, the member must send a notice in writing to the Association, stating the grounds of Appeal.

11.9.2 This Appeal shall be lodged with the Hon. Secretary not later than seven (7) working days from the date of receipt of the Hon. Secretary's notice of the Discipline & Ethics Committee decision.

11.10 ACTION & DECISION ON THE APPEAL

11.10.1. All such appeals will be forwarded to the Association's Advisory Board for deliberation and recommendations to the Executive Committee.

11.10.2. Where further clarification is needed, the Advisory Board shall, within seven (7) working days from date of receipt of the appeal, convene in the Association's registered address or any other venue to meet,

- a. The member who appealed
- b. The Discipline and Ethics Committee

for further clarification before concluding and deciding on the appeal.

16.4.4. Within twenty one (21) days from the receipt of the complaint the Hon. Secretary of the DEC shall issue a notice of the date, time and venue for an Inquiry into the complaint to be conducted by the DEC to which the Complainant and the Respondent will be invited to attend. The date, time and venue for the Inquiry shall be fixed by the Hon. Secretary of the DEC in consultation with the Hon. Chairman and members of the DEC and the Inquiry shall be held within 30 days of the receipt of the complaint. This notice shall be annexed with a written response to the complaint if any response has been received from the Respondent by the DEC by the date of issuance of the notice of inquiry..

16.4.5. The DEC shall hold the inquiry into the complaint within forty-five (45) days of receipt of the complaint with at least three (3) members of the DEC forming sufficient quorum. The Inquiry shall be chaired by the Hon. Chairman or in his absence by the Hon. Vice Chairman.

16.4.6. Both the Complainant and the Respondent shall be issued with fourteen (14) day's written notice of the date time and venue of the inquiry notified and requested to attend the inquiry into the complaint.

16.4.7. Both the complainant and the Respondent shall be allowed to bring witnesses to the inquiry by the DEC and both the Complainant and the Respondent and their respective witnesses shall be allowed to give oral evidence and adduce documentary evidence at the inquiry.

16.4.8. The inquiry shall proceed with or without the attendance of the complainant or the Respondent on the day fixed for the inquiry and shall be based on the written complaint and the written

11.10.3. The Executive Committee's decision on the Advisory Board's recommendation of an Appeal shall be final and binding on both the member(s) and the Association.

11.10.4. The Hon. Secretary shall, within seven (7) working days from the Executive Committee's decision on the recommendations of the Advisory Board:

- a. Write to the member(s) on the decision.
- b. Write to inform the Council and/or the Ministry of Tourism, Arts & Culture, Malaysia (or its successor-in-title), where required/necessary.

12 SPECIAL SUB-COMMITTEE(S)

12.1 The Executive Committee shall have power to appoint, any one or more of its members or such member of the Association as may be co-opted by the Executive Committee, at their discretion to be in a Sub-Committee for any purpose or purposes, general or specific, to be specified in the resolution appointing such Sub-Committee.

12.2 Any decision made by such Sub-Committee shall be reported to the Hon. Secretary within seven (7) days and the decision shall be valid and binding unless overruled by a decision of the Executive Committee.

13. REPRESENTATION OF THE ASSOCIATION

13.1. It shall be the duty of the Association to be represented at all Meetings called upon by the Council.

13.2. The Association shall be entitled to send the required number of representative(s), as stipulated by the Council, to take part in the activities of the Council and such representative(s) shall have the mandate to vote on any such proposal submitted for decision.

response (if any). If the Complainant or the Respondent is absent at the inquiry their respective witnesses shall not be heard at the inquiry by the DEC.

16.4.9. All proceedings of the Inquiry shall be minuted in writing by a recording secretary appointed by the Inquiry panel at the commencement of the Inquiry proceedings.

16.4.10 The DEC shall be by consensus adjourn the inquiry from time to time with due notice served on both the complainant and the Respondent but the DEC shall complete the inquiry within two (2) months from the date of receipt of the complaint

16.4.11. After the completion of the inquiry the DEC shall

- h) Deliberate and determine if a KLTGA member has breached any Clause of the Association's Constitution or Code of Ethics as

stipulated in the Malaysian Akta 482 (Akta Industri Pelancongan 1992) and if the DEC determines that no such breach has occurred the DEC shall record this determination and notify the EXCO accordingly in writing annexed with a copy of the complaint and response (if any) and the record of the inquiry proceedings

- i) In the event the DEC determines that there is merit in the complaint and that the Respondent has breached any Clause of the Association's Constitution or Code of Ethics as stipulated in the Malaysian Akta 482 (Akta Industri Pelancongan 1992), the DEC shall recommend in writing to the EXCO accordingly in writing annexed with a copy of the complaint and response (if any) and the record of the inquiry proceedings the form of disciplinary action to be taken against the Respondent which may be any one or a combination of the following :

<p>13.3. Nomination of the representative(s) shall be submitted to the Council in meeting.</p> <p>13.4. The Association has the absolute discretion to nominate and to replace the representative so nominated to attend in the activities of the Council.</p> <p>13.5. The nomination and replacement of the representative shall be made by the Association by giving notification in writing to the Council prior to any relevant meeting.</p>	<p>a) A reprimand</p> <p>b) A suspension of benefits of membership for a term not exceeding 3 months or 6 months depending on the gravity of the breach;</p> <p>c) A termination of membership</p> <p>16.4.12. Upon receipt if the decision and recommendation of the DEC, the EXCO shall decide to either affirm or vary the decision of the DEC over the form of disciplinary action only and shall not overrule the decision of the DEC on the merits of the complaint.</p> <p>16.4.13 The form of disciplinary action determined against the Respondent shall be communicated to the Respondent by the Hon Secretary of the EXCO within 14 days of the receipt of the decision by the DEC after an inquiry.</p> <p>16.5. RIGHT TO APPEAL</p> <p>16.5.1. A Respondent may appeal against any decision of the DEC, by serving a Notice in writing within seven (7) days from the date of receipt of the decision to the Hon. Secretary together with the grounds of the Appeal.</p> <p>16.5.2. The Hon. Secretary shall within two (2) days from the date of receipt of an appeal by a Respondent shall forward the appeal with the grounds of appeal and the minutes of the Inquiry proceedings to the Association's Advisory Board for its deliberations and decision on the Appeal.</p> <p>16.5.3. The Advisory Board shall convene a meeting within 14 days of the receipt of an Appeal to deliberate on the Appeal and the Advisory Board may invite the Respondent to attend the meeting to provide any clarification which the Advisory Board may seek before the Advisory Board decides by consensus its decision and the recommendations to make to the EXCO on the Appeal</p> <p>16.5.4. The Advisory Board shall communicate its decision and recommendations on the Appeal to the EXCO within 30 days of the receipt of the Notice of Appeal.</p>
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16.5.6. The EXCO shall abide by the decision of the Advisory Board he EXCO's decision on the Advisory Board recommendations on the Appeal will be final and binding on both the members and the Association and no further deliberation / review will be entertained by either party.

17. SUB-COMMITTEE

17.1. The EXCO may appoint Sub-Committee(s) comprising of existing EXCO members and other Association members to focus in undertaking specific task(s) which are administratively relevant, essential and necessary for the proper operation of the Association

17.2 Any decision made by such Sub-Committee shall be reported to the Hon. Secretary within seven (7) days and the decision shall be valid and binding unless overruled by a decision of the EXCO.

17.3 The Sub-Committee will need to fulfill the requirements as stipulated by the EXCO namely Action Plan, Budget, Time-line and whatever necessary tasks that need to be done for the endorsement and approval by the EXCO

18. REPRESENTATION OF THE ASSOCIATION

18.1. The Association may be represented at the meetings of Council and organizations/agencies of relevance with the association.

18.2 The Association shall nominate and delegate the required number of representative(s), as stipulated by the Council / Organization, to take part in the activities / meeting of the Council / organization and such representative(s) may deliberate and vote as directed by the Executive Committee on matters that are beneficial for the Association & its members

18.3 The Association has the absolute discretion to replace any person nominated to represent the Association at Council/ Organization meetings or activities.

14 REGISTER OF ASSOCIATION MEMBERS

14.1 The Hon. Secretary shall keep at the Registered Office a physical or electronic record to be called "The Register of Members of Kuala Lumpur Tourist Guides Association", (hereinafter called 'the Register'). The Register shall contain the following particulars of members:

14.1.1 The name, identity card number, valid licensed TG badge number(s), address, contact details such as mobile number and e-mail address, including other occupation of each member as well as details of emergency contacts and beneficiaries.

14.1.2 The date on which the name of any member was inscribed in the Register as such, and the date on which such person ceased to be a member, shall be duly recorded.

14.1.3 Such other particulars which the Executive Committee may from time to time direct.

14.2 All entries in the Register and all amendments to entries thereon shall be subject to the approval of the Executive Committee. The Register shall be open to inspection by office bearers of the Association during normal hours of business at the Registered Office.

14.3 All information of members in the Register are covered by the Personal Data Protection Act 2010 (Act 709). Any misuse of the information in the Register will be dealt with according to the relevant provisions in this Constitution and/or the provisions in the Personal Data Protection Act 2010 (Act 709).

15. ASSOCIATION'S STAFF

15.1 The EXCO shall have power to appoint an Administrative Officer or such other paid employees for such period on such terms and conditions as may from time to time to be determined by the EXCO.

19. REGISTER OF ASSOCIATION MEMBERS

19.1 The Hon. Secretary shall maintain at the Registered Office a physical or electronic form a membership register of the Association which shall be referred to as "The Register of Members of Kuala Lumpur Tourist Guides' Association (" The Register)

19.2 The Register shall contain the following particulars of members:

- a. The name, identity card number, valid licensed TG badge number(s), address, contact details such as mobile number and e-mail address of each member as well as details of emergency contacts and beneficiaries.
- b. A record will be kept on the date a person is registered as a member of the association and the date on which the members ceased to be a member of the association.
- c. Such other particulars which the EXCO may from time to time direct.

19.3 The Register shall be available for inspection, within the terms as specified by the EXCO, by any member of the Association during normal business hours of at the Registered Office.

19.4 All information of members in the Register are covered by the relevant Personal Data Protection Act. Any misuse of the information in the Register will be dealt with according to the relevant provisions in the current Personal Data Protection Act.

20. ASSOCIATION'S STAFF

21.1 The EXCO may appoint an Executive /Administrative Officer or such other paid employees for such period on such terms and conditions as may from time to time to be determined by the EXCO.

15.2 These Officers and employees of the Association shall act under the general direction of the Hon. Chairman or in his/her absence the Vice-Chairman I and shall be responsible only to the EXCO and save as herein provided, shall not be obliged to carry out the wishes and instructions of individual members.

15.3 The EXCO, at its discretion, shall remove or suspend any Administrative Officer or paid employees of the Association in accordance with the Malaysian Employment Act 1955.

15.4 The employees of the Association may attend all EXCO meetings as required by the EXCO

16 ELECTION OF OFFICE BEARERS

16.1 ELIGIBILITY TO CONTEST

16.1.1 Only those Ordinary and Life members with valid Tourist Guide's licenses issued by the Ministry of Tourism, Arts & Culture, Malaysia (or its successor-in-title) who are physically present during voting at the General Meeting shall be eligible for election to the Executive Committee.

16.1.2 Members who offer to contest for the position of Hon. Chairman must have first been an ordinary member consecutively for five (5) years.

16.1.3 The five (5) Principal Office Bearers of the Executive Committee shall hold tenure of that same designated post for a maximum of consecutive two (2) terms of service only, while there is no limit to the tenure for the ordinary Executive Committee posts.

16.1.4 On completing a continuous two-term tenure as Hon Chairman or Hon. Treasurer, a member can offer himself/herself again for election to any Principal Office Bearer only after a one-term interval.

21.2 These Executive / Officers and employees of the Association shall act under the general direction of the Hon. Chairman or in his/her absence of the Vice-Chairman I and shall be responsible only to the EXCO and save as herein provided, shall not be obliged to carry out the wishes and instructions of individual members.

21.3 The EXCO at its discretion, shall remove or suspend any Executive /Administrative Officer or paid employees of the Association in accordance with the Relevant law governing employment in Malaysia.

21.4 The employees of the Association shall attend all EXCO meetings as required by the EXCO.

22. ELECTION OF OFFICE BEARERS

22.1.1 Only an Ordinary and Life members with valid Tourist Guide's licenses issued by the Ministry of Tourism and who is a Member in Benefit and who is physically present during voting at the General Meeting shall be eligible to be elected to the EXCO

22.1.2 Any members in benefit who wish to contest for the position as an Ordinary EXCO member must have completed a minimum of one (1) year membership with KLTGA and shall not be a Provisional Tourist Guiding License holder.

22.1.3 Any members who offer to contest for the position of Hon. Chairman must have served as a member of the EXCO for a minimum of one term and must have been an ordinary member of KLTGA for a minimum period of five (5) consecutively years

22.1.4 The five (5) Principal Office Bearers of the EXCO shall only hold office for a maximum period of two (2) consecutive terms

16.1.5 Candidates must also comply the following:

- a. Ordinary members must have completed a minimum of one (1) year membership in the Association and have also fully paid their Annual Membership Subscription and PCD up to the year during which the Office Bearers' elections is held.
- b. Active Life members must have fully paid their PCD and, where applicable, the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association up to the year during which Office Bearers' elections is held.

16.2 NOMINATION FORM

16.2.1 A candidate can contest for only one position and (1) Nomination Form shall be used for the position contested.

16.2.2 Each Nomination Form must be supported by the candidate's:

- a) Copy of Valid Tourist Guide License (front side)
- b) Copy of Valid National Registration Identity Card (front side)
- c) Completed A4 sized CV template
- d) Malaysian Passport-sized coloured photograph (on original photograph paper)
- e) Latest eligibility status confirmation from the Malaysian Insolvency Department
- f) "Vision and Mission Statement" on his/her plans on how to benefit the Association and its members, for nominees intending to contest the post of Hon. Chairman.

16.2.3 Proposer and Seconded of each nomination must also meet the criteria as in Clause 17.8.1 below.

16.2.4 All information of members in the Nomination Form are covered by the Personal Data Protection Act 2010 ((Act 709). Any misuse of the information in the Nomination Form will be dealt with according to the relevant provisions in this Constitution and/or the provisions in the Personal Data Protection Act 2010 (Act 709).

22.1.5. On the completion of two (2) consecutive terms in a particular position as Principal Office Bearer, a member can only offer himself/herself for election to any other principal office in the EXCO.

22.1.6 There is no limit to the tenure for the position of ordinary EXCO member

22.1.7 On the completion of continuous two-terms as Principal Office Bearer, a member can only offer himself/herself for election to any Principal Office Bearer after an interval of one-term.

23. NOMINATION FORM

23.1. Nominations for positions in the EXCO shall be made in an official Nomination Form issued by the Association which shall be signed by one Proposer and one seconder.

23.2. A nominee for election into the EXCO shall only be nominated for one position in the EXCO.

23.3 Each Nomination Form must be supported with the following:

- i. Copy of Valid Tourist Guide License (front side)
- ii. Copy of Valid National Registration Identity Card (front side)
- iii. Completed A4 sized CV template
- iv. Malaysian Passport-sized colored photograph
- v. Confirmation from the Malaysian Insolvency Department that the nominee is not a bankrupt.
- vi. "Vision and Mission Statement" on the nominees plans on how to benefit the Association and its members, for nominees intending to contest the post of Hon. Chairman.

23.3 The proposer and seconder of a nomination must be a Member in Benefit of the association.

- a) Nomination for the various positions in the EXCO will be open to members fourteen days (14) from the date of official

16.3 NOMINATIONS CLEARANCE COMMITTEE

16.3.1 During an election year, the Honorary Secretary shall call for five (5) members as candidates to be approved by the Executive Committee, to form the Nomination Clearance Committee (hereinafter known as "NCC").

16.3.2 All members appointed to serve in the NCC shall fulfil the following criteria:

- a. Shall not contest in the elections.
- b. Free of any existing/outstanding Malaysian Insolvency Department record.
- c. Spouse, siblings, children or parent(s) are not contesting in the elections.
- d. Possess a valid Tourist Guide License at the time of nomination up to the completion of the Office Bearers election.
- e. Current member in benefit of the Association and have fully paid up all dues to Association and the Council at the time of taking up the position of NCC member.

16.3.3 Once selected after meeting the above criteria, the NCC members shall be invited by the Hon. Secretary of the Association for a preliminary briefing by the Executive Committee at the Association's office. At this briefing:

- a. The Executive Committee shall explain and clarify, among others:

announcement of the call for nominations for election into the EXCO.

- b)
- c) Any withdrawal from election should be made by the nominee in writing within seven days after the preliminary announcement of nominations received by the NCC.
- d) The finalized list of contesting nominees candidates will be announced by the NCC to members 14 days before election

23.4 NOMINATIONS CLEARANCE COMMITTEE

23.4.1 The Hon. Secretary shall propose five (5) members as candidates to be approved and appointed by the EXCO, to form the Nomination Clearance Committee (hereinafter known as "NCC").

23.4.2 Any members appointed to serve in the NCC shall fulfil the following criteria:

- i. He/She shall not contest in the elections
- ii. His/Her spouses, siblings, child or parent(s) are not contesting in the elections.
- iii. He/She must be a Member- in- Benefit of the Association throughout the duration of the nomination till the completion of the election.
- iv. He/She must maintain confidentiality while performing their task as NCC.
- v. He/She shall not be a proposer or seconder for a candidate standing for election to the EXCO.

23.4.3. A Chairman of the NCC shall be appointed from amongst the five NCC members.

23.4. 4 The EXCO shall officially announce the NCC team to the Association members 30 days before the opening of nominations for election to the EXCO.

- i. The need for NCC.
- ii. Updated Nomination Forms and supporting documents required.
- iii. Eligibility requirements of members to contest.
- iv. Guidelines/checklist for NCC to process Nomination Forms.
- v. Guidelines for witnesses to observe Nominations Forms processing.
- vi. Handling and decision by NCC on appeals regarding disqualified nominations.
- vii. Timelines to observe till FINAL nominations cleared by NCC are announced.
- viii. Level of support from the Association's office staff.
- ix. Report by NCC to the Executive Committee.
- x. Communication guidelines for NCC to members till the final nominations are announced.
- xi. The importance of confining NCC discussions strictly amongst NCC members only.

b. The Chairman of the NCC shall be appointed from amongst the five NCC members.

16.3.4 All NCC members shall sign a 'Non-Disclosure' form which commits them to ensure confidentiality of all NCC tasks performed till the election of the Association's office bearers.

16.3.5 The Executive Committee shall officially announce the NCC team to the

Association members through the Association's website, existing electronic broadcast channel of the Association and the Association's premises.

16.3.6 Role of NCC

a. Announce the details of the Association's office bearers' elections and the related timelines via a notice of nomination for candidates, which shall be posted on the Association website,

23.4.4 The appointed NCC members shall be briefed by the Hon. Secretary on the nomination process, the securitization of nomination form(s), the handling of disqualification and appeals.

23.4.5 The NCC will finalize and make official announcement on the date for nomination, closing of nomination and the names of candidates seeking election for the various position in the EXCO

23.4.6. All communication and announcements to members will be disseminated through the Association's website, existing electronic broadcast channel and at the Association's premises.

23.4.7. A minimum quorum of three members of the NCC must be present at all time while the NCC discharges their function.

23.4.8. At the close of the nominations submission deadline, the NCC shall within one working day, scrutinize all the nominations and submit a comprehensive report to the EXCO on

- i. Total numbers of nominations received and the position contested.
- ii. List of successful nominations.
- iii. List of disqualified nominations.

23.4.9 In the event of any irregularity appears on the nomination form, the nomination shall be disqualified and the NCC Chairman shall notify in writing the proposer, seconder and the nominee with documentary evidence for the reason(s) for of the disqualification.

23.4.10 The NCC Chairman shall publish an announcement on the list of contestants within three days after closing nomination.

23.4.11 The Hon. Secretary will notify the NCC on candidates who meet the timeline in withdrawing from contesting as specified in clause 23.3.2

electronic broadcast channel and the Association's premises for fourteen (14) days.

- b. The NCC members shall ensure on the day of the announcement that the candidacy criteria, nomination forms and rules are made available to all eligible members interested to contest in the election of the Association.
- c. Ensure full quorum of NCC members in the Association's office on the day, date and time for processing the nominations.
- d. When processing Nomination Forms:
 - i. Verify if a candidate nominated to contest meets all related provisions of this Constitution and complies to ALL rules stated in the Nomination Form.
 - ii. Ensure every nomination complies to the following:
 - 1) Completed in the prescribed original Nomination Form, proposed in writing by one (1) member and seconded in writing by one (1) other member who both meet the eligibility criteria stated in Clause 17.8.1 below.
 - 2) All mandatory supporting documents and photograph are attached to the Nomination Form(s).
- e. Report Submission
Immediately after processing the Nomination Forms, the NCC Chairman shall prepare and submit an official report to the Executive Committee of the Association within 1 day after the Nominations Clearance processing. The report shall include:
 - i. Total nominations received, with breakdown by positions.
 - ii. List of successful nominations.
 - iii. List of disqualified nominations and reasons.
- f. Once cleared by the Executive Committee, the NCC Chairman shall officially announce the final list of eligible contestants within forty-five (45) days from date of the NCC formation.

23.4.12 The NCC will announce to the members the finalized list of contestants within fourteen (14) days after receiving the notification of withdrawal of nominees from the EXCO. Hon. Secretary

23.4.13 A Nominee for election for a position in the EXCO, the proposer and the seconders and any Member-in-Benefit shall be permitted to witness the Nominations Forms Clearance processing by the NCC.

- g. The NCC Chairman shall also receive from the Association's Hon. Secretary, all official notifications of withdrawals of contesting candidates received within the timeline specified in Clause 16.3.8 below.
- h. Within three (3) days of receiving the details as in Clause 16.3.8 below, the NCC will issue an official announcement of the revised list of contestants within three (3) days after the candidate(s) withdrawal(s). This announcement must be first cleared by the Executive Committee.

16.3.7 Observers During Nominations Clearance Process

- a. Candidates nominated for elections and Association members who comply the requirements stated in Clause 17.8.1 below shall witness the Nominations Forms Clearance processing by the NCC.
- b. Candidates and Observers shall always allow the NCC to execute its duties independently and maintain confidentiality of the entire proceedings during the Nominations Clearance till the outcome is officially announced to members by the NCC.
- c. Photography, video calls, voice calls and video recordings of the Nominations Clearance proceedings is strictly not allowed.
- d. All Observers shall sign a 'Non-Disclosure' form which commits them to ensure confidentiality of the tasks performed during the Nominations Clearance Process.

16.3.8 Withdrawal of Nominations

- a. Any candidate whose nomination has been cleared by the NCC can reconsider and withdraw his/her nomination within 7 days after the official announcement of the contesting candidates.

- b. Withdrawal of nominations is only allowed after the official announcement of the successful nominations to contest in the election.
- c. This shall be done in writing by the candidate, addressed to the Hon. Secretary, either by e-mail to the Association's official e-mail address or hard copy of the letter submitted to the Association's office at the registered address.
- d. The Hon. Secretary shall immediately inform the Executive Committee of such withdrawals and channel these decisions to the NCC Chairman who will then formally update the NCC on the withdrawals.

16.3.9 Disqualification of Nomination(s)

- a. On the day of Nominations Forms processing, the NCC shall verify if all Nomination Forms received meet all the requirements stated in this Constitution and the guidelines stated in the Nomination Forms.
- b. If any Nomination Form does not meet the requirements, the NCC shall deliberate to confirm the disqualification, state the reasons in writing and attach to the disqualified Nomination Form.
- c. After the processing of the Nomination Forms, the NCC Chairman shall officially write to the nominee(s) on the reasons for the disqualification and provide the nominee(s) a copy of the disqualified nomination form as evidence.
- d. The original copy of the disqualified Nomination Form shall be kept in file by the NCC for reference.

17 GENERAL MEETING

17.1 Once in every calendar year and not later than 30th April of each year, the Executive Committee shall call a General Meeting of the members at such time and place as may be expedient. Such meetings shall be called Annual General Meetings.

24 GENERAL MEETING

24.1. The supreme authority of the Association is vested in a general meeting of the members.

24.2 An Annual General Meeting of the Association shall be held in each calendar year and not later than 30th April of each year on a

17.2 All other General Meetings of the members shall be called Extraordinary General Meetings.

17.3 Should the Executive Committee fail to call an Annual General Meeting, on the requisition in writing of any ten (10) members duly lodged with the Hon. Secretary, the Hon. Secretary shall forthwith call an Extraordinary General Meeting, with the consent of the Executive Committee.

17.4 If within twenty one (21) days of receipt of such requisition, the Executive Committee does not proceed to cause a meeting to be held, the persons presenting the requisition may themselves convene the meeting.

17.5 Fourteen (14) days' notice of every Annual or Extraordinary General Meeting shall be sent to each member by prepaid post or electronic means to the address given in the Register of Association Members specifying the time and place of the meeting and the business to be transacted thereat. Together with the minutes of the previous meeting, and the annual report and financial report.

17.6 During the General Meeting for election of office bearers the Association shall, together with the notice calling for the General Meeting, send particulars of each candidate so nominated to each member and shall simultaneously post the particulars of such candidates on the Association's website and the Notice Board at the Association's premises.

17.7 The accidental omission to give notice of a General Meeting to, or the non- receipt of such notice by any person entitled to receive such notice, shall not invalidate any motion or business transacted at that meeting.

17.8 MEMBERS' RIGHTS

17.8.1 Candidate(s) Nomination(s)

date, time and place to be decided by the EXCO or on such later date as allowed in writing by the Registrar of Societies.

24.3. The Hon. Secretary shall send the notice for the General Meeting at least fourteen days (14 days) prior to the date of the meeting to all members either by post or electronically to the address provided for by the members together with the following:

- a. Agenda for the AGM
- b. Minutes of the last General Meeting
- c. Annual Financial Report
- d. Annual Report of the Association's activities
- e. The current KLTGA Constitution

24.4. Copies of these documents will also be made available at the registered place of business of the Association for the perusal of members.

24.5. The quorum at the General meeting shall either be 10% (ten percent) of the total number of Ordinary Members and Life Members as at 31st December of the presiding year OR 3 times (Three) the number of Executive Members as stipulated under section 15.1 above whichever is lesser.

24.6. If half an hour after the time appointed for the General Meeting a quorum is not present, the meeting shall be postponed to a date (not exceeding 30 days) to be decided by the EXCO and if a quorum is not present half an hour after the time appointed for the postponed meeting, the members present shall have the power to proceed with the business of the day but shall not have the power to amend the Constitution or Bye Laws of the Association or make any decision affecting the whole membership

24.7. The business of an Annual General Meeting shall be:

- a) To receive the Minutes of the previous year's General Meeting, EXCO's Reports and Annual Finance Report for the previous year together with the Auditor's Report

The following members shall have the right to nominate candidates for election of the Association's Office Bearers, Internal Auditor(s) and Hon. Advisors:

- a. Ordinary members who have completed one-year membership with the Association and fully paid their Annual Membership Subscription, PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association up to the year during which the General Meeting is held.
- b. Active Life members who have fully paid their PCD up to the year during which the General Meeting is held.

17.8.2 Participation in General Meeting

The following members shall have the right to participate in General Meetings:

- a. Ordinary Members who have fully paid their membership subscription and PCD up to the year during which the General Meeting is held.
- b. Active Life members who have fully paid their PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association up to the year of during which the General Meeting is held.
- c. Trade and Individual Associate members who have fully paid their membership subscription for the year during which the General Meeting is held.

17.8.3 Right to Vote

- b) To elect a member from the floor as AGM or EGM Chairman to conduct the General Meeting
- c) During an election year, to elect five (5) Principal Office Bearers (Hon. Chairman, Vice-Chairman I, Vice-Chairman II, Hon. Secretary and Hon. Treasurer) .
- d) To elect five (5) or eight (8) members to form the EXCO members.
- e) To elect TWO Internal auditors.
- f) To appoint an External Auditor
- g) To appoint the Hon. Legal Advisors.
- h) To consider any other business of which not less than seven (7) clear days' notice has been given in writing to the Hon. Secretary.

24.8 Any accidental or unintended omission to give notice of a General Meeting to, or the non- receipt of such notice by any person entitled to receive such notice, shall not invalidate any motion or business at that meeting.

25 EXTRAORDINARY GENERAL MEETING

25.1 An extraordinary general meeting of the Association shall be convened:-

- a) Whenever the EXCO deems it necessary ; or
- b) At the joint request in writing by members of not less than twice the number of Executive Members , stating the objects and reasons for such meeting.

25.2 An extraordinary general meeting requisitioned by members shall be convened on a date within thirty days (30 days) of the receipt of such requisition.

The following members shall have the right to vote in any General Meeting:

- a. Ordinary Members who have completed at least one-year membership with the Association and fully paid their Annual Membership Subscription and PCD and have also paid similar dues within the deadlines as per Clauses 5.2.1 and 5.4 above for the year of the General Meeting.
- b. Active Life members who have fully paid their PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association within the deadlines as per Clauses 5.3 and 5.4 above for the year of the General Meeting.
- c. Non-active Life members

17.8.4 The following members are NOT ALLOWED to vote in any General Meeting:

- a. Ordinary Members who have not fully paid their Annual Membership Subscription and PCD as at the expiry date of the preceding year's Financial Year of Account as defined herein.
- b. Active Life members who have not fully paid all their PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association as at the expiry date of the preceding year's Financial Year of Accounts as defined herein.
- c. Ordinary and Life members who joined/rejoined the Association in the current year of the General Meeting.
- d. All Trade and Individual Associate members

17.9 QUORUM AND GENERAL MEETING ADJOURNMENT

25.3 Notice and agenda for an extraordinary general meeting shall be forwarded by the Secretary to all members at least fourteen days before the date fixed for the meeting.

25.4 No other business shall be transacted at the EGM other than the object for which the meeting was called for.

25.5 Rules 24.6 and 24.7 herein regarding the quorum and the postponement of an annual general meeting shall apply to an extraordinary general meeting.

25.6 If no quorum is present after half an hour from the time appointed for a postponed extraordinary general meeting, the meeting shall be cancelled, and no extraordinary general meeting shall be requisitioned for the same purpose until after the lapse of at least six months from the date thereof.

26. MEMBERS' RIGHTS

26.1 All Members in Benefit shall have the right to participate in the General Meeting.

26.2 Only Ordinary and Life Members-in-Benefit shall have the right to nominate and vote for members to be elected into the EXCO , Internal Auditor(s) and Hon. Advisors at the General Meeting

17.9.1 The quorum at any General Meeting shall be either:

a. Ten percent (10%) of the total Ordinary & Life Memberships as at 31st December of the previous year OR

b. Three (3) times the number of Executive Committee members allowed in Clause

10.1 above, whichever is lesser.

17.9.2 If there is no minimum quorum to hold the planned General Meeting within 30 minutes after the time stipulated in the Notice of General Meeting, the Association shall hold the same meeting on the following week, preferably at the same time and venue regardless of the minimum quorum and without amending the Constitution.

17.9.3 The Hon. Chairman shall, with the consent of the meeting at which a quorum is present, adjourn a meeting from time to time and from place to place, as the meeting shall determine.

17.9.4 Whenever a meeting is adjourned for ten (10) days or more, notice of the adjourned meeting shall be given in the same manner as notice of an original meeting.

17.9.5 Save as aforesaid, the members shall not be entitled to any notice of an adjournment or of the business to be transacted at an adjourned meeting.

17.9.6 No business shall be transacted at an adjourned meeting other than the business which might have been transacted at the meeting from which the adjournment took place.

17.10 GENERAL MEETING PROCEEDINGS

17.10.1 The business of a General Meeting, amongst others, shall be:

a. To receive the Minutes of the previous year General Meeting(s), Executive Committee's Report and Annual Finance

27. ELECTION OF OFFICE BEARERS

27.1 The conducting of election for office bearers of the Association for the new term of office will be conducted at the Annual General meeting by an Election Chainman who will be elected from the floor General

27.2 The Chairman should be a Member in Benefit and should not be a candidate seeking office in the Executive Committee.

27.3 The election of office bearers of the Association must be conducted by ballot paper.

27.4 Only members who are physically present at the General Meeting will be entitled to vote the office bearers, Internal Auditors,

Report for the previous year together with the Auditor's Report thereon and if approved, to pass them.

- b. Election of Chairman to conduct Office Bearers elections.
- c. To elect five (5) Principal Office bearers (Hon. Chairman, Vice-Chairman I, Vice- Chairman II, Hon. Secretary and Hon. Treasurer) as well as Deputy Secretary and Deputy Treasurer.
- d. To elect eight (8) members to form the Executive Committee members.
- e. To elect an Internal auditor. Why not TWO
- f. To appoint an External Auditor who must be qualified, licensed and registered with an Auditing Firm.
- g. To appoint the Hon. Legal Advisors.
- h. To consider any other business of which not less than seven (7) clear days' notice has been deposited in writing with the Hon. Secretary.

17.11 CHAIRMAN FOR OFFICE BEARERS' ELECTIONS

17.11.1 Once the Association's Executive Committee's Report, Annual Finance Report comprising a Balance Sheet and Income & Expenditure Account for the previous year together with the Auditor's Report are tabled, discussed and concluded in the General Meeting, the outgoing Hon. Chairman of the Association will invite nominations for this position from members present.

17.11.2 Once nominations are proposed and seconded, if there is more than one (1) candidate, the Hon. Chairman will call for voting by show of hands that will decide the person selected to Chair the General Meeting.

17.11.3 Where there is not more than one (1) nomination, and there is no objection from members present, the person proposed will

External Auditor, Hon. Advisors, Hon. Patron and Hon. Legal Advisors of the Association.

27.5. In the event of equality of votes the Chairman of the outgoing EXCO shall be entitled to a casting vote in addition to his own vote.

27.6. All candidates seeking office into the EXCO must be physically present during the election process.

27.7. In the event that any of the above posts in this provision falls vacant, the EXCO shall have the power to co-opt any other members of the Association to fill the vacancy until the next General Meeting is held

take charge as Chairman of the Office Bearers' Election and proceed with the business of the day at the General Meeting.

17.12 VOTING FOR OFFICE BEARERS

17.12.1 Each member eligible to vote as stated in Clause 17.8.3 above and present personally at a General Meeting for election of Office Bearers shall be entitled to one (1) ballot paper for each position to be voted.

17.12.2 In the event of equality of votes the Chairman of the outgoing or existing Executive Committee shall be entitled to a casting vote in addition to his own vote as a member.

17.12.3 A contesting member must be physically present at the elections proceedings.

17.13 VOTING ON MOTIONS

17.13.1 Any motion received by the Hon. Secretary of the Association at least seven (7) days before the General Meeting, either Annual or Extraordinary, shall be first tabled and discussed at the General Meeting.

17.13.2 After discussion, if the motion requires members' decision, it shall be put to a vote and decided by a show of hands, unless a ballot paper poll be demanded by the Chairman of the General Meeting or by at least five (5) members present in person and entitled to vote.

17.13.3 A declaration by the Chairman of the General Meeting that a motion has

been carried by the majority, or lost, or not carried out by a majority, shall be conclusive.

17.14 MINUTES OF GENERAL MEETINGS

28. VOTING ON MOTIONS

28.1 Any motion/ resolution by members received by the Hon. Secretary in compliance with Clause 24.8.2 (vi) shall be tabled and discussed at the General Meeting.

28.2 Any motion/resolution discussed and resolved at the General Meeting will be final and conclusive and will be acted upon by the Association.

The proceedings of all General Meetings shall be entered in a Minute Book, which on being signed by the Chairman at the next General Meeting shall be conclusive evidence of the business done and passed at the aforesaid General Meeting(s).

18 PROPERTY

18.1 Pursuant to Section 9(b) of the Societies Act 1966, The Association shall appoint three (3) officers from the current Executive Committee members, namely the Hon. Chairman, Hon. Secretary and Hon. Treasurer to administer the property of the Association. They will serve in this capacity for the duration of their term of office in the Executive Committee.

18.2 The officers so appointed under this provision are not empowered to sell, mortgage or transfer the property of the Association unless authorized by a special resolution given in an Extraordinary General Meeting or an Annual General Meeting with a two-third (2/3) majority of eligible voting members present. Special notice of fourteen (14) days shall be given for such a resolution.

18.3 In the event that any of the above posts in this provision falls vacant, the Executive Committee shall have the power to co-opt any other members of the Association to fill the vacancy until the next General Meeting is held.

19 ALTERATION TO RULES

19.1 Any proposed, alteration, addition or amendment to the Constitution, Rules or any subsequent Rules, which may be adopted hereafter shall be submitted to the Executive Committee in writing. The Hon. Secretary shall thereupon circulate the same to members of the Executive Committee which shall consider the proposal and, if deemed fit, convene an Extraordinary General Meeting to consider and to add such proposal, with or without modification. The notice convening any such meeting shall set forth the proposal and the reasons therefore if such has been given and the recommendations of the Executive Committee in connection therewith. Any proposal

29. PROPERTY

29.1 Pursuant to Clause 9(b) of the Societies Act 1966, The Association shall appoint three (3) officers from the current EXCO members, namely the Hon. Chairman, Hon. Secretary and Hon. Treasurer to administer the property of the Association. They will serve in this capacity for the duration of their term of office in the EXCO.

29.2 The officers so appointed under this provision are not empowered to sell, mortgage or transfer the property of the Association unless authorized by a special resolution given in an Extraordinary General Meeting or an Annual General Meeting with a two-third (2/3) majority of eligible voting members present.

29.3 In the event that any of the above posts in this provision falls vacant, the EXCO shall have the power to co-opt any other members of the Association to fill the vacancy until the next General Meeting is held.

30. AMMENDMENT TO CONSTITUTION

30.1 No alteration, addition or amendment to the Constitution and bylaws of the Association shall be made except at an Annual General Meeting or Extraordinary General Meeting specifically called to deliberate on this matter.

30.2 The consent of two-thirds (2/3) of the voting members present at the General Meeting is needed to amend the constitution and bye laws of the Association.

30.3 The amendments shall not come into force without the approval of the Registrar of Societies, Malaysia. Any amendment to the

which is adopted by resolution passed by a two-thirds (2/3) majority of those present in the Extraordinary General Meeting and entitled to vote thereon shall be valid and binding upon all members forthwith.

19.2 The Association shall not adopt any by-laws that are inconsistent with the Constitution of the Council. Any provision in the Association's Rules and by-laws or any condition imposed which conflicts with this section is considered null and void and without effect.

19.3 The Association may approve new provisions in its Rules and by-laws proposed to comply with local laws or customs or in the exceptional circumstances but only upon approval by the Council.

19.4 To remove any doubt, no alterations or additions to these Rules and by-laws shall be made except at an Annual or Extraordinary General Meeting and they shall not come into force without the prior sanction of the Registrar of Societies.

20. NOTICES

20.1 All notices sent or required by these Rules to be sent to members shall be deemed to have been duly served if sent by the Hon. Secretary through the post by pre-paid letter or postcard addressed to the members at their addresses shown in the Register of Association Members. In the case of notices sent by electronic mail or by telephone, then the notice shall be deemed to have been duly served on the member at the expiry of forty eight (48) hours from the time such notice is communicated to the member at the last known electronic mail address or last known telephone number of that member.

20.2. Where a given number of days' notice or notice extending over any other period is required to be given, neither the day of delivery of the notice nor the day upon which such notice expires shall be included in such number of days or other period.

Constitution shall be forwarded to the Registrar of Societies within 60 days of being passed by the General Meeting.

30.4 The amendment to the constitution could either be tabled by the EXCO or by a resolution at the AGM or upon the request of forty members.

30.5 The Hon. Secretary will give fourteen days (14) notice of the EGM set to discuss the amendments to members through the Association Communication channel(s) together with a draft of constitution(s) and Bye law(s) that are proposed to be amended.

30.6 The Association shall not adopt any by-laws that are inconsistent with the Society's Act or against the Clause / Laws of Malaysia

31. NOTICES

31.1 Any notices or communication to members from the Association is deemed to be duly served if it is forwarded to the mailing address of the members as show in the membership Register of the Association. Such mailing could either be by letter, email, digital/electronic or other established communication channel of the Association.

31.2 In the case of notices sent by electronic mail or by telephone, such the notice shall be deemed to have been duly served upon the member at the expiry of forty-eight (48) hours from the time such notice is communicated to the member at the last known electronic mail address or last known telephone number of that member.

31.3 It shall be the duty of all Members to keep the Honorary Secretary informed of their addresses and any changes of address

21. INDEMNITY

If any prosecution, action or suit at law be commenced against any member or members of the Executive Committee, The Hon. Secretary, or any servant or agent of the Association for anything done by him/her/them in the proper and reasonable discharge of their duty of the Association, such person or persons shall be defended and indemnified by and at the cost of the Association from all damages, costs and expenses which may be incidental to or result from such prosecution, action or suit at law and the property and funds of the Association may be applied for such purpose as

may be directed by the Executive Committee from time to time. Provided, however, that none of such funds shall be applied either directly or indirectly in payment of the whole or part of any fine or penalty imposed upon such person by sentence or order of a Court of Justice.

22 DISSOLUTION

The Association shall not be dissolved except with the consent of not less than two- third (2/3) of the membership entitled to vote in an Extraordinary General Meeting held for this purpose solely

23 APPLICABLE LAW & OTHER PROVISIONS

23.1 The Association will adopt the provisions of the Societies Act, 1966 and its regulations applicable from time to time as part of its by-laws should any dispute arises in future.

23.2 The Association shall where applicable or in the absence of specific provisions contained herein shall have reference and be bound by the Council's constitution, rules and regulations as amended from time to time.

32. INDEMNITY

If any prosecution, action or suit at law be commenced against any members of the EXCO or any servant or agent of the Association for anything done by him/her/them in the proper and reasonable discharge of their duty of the Association, such person or persons shall be defended and indemnified by and at the cost of the Association from all damages, costs and expenses which may be incidental to or result from such prosecution, action or suit at law and the property and funds of the Association may be applied for such purpose as may be directed by the EXCO from time to time. Provided, however, that none of such funds shall be applied either directly or indirectly in payment of the whole or part of any fine or penalty imposed upon such person by sentence or order of a Court of Justice.

33. DISSOLUTION

The Association shall not be dissolved with the consent of not less than two- third (2/3) of the membership entitled to vote in an Extraordinary General Meeting called for the purpose of dissolution.

34. INTERPRETATION OF CONSTITUTION

34.1 The Constitution and Bye-Laws of the Association shall at all times be construed in accordance with all written laws of Malaysia both present or future, which govern the Association. In the event of any contradiction or inconsistency between any written laws and the provisions of the Constitution or Bye-Laws, the said provisions in the Constitution or Bye-Laws shall be interpreted and/or be amended (if necessary) so as to comply with the written laws of Malaysia

34.2. In the event of any issue pertaining to the day-to-day administration of the Association which is not expressly provided for in

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this Constitution, the EXCO shall have the jurisdiction to discuss and act upon the matters. The decision of the EXCO shall be final unless it is reversed at a General Meeting of members.

34.3 In the event of any ambiguity or differences in the interpretation of the constitution or any rules and regulations of the Association, the EXCO shall have the ultimate power to interpret the rules of the Association and such interpretation shall be binding on members of the Association.

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JABATAN PENDAFTARAN PERTUBUHAN MALAYSIA
WILAYAH PERSEKUTUAN KUALA LUMPUR
KEMENTERIAN DALAM NEGERI
Aras G, Kompleks Kementerian Dalam Negeri
Jalan Sri Hartamas 1, Off Jalan Duta
50480 KUALA LUMPUR
MALAYSIA

Tel : 03-62012092
03-62012093
03-62012094
03-62012095 / 03-62012096
Faks : 03-62012107
Laman Web : <http://www.ros.gov.my>
<http://www.eroses.gov.my>

Rujukan Kami: PPM-008-14-10051967

Tarikh: 31 Mac 2022

Setiausaha,
KUALA LUMPUR TOURIST GUIDES' ASSOCIATION
16-3 (THIRD FLOOR) PERSIARAN JUBILEE OFF JALAN LOKE YEW
55200 KUALA LUMPUR
WILAYAH PERSEKUTUAN KUALA LUMPUR

Tuan/Puan,

PERMOHONAN PINDAAN PERLEMBAGAAN

Dengan hormatnya perkara di atas dirujuk.

2. Sukacita dimaklumkan bahawa permohonan pindaan perlembagaan pertubuhan tuan telah **DILULUSKAN** dan pertubuhan tuan hendaklah menggunakan perlembagaan **terkini** dalam mentadbir pertubuhan tuan mulai 31 Mac 2022 .
3. Adalah disahkan bahawa dengan kelulusan ini, nama pertubuhan dipinda daripada "KUALA LUMPUR TOURIST GUIDES ASSOCIATION" kepada "KUALA LUMPUR TOURIST GUIDES' ASSOCIATION".

Sekian, terima kasih.

'BERKHIDMAT UNTUK NEGARA'

Saya yang menjalankan amanah,

(NIK EYLIA SOFIA BINTI NIK ABD AZIZ)
b.p. PENDAFTAR PERTUBUHAN MALAYSIA

Catatan: surat ini adalah janaan komputer, tandatangan tidak diperlukan



PERLEMBAGAAN BAGI
PERTUBUHAN INDUK
KUALA LUMPUR TOURIST GUIDES' ASSOCIATION

(PPM-008-14-10051967)

1 NAME

The name of the Association shall be the "Kuala Lumpur Tourist Guides' Association" (hereinafter called "the Association".)

2 REGISTERED OFFICE

2.1 The registered place of business of the Association shall be at No.16-3 (Third Floor), Persiaran Jubilee, Off Jalan Loke Yew, 55200 Kuala Lumpur.

2.2 The registered place of business of the Association shall not be changed without the prior approval of the Registrar of Societies.

3 OBJECTS

3.1 The objects of the Association shall be:

3.1.1 To assist the Government to promote Tourist Trade.

3.1.2 To facilitate tour operators and/or any customer by providing them with qualified/licensed Tourist Guides for freelance assignments.

3.1.3 To collect, from official and other reliable sources, information useful to the Association and its members, and to conduct surveys, enquiries, and keep records calculated to promote directly or indirectly any aspect of the tourist industry and any of the objects of the Association.

3.1.4 To provide complimentary guiding services to travel writers, social welfare workers, educationists and university students from overseas on official visits, or any other relevant tourists on a case-by-case basis where the Executive Committee of the Association shall consider as appropriate from time to time.

3.1.5 To assist tourists in their requirements during the tour, such as purchase of goods.

3.1.6 To arrange for alliance or affiliation and to co-operate with any institution, association or society with objects similar to those of this Association on such terms and conditions as may be in the interest of the Association and its members.

3.1.7 To assist in any way possible, and for the benefits of the tourist, the

improvement of accommodation, catering, transport, entertainment and other relevant amenities in Malaysia.

3.1.8 To promote international understanding, friendship and travel.

3.1.9 To assist Tourist Guides to get experience in the field of guiding.

3.1.10 To work for the improvement of the quality and reputation of the Tourist Guides' profession.

3.1.11 To represent all Tourist Guides of the Association in liaison with the Malaysian Tourist Guides Council (hereinafter referred to as "the Council"), all other governmental departments and non-governmental organizations pertaining to the tourist guiding profession and all aspects of tourism.

3.1.12 To assist and coordinate in organizing Tourist Guides' training courses in conjunction with the Ministry of Tourism, Arts & Culture, Malaysia (or its successors-in-title) and/or the Council.

3.1.13 To organize any conference, convention, exposition, seminar, Tourist Guides training course or tourism related educational programme either on its own or in conjunction with the Council, other governmental departments and non-governmental organizations.

3.1.14 To coordinate and discuss with the Council, the Ministry of Tourism, Arts & Culture, Malaysia (or its successors-in-title), other governmental departments and non-governmental organizations on the resolutions passed at any conference, convention or seminar.

3.1.15 To discuss and resolve with the Council, the Ministry of Tourism, Arts & Culture, Malaysia (or its successors-in-title), other governmental departments and non-governmental organizations on all aspects of the tourist guiding profession and the tourism industry.

3.2 The Association shall not in any way engage or attempt to engage in Trade Union activities as defined in the Trade Union Ordinance 1959.

4 MEMBERSHIP

4.1 The Association shall have four (4) categories of membership as follows:

4.1.1 Honorary Members

Conferred by the Members of the Executive Committee to those persons who have rendered outstanding services to the Association. Honorary members shall have no voting rights.

4.1.2 Ordinary Members

Those who have undergone a course by any registered training institute licensed by the relevant Malaysian Government Department, and duly issued a valid Tourist Guide license by the Ministry of Tourism, Arts & Culture, Malaysia (or its successors-in-title).

4.1.3 Associate Members

a. Those persons or businesses that are EITHER

i. "Trade Associate Members" which are duly registered firms/companies in tourism related businesses OR

ii. "Individual Associate Members" who are persons who subscribe to the objects of the Association as stated herein.

b. Associate Members shall have no voting rights nor can serve in the Executive Committee of the Association but shall enjoy all other privileges as Ordinary Members.

4.1.4 Life Members

Ordinary Members having at least TEN (10) years continuous membership in the Association shall be eligible to apply and shall have the same privileges as Ordinary Members.

4.2 MEMBERSHIP APPLICATION

4.2.1 All applications must be on the Association's official forms, duly completed and signed by the individual (for Ordinary, Individual Associate and Life membership) or the representative of the organization concerned (for Trade Associate membership).

4.2.2 All supporting documents required for each category of membership must also be submitted together with the application forms.

4.3 DECISION ON MEMBERSHIP APPLICATIONS

4.3.1 The Executive Committee of the Association shall be entitled to refuse to accept or reject any application to become a member and is not obliged to provide any reason for such decision.

4.3.2 When such decision is made, all monies paid at the time of membership application by the applicant will be duly refunded on return of the original receipt(s) issued by the Association.

4.3.3 Concurrently, in the case of Ordinary and Active Life memberships not approved, the Association will inform the Ministry of Tourism, Arts & Culture, Malaysia (or its successors-in-title) the decision(s) made on such membership application(s).

4.4 MEMBERSHIP UPDATE

It shall be the duty of each member, where applicable, to notify in writing to the Hon. Secretary of the Association as soon as possible of any change of his/her status, postal/mailling address(es), contact details, place of employment (where relevant) and his/her beneficiary(ies).

5 SUBSCRIPTION, MEMBERSHIP RENEWAL, PER CAPITA DUE & ORIENTATION PROGRAMME

5.1 Every Ordinary and Associate member shall pay a subscription to the Association, the amount of which shall be fixed by the members in a General Meeting.

5.2 Unless otherwise revised and determined by the members at a General Meeting, the subscription shall be as follows:

5.2.1 Ordinary Member

a. Annual Membership fee: RM60.00

b. Entrance Fee: RM30.00*

c. Orientation Fee: RM30.00*

(* Payable for the first year of applying to join/re-join the Association)

d. Per Capita Dues

i. In addition to Annual Membership fee, each Ordinary member shall pay an annual amount of RM50.00 'Per Capita Dues' (hereinafter referred to as 'PCD') to the Association for onward submission to the Council for such year.

ii. This annual PCD amount is subject to revision by the Council and the revised amount, if any, will only apply for the membership renewal from the subsequent year.

iii. The Association will give members sufficient advanced notice of the revised PCD payable for the next membership renewal.

iv. Due to the Covid19 Pandemic which impacted the global Tourism industry and resulted in severe loss of employment opportunities for Tourist Guides, annual membership fee is revised to RM50.00 for the years 2021 and 2022 only.

5.2.2 Individual Associate Member

a. Annual Membership Fee: RM60.00

b. Entrance Fee: RM50.00*

(*Payable for the first year of applying to join/re-join the Association)

5.2.3 Trade Associate Member

a. Annual Membership Fee: RM250.00

b. Entrance Fee: RM100.00*

(* Payable for the first year of applying to join/re-join the Association)

5.2.4 Life Member

One-time payment: RM5,000.00

5.3 PCD FOR ACTIVE LIFE MEMBERS

5.3.1 Apart from the one-time payment of Ringgit Malaysia Five Thousand (RM5,000.00) as stated in Clause 5.2.4 above, every ACTIVE LIFE member (in possession of a valid Tourist Guide License) shall pay to the Association the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association, where applicable, as well as prevailing PCD amount for onward submission to the Council for such year.

5.3.2 This annual PCD amount is subject to revision by the Council and the revised amount, if any, will only apply for the subsequent year of Life Membership.

5.3.3 The Association shall strive to give members advanced notice of the revised PCD payable for the subsequent year.

5.4 MEMBERSHIP RENEWAL AND PER CAPITA DUES (PCD)

5.4.1 It shall be the duty of each Ordinary and Associate member to see that his/her Annual Membership fees and, where applicable, PCD are paid up-to-date and that an official receipt for such payments is obtained from the Association.

5.4.2 Likewise, Active Life Members are required to pay the annual PCD and, where applicable, the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association, to continue their membership with the Association.

5.4.3 The due date for the Annual Membership renewal and, where applicable, PCD shall be on 31st December of the year.

5.4.4 A 7-day grace period after 31st December of the year is allowed for Annual Membership renewal and, where applicable, PCD payment.

5.4.5 Any non-renewal of Annual Membership, and where applicable non-payment of PCD after 7th January of the next year would automatically terminate a membership, unless the member or defaulter shall satisfy the Association's Executive Committee that the delay in payment was due to reasonable cause.

5.4.6 The responsibility for keeping payments of the Annual Membership and/or any other dues up-to-date shall rest with the member and not with the Association.

5.5 ORIENTATION PROGRAMME

5.5.1 All 'Ordinary Member' applicants must attend the Association's Orientation Programme within 12 months of joining the Association.

5.5.2 An Ordinary Member who fails to attend the Association's Orientation Programme within this period will not be allowed to renew his/her membership.

5.6 MEMBERSHIP RE-APPLICATION

5.6.1 An application to renew lapsed Ordinary, Associate and Life membership is

subject to the same terms as a new application for membership. Payments of an Entrance fee, Annual Membership Fee and where applicable, the PCD, and Orientation Fee is required.

5.6.2 Active Life Members who fail to pay by 7th January every year the PCD, and where applicable, the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association, will only be allowed to re-apply as Ordinary member, subject to terms and conditions of Ordinary member application.

5.6.3 The Executive Committee of the Association shall be entitled to refuse to accept or reject any re-application to become a member and is not obliged to provide any reason for such decision. When such decision is made, all monies paid by the applicant will be duly refunded on return of the original receipts issued by the Association. If the original receipts are not returned, these documents will be voided, and in the case of unapproved Ordinary and/or Active Life membership applications, the Association shall officially inform the Tourist Guide License issuing authority regarding the applicant's membership status with the Association.

6 REFUSAL, SUSPENSION, TERMINATION OR RESIGNATION OF MEMBERS

6.1 The Executive Committee shall suspend or terminate any membership with reasonable ground; provided such suspension or termination of the membership shall be first dealt with in accordance with the provisions of Clause 11 hereunder.

6.2 Any member being suspended shall be barred from taking part in any event under the control of the Association or the Council during the period of suspension.

6.3 Any member may resign from the Association at any time by giving one (1) month's official notice in writing. For this purpose, official notice is defined as letters or e-mails only. There shall be no refunds to the member of any subscriptions or other payments made for the balance of the year when the notice of resignation was issued to the Association.

7 FINANCE

7.1 The Financial Year of the Association shall be from 1st January to 31st December of each year.

7.2 The funds of the Association shall be derived from:

7.2.1 Membership subscriptions.

7.2.2 Donations and grants.

7.2.3 Organizing training courses, events and activities.

7.2.4 Miscellaneous collections.

7.3 EXPENDITURE:

7.3.1 Any expenditure to be incurred above Ringgit Malaysia Five Thousand

(RM5,000.00) and not exceeding Ringgit Malaysia Thirty Thousand (RM30,000.00) should first have the approval of the Executive Committee.

7.3.2 For any expenditure above Ringgit Malaysia Thirty Thousand (RM30,000.00), the Executive Committee shall get the approval of its members at a General Meeting.

7.4 The Executive Committee shall cause accounts to be kept of all sums of money received and expended by the Association and the matters in respect of which such receipt and expenditure take place.

7.5 At the Annual General Meeting held in each year, the Executive Committee shall table before the members the Association's Annual Finance Report comprising a Balance Sheet and Income & Expenditure Account for the Financial Year from 1 January to the 31st December of the preceding year.

7.6 The Association's Annual Finance Report shall be signed by the Hon. Chairman, Hon. Secretary and Hon. Treasurer.

7.7 Every such Annual Finance Report shall be audited by a licensed Auditor or Firm of Auditors appointed by the members in the General Meeting and the Auditor's report shall be annexed to every Annual Finance Report.

7.8 Every such Annual Finance Report shall be accompanied by a report of the Hon. Treasurer as to the financial state and condition of the Association.

7.9 In addition to the Annual Finance Report, the Executive Committee shall prepare the Association's Annual Income and Expenditure forecast for the current year and table it at the General Meeting.

7.10 The books of accounts shall be kept at the Registered Office of the Association or the office of any agent who undertakes the making-up.

7.11 The funds of the Association shall be under the control of the Executive Committee who shall cause an account to be opened with a Bank in Kuala Lumpur into which all monies belonging to the Association shall be paid.

7.12 CHEQUE SIGNATORIES

All cheques drawn on the said account in Clause 7.11 above shall be signed by the following:

7.12.1 Any cheque up to Ringgit Malaysia Twenty Thousand (RM20,000.00) - to be signed by the Hon. Treasurer and countersigned by either the Hon. Chairman or Hon. Secretary.

7.12.2 Any cheque above Ringgit Malaysia Twenty Thousand (RM20,000.00) - to be signed by three signatories namely, Hon. Chairman, Hon. Treasurer and Hon. Secretary.

8 PATRONS

On the recommendation of the Executive Committee Members, the Association may appoint as Patrons, persons who are not members of the Association but who are in support of the objects of the Association and desire to support it financially or otherwise.

9 ADVISORY BOARD

9.1 The General Meeting may propose advisors to the Association that shall consist of the immediate Past Chairman of the Association AND a minimum of two (2) or up to a maximum of four (4) other senior member Tourist Guides of good character, continuous membership in the Association and good reputation to be advisors to the Association. Member guides proposed to serve on this Advisory Board must be physically present at the General Meeting to accept/decline this position offered.

9.2 This appointment shall be for a tenure of three (3) years from the General Meeting or until the election of the next Executive Committee, whichever period comes first, and it does not include a monthly stipend. Subsequently if a vacancy arises during the said period, then such a vacancy shall be filled at its next General Meeting.

9.3 The Advisory Board shall support the Association and members in deliberating and providing its recommendations for the Executive Committee to decide on all appeals from members as stated in Clause 11.10 below. Such deliberation shall be by either three (3) or five (5) members of the Advisory Board for majority decision and recommendation to the Executive Committee.

10 EXECUTIVE COMMITTEE

10.1 STRUCTURE

The Executive Committee shall consist of fifteen (15) elected members made up of:

- One (1) Hon. Chairman (Principal Office Bearer)
- One (1) Vice Chairman I (Principal Office Bearer)
- One (1) Vice Chairman II (Principal Office Bearer)
- One (1) Hon. Secretary (Principal Office Bearer)
- One (1) Hon. Treasurer (Principal Office Bearer)
- One (1) Deputy Secretary
- One (1) Deputy Treasurer
- Eight (8) other Committee Members.

10.2 TENURE

All Executive Committee members are to be elected once in every three (3) years at the General Meeting of the Association.

10.3 EXECUTIVE POWERS

10.3.1 The affairs of the Association shall be conducted by the Executive Committee subject to such regulations as may from time to time as determined by the Association at the General Meeting.

10.3.2 The Executive Committee shall have discretionary powers to issue a written caution to any member based on the findings of the Discipline & Ethics Committee empowered under Clause 11 of this Constitution.

10.3.3 The Executive Committee shall have absolute power to regulate, manage and control all the affairs of the Association and to carry out its Objects and may exercise all such powers and do all such acts and things if they are for the benefit of the Association.

10.3.4 The Executive Committee shall communicate with the members of the Association by Newsletter and/or electronic means to keep them informed of activities in the Association and in the Tourism industry.

10.3.5 The Executive Committee may consider and pass a resolution by circulation to its Executive Committee members (Proposed and Seconded) via electronic means provided that seven (7) days' notice has been given for discussion, and a majority vote taken.

10.4 DUTIES OF PRINCIPAL OFFICE BEARERS (POB)

10.4.1 Hon. Chairman

a. The Hon. Chairman shall preside over:

i. All General Meeting agenda up to and before the Election of Office Bearers, Internal Auditor and Hon. Advisors of the Association

ii. Meetings of the Executive Committee.

b. Exercise supervision over the affairs of the Association and perform such other functions as are incidental to his/her office.

c. The Hon. Chairman shall decide specific portfolios related to the Objects of the Association stated in Clause 3 above and appoint any Executive Committee member to manage such portfolios for any specific duration of the Executive Committee's term.

d. The Hon. Chairman shall have authority, subject to the ratification of the Executive Committee, to appoint, direct, suspend or remove any employee of the Association as he/she may deem necessary.

e. The Hon. Chairman shall make full reports of the administration of his/her office and of the affairs of the Association to the Executive Committee at every meeting of the said body, and to the members at the Annual General Meeting.

f. The Hon. Chairman, with the consent of the Executive Committee members, is authorized to assign or withdraw any member/members to represent the Association at any meeting, conference, invitation, and/or individual portfolio that assists in the operation of the Association.

10.4.2 Vice-Chairman I (VC I)

a. The Vice-Chairman I shall be responsible for the internal administration of the

Association and shall have administrative control over such Officers and all other salaried staff of the Association.

b. In the absence of or temporary disqualification of the Hon. Chairman, the Vice-Chairman I shall assume the Chairmanship and is authorized to execute full functions of that office.

c. The Vice-Chairman I shall also carry out such responsibilities as may be delegated by the Hon. Chairman.

10.4.3 Vice-Chairman II (VC II)

a. The Vice-Chairman II is responsible for:

i. The welfare of the members,

ii. Maintaining good external relations amongst the Association, the Ministry of Tourism, Arts & Culture Malaysia (or its successor-in-title), the Council and other governmental bodies/NGO.

iii. Conducting outreach programmes and public relations between the Association and members of the Association, other Tourist Guides' Associations, members of travel trade organisations and the members of public.

b. The Vice-Chairman II, with the consent of the Executive Committee, shall plan, create, prepare and execute timely activities, campaign or programmes of such nature that will benefit the members of the Association and/or is able to raise the image of the Association in the tourism industry.

c. The Vice-Chairman II shall be responsible for giving tourist information, replying enquiries concerning travel and shall also carry out such responsibilities, as may be delegated by the Hon. Chairman or the Executive Committee.

d. The Vice-Chairman II shall always obtain prior consent of the Executive Committee before issuing any press release or public statement or granting interview in any printed media or social media in the capacity of representing the Association.

10.4.4 Hon. Secretary

a. The Hon. Secretary shall cause to be recorded the proceedings of all General Meetings and meetings of the Executive Committee.

b. The Hon. Secretary shall have charge of and preserve the books, records, files, documents and effects of the Association.

c. The Hon. Secretary shall also carry out such responsibilities as may be delegated by the Hon. Chairman or the Executive Committee.

10.4.5 Hon. Treasurer

a. The Hon. Treasurer shall be responsible for the financial affairs of the Association.

b. The Hon. Treasurer shall issue notices of dues payable, be responsible for their collection and keep books of account of the Association.

c. The Hon. Treasurer shall prepare:

i. The Association's Annual Finance Report comprising a Balance Sheet and Income & Expenditure Account as well as the Report as to the financial state and condition of the Association for the preceding financial year, to be presented at the

General Meeting.

ii. The quarterly Statement of Accounts for presentation in the Executive Committee Meeting.

d. The Hon. Treasurer shall be the custodian of the funds of the Association as prescribed in Clause 7 above and shall make disbursements in accordance with such rules as well as by-laws as may be prescribed by the Executive Committee.

e. The Hon. Treasurer shall initiate, co-ordinate and complete by 31 December of the current financial year, the Association's tentative Annual Income and Expenditure forecast for the next financial year to be approved by the Executive Committee for subsequent presentation at the General Meeting.

f. The Hon. Treasurer may be allowed a petty cash advance of Ringgit Malaysia One Thousand (RM1,000.00) only at any time.

g. The Hon. Treasurer shall also carry out such responsibilities as may be delegated by the Hon. Chairman, or the Executive Committee.

10.5 DUTIES OF DEPUTIES

10.5.1 Deputy Secretary

a. The Deputy Secretary shall assist the Hon. Secretary in the discharge of his/her duties effectively.

b. The Deputy Secretary shall cause a written manual of "Standard Operations Procedures" to be maintained for the Association and to update the same from time to time and ensure compliance with all decisions made by the Executive Committee.

c. The Deputy Secretary shall also carry out such responsibilities as may be delegated by the Hon. Chairman, Hon. Secretary or the Executive Committee.

10.5.2 Deputy Treasurer

a. The Deputy Treasurer shall assist the Hon. Treasurer in the discharge of his/her duties effectively.

b. The Deputy Treasurer shall maintain proper written records of the correspondence and remittance of KLTGA members':

i. Personal Accident (P.A) Insurance premiums to the designated organization approved by the Executive Committee as well as all related claims and their settlement/closure.

ii. PCD payments to the Council, as well as all related claims to the Council and their settlement/closure.

c. The Deputy Treasurer shall also carry out such responsibilities as may be delegated by the Hon. Chairman, Hon. Treasurer or the Executive Committee.

10.6 ALTERNATE CHAIRMAN

In the absence of the Hon. Chairman, the Vice Chairman I will deputize and in his/her absence, the Executive Committee shall elect another Chairman from amongst themselves who shall conduct the affairs of the Association temporarily.

10.7 MEETINGS

The Executive Committee shall meet once a month and shall fix the time and place of meeting. At least seven (7) days' notice in writing or by electronic means or

telephone call shall be given to each member of the Executive Committee.

10.8 QUORUM

The quorum for its meetings shall be one third (1/3) of the Executive Committee.

10.9 VOTING

10.9.1 Each elected Executive Committee Member shall be entitled to one (1) vote in any Executive Committee meeting but the Hon. Chairman at such meeting shall have an original as well as a casting vote.

10.9.2 Motions before the Executive Committee at an Executive Committee meeting shall be deemed passed if voted in favour by the majority of those present in person at such meeting and eligible to vote.

10.10 MINUTES TO BE RECORDED

10.10.1 The Executive Committee shall cause proper minutes to be made of proceedings of all meetings of the Association and of the Executive Committee and all business transacted at such meeting.

10.10.2 Any such minutes of any meeting if purported to be signed by the Chairman of the meeting, shall be conclusive evidence without any further proof of the facts stated therein.

10.10.3 The minutes shall be of public record and will be made available to the members to view upon a reasonable written request to the Executive Committee for access to the Minutes.

10.11 CESSATION TO BE EXECUTIVE COMMITTEE MEMBER

10.11.1 The office of a member of the Executive Committee shall be vacated:

- a. by notice in writing from the Executive Committee member to the Hon. Chairman or the Hon. Secretary of the Association.
- b. if the person ceases to be a member of the Association.
- c. if the member fails to attend three (3) successive meetings of the Executive Committee, without first having obtained the permission of the Hon. Chairman of the Association in writing or by email/electronic communication.

10.11.2 In the event of Clause 10.11.1.c above, then it shall be lawful for the Hon. Chairman to issue a letter terminating the tenure of such member with immediate effect.

10.12 VACANCY

10.12.1 The Executive Committee may invite an Ordinary or Life member with valid Tourist Guide license to fill a casual vacancy in the Executive Committee, but the person so appointed shall hold office only for the remaining term of the Executive

Committee and will not have eligibility to vote at Executive Committee meetings.

10.12.2 The invited candidate to fill such vacancy must also meet all the criteria stipulated in Clause 16.1.5 hereunder.

10.13 CO-OPTED POST

10.13.1 The Executive Committee may from time to time, for a particular purpose or duration, co-opt such other Ordinary or Life member(s) with valid Tourist Guide license into the Executive Committee but who will not have eligibility to vote at Executive Committee meetings.

10.13.2 The co-opted member to fill such vacancy must also meet all the criteria stipulated in Clause 16.1.5 hereunder.

11 DISCIPLINE & ETHICS COMMITTEE

11.1 There shall be a Discipline & Ethics Committee (DEC) consisting of:

11.1.1 Hon. Chairman

11.1.2 Vice-Chairman I

11.1.3 Hon. Secretary

11.1.4 Two (2) Executive Committee members to be appointed by the Executive Committee.

11.2 The duties of this Discipline & Ethics Committee are to:

11.2.1 Determine if a KLTGA member has breached/violated any Clause of the Association's Constitution or Code of Ethics of the Council as stipulated in the Malaysian Akta 482 (Akta Industri Pelancongan 1992)

11.2.2 Discipline the KLTGA member who has violated any Clause of the Association's Constitution or Code of Ethics of the Council.

11.3 NOTICE TO MEMBERS

11.3.1 At least ten (10) working days' notice by the Hon. Chairman to the member involved in the alleged offence shall be sent to his/her last recorded address with the Association and as well as to all Discipline & Ethics Committee members prior to the actual proceeding.

11.3.2 The notice must mention the particulars of the complaint and provide copies of the relevant documents or lists of witness and specify the time and place of investigative proceeding.

11.3.3 The said notice shall also inform the member of consequences of non-appearance and the right of Appeal against any decision.

11.4 The quorum of such investigative proceeding shall be three (3) members present. Minutes of the investigative proceedings shall be taken.

11.5 A member is compelled to appear before the Discipline & Ethics Committee on the date of the investigative proceeding. In the absence of the said member without any reasonable excuse given to the Discipline & Ethics Committee, the Discipline & Ethics Committee may in its absolute discretion deliberate and decide based on the facts/witnesses appearing before it.

11.6 After the investigative proceedings, the Discipline & Ethics Committee shall report its findings and recommendation in writing to the Executive Committee within 7 working days of the investigative proceedings.

11.7 EXECUTIVE COMMITTEE REVIEW

11.7.1 The Executive Committee will decide on the matter after a review of the findings and recommendations of the investigative proceedings submitted by the Discipline & Ethics Committee.

11.7.2 Such decision will be conveyed to the Discipline & Ethics Committee within 7 working days of receiving the findings and recommendations.

11.8 Based on the Executive Committee decision as in Clause 11.7 above, the Hon. Secretary, on behalf of the Discipline & Ethics Committee, shall write to the member to inform of the decision on the alleged offence by the member.

11.9 RIGHT OF APPEAL

11.9.1 Where the member wishes to Appeal against any decision of the Discipline & Ethics Committee, the member must send a notice in writing to the Association, stating the grounds of Appeal.

11.9.2 This Appeal shall be lodged with the Hon. Secretary not later than seven (7) working days from the date of receipt of the Hon. Secretary's notice of the Discipline & Ethics Committee decision.

11.10 ACTION & DECISION ON THE APPEAL

11.10.1 All such appeals will be forwarded to the Association's Advisory Board for deliberation and recommendations to the Executive Committee.

11.10.2 Where further clarification is needed, the Advisory Board shall, within seven (7) working days from date of receipt of the appeal, convene in the Association's registered address or any other venue to meet,

a. The member who appealed

b. The Discipline and Ethics Committee

for further clarification before concluding and deciding on the appeal.

11.10.3 The Executive Committee's decision on the Advisory Board's

recommendation of an Appeal shall be final and binding on both the member(s) and the Association.

11.10.4 The Hon. Secretary shall, within seven (7) working days from the Executive Committee's decision on the recommendations of the Advisory Board:

- a. Write to the member(s) on the decision.
- b. Write to inform the Council and/or the Ministry of Tourism, Arts & Culture, Malaysia (or its successor-in-title), where required/necessary.

12 SPECIAL SUB-COMMITTEE(S)

12.1 The Executive Committee shall have power to appoint, any one or more of its members or such member of the Association as may be co-opted by the Executive Committee, at their discretion to be in a Sub-Committee for any purpose or purposes, general or specific, to be specified in the resolution appointing such Sub-Committee.

12.2 Any decision made by such Sub-Committee shall be reported to the Hon. Secretary within seven (7) days and the decision shall be valid and binding unless overruled by a decision of the Executive Committee.

13 REPRESENTATION OF THE ASSOCIATION

13.1 It shall be the duty of the Association to be represented at all Meetings called upon by the Council.

13.2 The Association shall be entitled to send the required number of representative(s), as stipulated by the Council, to take part in the activities of the Council and such representative(s) shall have the mandate to vote on any such proposal submitted for decision.

13.3 Nomination of the representative(s) shall be submitted to the Council in meeting.

13.4 The Association has the absolute discretion to nominate and to replace the representative so nominated to attend in the activities of the Council.

13.5 The nomination and replacement of the representative shall be made by the Association by giving notification in writing to the Council prior to any relevant meeting.

14 REGISTER OF ASSOCIATION MEMBERS

14.1 The Hon. Secretary shall keep at the Registered Office a physical or electronic record to be called "The Register of Members of Kuala Lumpur Tourist Guides"

Association", (hereinafter called 'the Register'). The Register shall contain the following particulars of members:

14.1.1 The name, identity card number, valid licensed TG badge number(s), address, contact details such as mobile number and e-mail address, including other occupation of each member as well as details of emergency contacts and beneficiaries.

14.1.2 The date on which the name of any member was inscribed in the Register as such, and the date on which such person ceased to be a member, shall be duly recorded.

14.1.3 Such other particulars which the Executive Committee may from time to time direct.

14.2 All entries in the Register and all amendments to entries thereon shall be subject to the approval of the Executive Committee. The Register shall be open to inspection by office bearers of the Association during normal hours of business at the Registered Office.

14.3 All information of members in the Register are covered by the Personal Data Protection Act 2010 (Act 709). Any misuse of the information in the Register will be dealt with according to the relevant provisions in this Constitution and/or the provisions in the Personal Data Protection Act 2010 (Act 709).

15 ASSOCIATION'S STAFF

15.1 The Executive Committee shall have power to appoint an Administrative Officer or such other paid employees for such period on such terms and conditions as may from time to time to be determined by the Executive Committee.

15.2 These Officers and employees of the Association shall act under the general direction of the Hon. Chairman or in his/her absence the Vice-Chairman and shall be responsible only to the Executive Committee and save as herein provided, shall not be obliged to carry out the wishes and instructions of individual members.

15.3 These Officers and employees shall observe the provisions in the Personal Data Protection Act 2010 (Act 709) when managing members' personal particulars. Any misuse of members' personal particulars by the Officers and/or employees of the Association shall be dealt with by the Executive Committee according to the relevant provisions in this Constitution and/or the provisions in the Personal Data Protection Act 2010 (Act 709).

15.4 The Executive Committee, at its discretion, shall remove or suspend any Administrative Officer or paid employees of the Association in accordance with the Malaysian Employment Act 1955.

15.5 The Administrative Officer shall, and the other employees, may attend all

Executive Committee and General Meetings as required by the Executive Committee.

16 ELECTION OF OFFICE BEARERS

16.1 ELIGIBILITY TO CONTEST

16.1.1 Only those Ordinary and Life members with valid Tourist Guide's licenses issued by the Ministry of Tourism, Arts & Culture, Malaysia (or its successor-in-title) who are physically present during voting at the General Meeting shall be eligible for election to the Executive Committee.

16.1.2 Members who offer to contest for the position of Hon. Chairman must have first been an ordinary member consecutively for five (5) years.

16.1.3 The five (5) Principal Office Bearers of the Executive Committee shall hold tenure of that same designated post for a maximum of consecutive two (2) terms of service only, while there is no limit to the tenure for the ordinary Executive Committee posts.

16.1.4 On completing a continuous two-term tenure as Hon Chairman or Hon. Treasurer, a member can offer himself/herself again for election to any Principal Office Bearer only after a one-term interval.

16.1.5 Candidates must also comply the following:

- a. Ordinary members must have completed a minimum of one (1) year membership in the Association and have also fully paid their Annual Membership Subscription and PCD up to the year during which the Office Bearers' elections is held.
- b. Active Life members must have fully paid their PCD and, where applicable, the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association up to the year during which Office Bearers' elections is held.

16.2 NOMINATION FORM

16.2.1 A candidate can contest for only one position and (1) Nomination Form shall be used for the position contested.

16.2.2 Each Nomination Form must be supported by the candidate's:

- a. Copy of Valid Tourist Guide License (front side)
- b. Copy of Valid National Registration Identity Card (front side)
- c. Completed A4 sized CV template
- d. Malaysian Passport-sized coloured photograph (on original photograph paper)
- e. Latest eligibility status confirmation from the Malaysian Insolvency Department
- f. "Vision and Mission Statement" on his/her plans on how to benefit the Association and its members, for nominees intending to contest the post of Hon. Chairman.

16.2.3 Proposer and Secunder of each nomination must also meet the criteria as in

Clause 17.8.1 below.

16.2.4 All information of members in the Nomination Form are covered by the Personal Data Protection Act 2010 ((Act 709). Any misuse of the information in the Nomination Form will be dealt with according to the relevant provisions in this Constitution and/or the provisions in the Personal Data Protection Act 2010 (Act 709).

16.3 NOMINATIONS CLEARANCE COMMITTEE

16.3.1 During an election year, the Honorary Secretary shall call for five (5) members as candidates to be approved by the Executive Committee, to form the Nomination Clearance Committee (hereinafter known as "NCC").

16.3.2 All members appointed to serve in the NCC shall fulfil the following criteria:

- a. Shall not contest in the elections.
- b. Free of any existing/outstanding Malaysian Insolvency Department record.
- c. Spouse, siblings, children or parent(s) are not contesting in the elections.
- d. Possess a valid Tourist Guide License at the time of nomination up to the completion of the Office Bearers election.
- e. Current member in benefit of the Association and have fully paid up all dues to Association and the Council at the time of taking up the position of NCC member.

16.3.3 Once selected after meeting the above criteria, the NCC members shall be invited by the Hon. Secretary of the Association for a preliminary briefing by the Executive Committee at the Association's office. At this briefing:

- a. The Executive Committee shall explain and clarify, among others:
 - i. The need for NCC.
 - ii. Updated Nomination Forms and supporting documents required.
 - iii. Eligibility requirements of members to contest.
 - iv. Guidelines/checklist for NCC to process Nomination Forms.
 - v. Guidelines for witnesses to observe Nominations Forms processing.
 - vi. Handling and decision by NCC on appeals regarding disqualified nominations.
 - vii. Timelines to observe till FINAL nominations cleared by NCC are announced.
 - viii. Level of support from the Association's office staff.
 - ix. Report by NCC to the Executive Committee.
 - x. Communication guidelines for NCC to members till the final nominations are announced.
 - xi. The importance of confining NCC discussions strictly amongst NCC members only.

b. The Chairman of the NCC shall be appointed from amongst the five NCC members.

16.3.4 All NCC members shall sign a 'Non-Disclosure' form which commits them to ensure confidentiality of all NCC tasks performed till the election of the Association's office bearers.

16.3.5 The Executive Committee shall officially announce the NCC team to the

Association members through the Association's website, existing electronic broadcast channel of the Association and the Association's premises.

16.3.6 Role of NCC

a. Announce the details of the Association's office bearers' elections and the related timelines via a notice of nomination for candidates, which shall be posted on the Association website, electronic broadcast channel and the Association's premises for fourteen (14) days.

b. The NCC members shall ensure on the day of the announcement that the candidacy criteria, nomination forms and rules are made available to all eligible members interested to contest in the election of the Association.

c. Ensure full quorum of NCC members in the Association's office on the day, date and time for processing the nominations.

d. When processing Nomination Forms:

i. Verify if a candidate nominated to contest meets all related provisions of this Constitution and complies to ALL rules stated in the Nomination Form.

ii. Ensure every nomination complies to the following:

1) Completed in the prescribed original Nomination Form, proposed in writing by one (1) member and seconded in writing by one (1) other member who both meet the eligibility criteria stated in Clause 17.8.1 below.

2) All mandatory supporting documents and photograph are attached to the Nomination Form(s).

e. Report Submission

Immediately after processing the Nomination Forms, the NCC Chairman shall prepare and submit an official report to the Executive Committee of the Association within 1 day after the Nominations Clearance processing. The report shall include:

i. Total nominations received, with breakdown by positions.

ii. List of successful nominations.

iii. List of disqualified nominations and reasons.

f. Once cleared by the Executive Committee, the NCC Chairman shall officially announce the final list of eligible contestants within forty-five (45) days from date of the NCC formation.

g. The NCC Chairman shall also receive from the Association's Hon. Secretary, all official notifications of withdrawals of contesting candidates received within the timeline specified in Clause 16.3.8 below.

h. Within three (3) days of receiving the details as in Clause 16.3.8 below, the NCC will issue an official announcement of the revised list of contestants within three (3) days after the candidate(s) withdrawal(s). This announcement must be first cleared by the Executive Committee.

16.3.7 Observers During Nominations Clearance Process

- a. Candidates nominated for elections and Association members who comply the requirements stated in Clause 17.8.1 below shall witness the Nominations Forms Clearance processing by the NCC.
- b. Candidates and Observers shall always allow the NCC to execute its duties independently and maintain confidentiality of the entire proceedings during the Nominations Clearance till the outcome is officially announced to members by the NCC.
- c. Photography, video calls, voice calls and video recordings of the Nominations Clearance proceedings is strictly not allowed.
- d. All Observers shall sign a 'Non-Disclosure' form which commits them to ensure confidentiality of the tasks performed during the Nominations Clearance Process.

16.3.8 Withdrawal of Nominations

- a. Any candidate whose nomination has been cleared by the NCC can reconsider and withdraw his/her nomination within 7 days after the official announcement of the contesting candidates.
- b. Withdrawal of nominations is only allowed after the official announcement of the successful nominations to contest in the election.
- c. This shall be done in writing by the candidate, addressed to the Hon. Secretary, either by e-mail to the Association's official e-mail address or hard copy of the letter submitted to the Association's office at the registered address.
- d. The Hon. Secretary shall immediately inform the Executive Committee of such withdrawals and channel these decisions to the NCC Chairman who will then formally update the NCC on the withdrawals.

16.3.9 Disqualification of Nomination(s)

- a. On the day of Nominations Forms processing, the NCC shall verify if all Nomination Forms received meet all the requirements stated in this Constitution and the guidelines stated in the Nomination Forms.
- b. If any Nomination Form does not meet the requirements, the NCC shall deliberate to confirm the disqualification, state the reasons in writing and attach to the disqualified Nomination Form.
- c. After the processing of the Nomination Forms, the NCC Chairman shall officially write to the nominee(s) on the reasons for the disqualification and provide the nominee(s) a copy of the disqualified nomination form as evidence.
- d. The original copy of the disqualified Nomination Form shall be kept in file by the

NCC for reference.

17 GENERAL MEETING

17.1 Once in every calendar year and not later than 30th April of each year, the Executive Committee shall call a General Meeting of the members at such time and place as may be expedient. Such meetings shall be called Annual General Meetings.

17.2 All other General Meetings of the members shall be called Extraordinary General Meetings.

17.3 Should the Executive Committee fail to call an Annual General Meeting, on the requisition in writing of any ten (10) members duly lodged with the Hon. Secretary, the Hon. Secretary shall forthwith call an Extraordinary General Meeting, with the consent of the Executive Committee.

17.4 If within twenty one (21) days of receipt of such requisition, the Executive Committee does not proceed to cause a meeting to be held, the persons presenting the requisition may themselves convene the meeting.

17.5 Fourteen (14) days' notice of every Annual or Extraordinary General Meeting shall be sent to each member by prepaid post or electronic means to the address given in the Register of Association Members specifying the time and place of the meeting and the business to be transacted thereat.

17.6 During the General Meeting for election of office bearers the Association shall, together with the notice calling for the General Meeting, send particulars of each candidate so nominated to each member and shall simultaneously post the particulars of such candidates on the Association's website and the Notice Board at the Association's premises.

17.7 The accidental omission to give notice of a General Meeting to, or the non-receipt of such notice by any person entitled to receive such notice, shall not invalidate any motion or business transacted at that meeting.

17.8 MEMBERS' RIGHTS

17.8.1 Candidate(s) Nomination(s)

The following members shall have the right to nominate candidates for election of the Association's Office Bearers, Internal Auditor(s) and Hon. Advisors:

- a. Ordinary members who have completed one-year membership with the Association and fully paid their Annual Membership Subscription, PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association up to the year during which the General Meeting is held.

- b. Active Life members who have fully paid their PCD up to the year during which the General Meeting is held.

17.8.2 Participation in General Meeting

The following members shall have the right to participate in General Meetings:

- a. Ordinary Members who have fully paid their membership subscription and PCD up to the year during which the General Meeting is held.
- b. Active Life members who have fully paid their PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association up to the year of during which the General Meeting is held.
- c. Trade and Individual Associate members who have fully paid their membership subscription for the year during which the General Meeting is held.

17.8.3 Right to Vote

The following members shall have the right to vote in any General Meeting:

- a. Ordinary Members who have completed at least one-year membership with the Association and fully paid their Annual Membership Subscription and PCD and have also paid similar dues within the deadlines as per Clauses 5.2.1 and 5.4 above for the year of the General Meeting.
- b. Active Life members who have fully paid their PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association within the deadlines as per Clauses 5.3 and 5.4 above for the year of the General Meeting.

- c. Non-active Life members

17.8.4 The following members are NOT ALLOWED to vote in any General Meeting:

- a. Ordinary Members who have not fully paid their Annual Membership Subscription and PCD as at the expiry date of the preceding year's Financial Year of Account as defined herein.
- b. Active Life members who have not fully paid all their PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association as at the expiry date of the preceding year's Financial Year of Accounts as defined herein.
- c. Ordinary and Life members who joined/rejoined the Association in the current year of the General Meeting.
- d. All Trade and Individual Associate members.

17.9 QUORUM AND GENERAL MEETING ADJOURNMENT

17.9.1 The quorum at any General Meeting shall be either:

- a. Ten percent (10%) of the total Ordinary & Life Memberships as at 31st December

of the previous year OR

b. Three (3) times the number of Executive Committee members allowed in Clause 10.1 above,
whichever is lesser.

17.9.2 If there is no minimum quorum to hold the planned General Meeting within 30 minutes after the time stipulated in the Notice of General Meeting, the Association shall hold the same meeting on the following week, preferably at the same time and venue regardless of the minimum quorum and without amending the Constitution.

17.9.3 The Hon. Chairman shall, with the consent of the meeting at which a quorum is present, adjourn a meeting from time to time and from place to place, as the meeting shall determine.

17.9.4 Whenever a meeting is adjourned for ten (10) days or more, notice of the adjourned meeting shall be given in the same manner as notice of an original meeting.

17.9.5 Save as aforesaid, the members shall not be entitled to any notice of an adjournment or of the business to be transacted at an adjourned meeting.

17.9.6 No business shall be transacted at an adjourned meeting other than the business which might have been transacted at the meeting from which the adjournment took place.

17.10 GENERAL MEETING PROCEEDINGS

17.10.1 The business of a General Meeting, amongst others, shall be:

a. To receive the Minutes of the previous year General Meeting(s), Executive Committee's Report and Annual Finance Report for the previous year together with the Auditor's Report thereon and if approved, to pass them.

b. Election of Chairman to conduct Office Bearers elections.

c. To elect five (5) Principal Office bearers (Hon. Chairman, Vice-Chairman I, Vice-Chairman II, Hon. Secretary and Hon. Treasurer) as well as Deputy Secretary and Deputy Treasurer.

d. To elect eight (8) members to form the Executive Committee members.

e. To elect an Internal auditor.

f. To appoint an External Auditor who must be qualified, licensed and registered with an Auditing Firm.

g. To appoint the Hon. Legal Advisors.

h. To consider any other business of which not less than seven (7) clear days' notice has been deposited in writing with the Hon. Secretary.

17.10.2 All businesses other than that prescribed in Clause 17.10.1 a-h above, shall be conducted at the Extraordinary General Meeting and shall be known as Special Business.

17.11 CHAIRMAN FOR OFFICE BEARERS' ELECTIONS

17.11.1 Once the Association's Executive Committee's Report, Annual Finance Report comprising a Balance Sheet and Income & Expenditure Account for the previous year together with the Auditor's Report are tabled, discussed and concluded in the General Meeting, the outgoing Hon. Chairman of the Association will invite nominations for this position from members present.

17.11.2 Once nominations are proposed and seconded, if there is more than one (1) candidate, the Hon. Chairman will call for voting by show of hands that will decide the person selected to Chair the General Meeting.

17.11.3 Where there is not more than one (1) nomination, and there is no objection from members present, the person proposed will take charge as Chairman of the Office Bearers' Election and proceed with the business of the day at the General Meeting.

17.12 VOTING FOR OFFICE BEARERS

17.12.1 Each member eligible to vote as stated in Clause 17.8.3 above and present personally at a General Meeting for election of Office Bearers shall be entitled to one (1) ballot paper for each position to be voted.

17.12.2 In the event of equality of votes the Chairman of the outgoing or existing Executive Committee shall be entitled to a casting vote in addition to his own vote as a member.

17.12.3 A contesting member must be physically present at the elections proceedings.

17.13 VOTING ON MOTIONS

17.13.1 Any motion received by the Hon. Secretary of the Association at least seven (7) days before the General Meeting, either Annual or Extraordinary, shall be first tabled and discussed at the General Meeting.

17.13.2 After discussion, if the motion requires members' decision, it shall be put to a vote and decided by a show of hands, unless a ballot paper poll be demanded by the Chairman of the General Meeting or by at least five (5) members present in person and entitled to vote.

17.13.3 A declaration by the Chairman of the General Meeting that a motion has

been carried by the majority, or lost, or not carried out by a majority, shall be conclusive.

17.14 MINUTES OF GENERAL MEETINGS

The proceedings of all General Meetings shall be entered in a Minute Book, which on being signed by the Chairman at the next General Meeting shall be conclusive evidence of the business done and passed at the aforesaid General Meeting(s).

18 **PROPERTY**

18.1 Pursuant to Section 9(b) of the Societies Act 1966, The Association shall appoint three (3) officers from the current Executive Committee members, namely the Hon. Chairman, Hon. Secretary and Hon. Treasurer to administer the property of the Association. They will serve in this capacity for the duration of their term of office in the Executive Committee.

18.2 The officers so appointed under this provision are not empowered to sell, mortgage or transfer the property of the Association unless authorized by a special resolution given in an Extraordinary General Meeting or an Annual General Meeting with a two-third (2/3) majority of eligible voting members present. Special notice of fourteen (14) days shall be given for such a resolution.

18.3 In the event that any of the above posts in this provision falls vacant, the Executive Committee shall have the power to co-opt any other members of the Association to fill the vacancy until the next General Meeting is held.

19 **ALTERATION TO RULES**

19.1 Any proposed, alteration, addition or amendment to the Constitution, Rules or any subsequent Rules, which may be adopted hereafter shall be submitted to the Executive Committee in writing. The Hon. Secretary shall thereupon circulate the same to members of the Executive Committee which shall consider the proposal and, if deemed fit, convene an Extraordinary General Meeting to consider and to add such proposal, with or without modification. The notice convening any such meeting shall set forth the proposal and the reasons therefore if such has been given and the recommendations of the Executive Committee in connection therewith. Any proposal which is adopted by resolution passed by a two-thirds (2/3) majority of those present in the Extraordinary General Meeting and entitled to vote thereon shall be valid and binding upon all members forthwith.

19.2 The Association shall not adopt any by-laws that are inconsistent with the Constitution of the Council. Any provision in the Association's Rules and by-laws or any condition imposed which conflicts with this section is considered null and void and without effect.

19.3 The Association may approve new provisions in its Rules and by-laws

proposed to comply with local laws or customs or in the exceptional circumstances but only upon approval by the Council.

19.4 To remove any doubt, no alterations or additions to these Rules and by-laws shall be made except at an Annual or Extraordinary General Meeting and they shall not come into force without the prior sanction of the Registrar of Societies.

20 NOTICES

20.1 All notices sent or required by these Rules to be sent to members shall be deemed to have been duly served if sent by the Hon. Secretary through the post by pre-paid letter or postcard addressed to the members at their addresses shown in the Register of Association Members. In the case of notices sent by electronic mail or by telephone, then the notice shall be deemed to have been duly served on the member at the expiry of forty eight (48) hours from the time such notice is communicated to the member at the last known electronic mail address or last known telephone number of that member.

20.2 Where a given number of days' notice or notice extending over any other period is required to be given, neither the day of delivery of the notice nor the day upon which such notice expires shall be included in such number of days or other period.

21 INDEMNITY

If any prosecution, action or suit at law be commenced against any member or members of the Executive Committee, The Hon. Secretary, or any servant or agent of the Association for anything done by him/her/them in the proper and reasonable discharge of their duty of the Association, such person or persons shall be defended and indemnified by and at the cost of the Association from all damages, costs and expenses which may be incidental to or result from such prosecution, action or suit at law and the property and funds of the Association may be applied for such purpose as may be directed by the Executive Committee from time to time. Provided, however, that none of such funds shall be applied either directly or indirectly in payment of the whole or part of any fine or penalty imposed upon such person by sentence or order of a Court of Justice.

22 DISSOLUTION

The Association shall not be dissolved except with the consent of not less than two-third (2/3) of the membership entitled to vote in an Extraordinary General Meeting held for this purpose solely.

23 APPLICABLE LAW & OTHER PROVISIONS

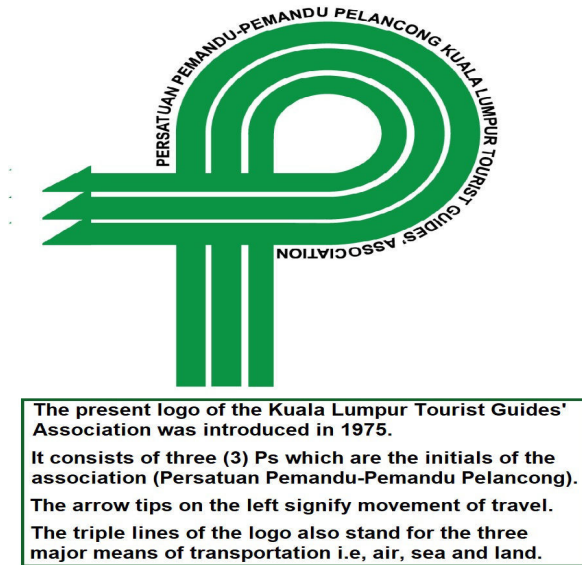
23.1 The Association will adopt the provisions of the Societies Act, 1966 and its

regulations applicable from time to time as part of its by-laws should any dispute arises in future.

23.2 The Association shall where applicable or in the absence of specific provisions contained herein shall have reference and be bound by the Council's constitution, rules and regulations as amended from time to time.

LAMPIRAN

1. Bendera
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 - Keterangan
 -
2. Lambang



Keterangan

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3. Lencana
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 - Keterangan
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