



Contact Centre Management Group

## Code of Conduct

Version 5

### Target Readership

This document is intended for guidance and governance of  
Membership and Directors of CCMG

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## CONTACT CENTRE MANAGEMENT GROUP CODE OF CONDUCT

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## 1. Introduction

Contact Centre Management Group is The Professional Body for Business either Contact Centre participants or Vendors delivering a product or service to the industry. The aim is to grow and develop all professionals in Contact Centres in South Africa, ensuring that business delivers services aligned to world class standards.

In applying to join the CCMG, every subscriber and member of the Professional Body is bound under the Terms and Conditions to “observe all the rules” by-laws, and regulations of the professional body. The rules of ethical practice set out below were approved by the CCMG’s board.

The case of any member or subscriber reporting to have breached any rule of the Professional Body they will be investigated by a Disciplinary Committee appointed by the Directors, where a case is proven, a member may, depending on the circumstances and the gravity of the charge, be admonished, suspended from membership, or removed entirely from membership. Cases in which members are found to be in breach of the Code may be notified in the publications of the Professional Body.

## 2. Definitions of Terms

Council/Council members: Council Members as appointed by the members in the industry. A group elected by the members to represent them and their concerns.

Contractor	A person who is not employed by the CCMG but either works as an employee of another company or is self-employed.
Employee	A person who is employed directly by the CCMG.
CCMG	The Contact Centre Management Group. A Company registered in South Africa. All references made to the CCMG on the web or in any documentation are to be taken as the Contact Centre Management Group.
CCMG Logo	CCMG corporate logo, as shown on the front cover of this document or any previous versions.
Member	Business and individuals that have been approved for membership/subscription of the CCMG by the board or somebody representing the board.
Participants	Directors, Council Members, Contractors, Employees, Consultants
Professional Body	Contact Centre Management Group
Members in good standing	All membership fees, designation fees and CPD points are all up to date.

### 3. Council members shall perform their duties in the following manner:

#### 3.1. Integrity

A Member shall perform their role and execute their day-to-day responsibilities in an open and honest manner and will avoid conflicts of interest, and where conflict cannot be avoided, declare, and manage it in a candid manner. A Member shall not engage in any unlawful or unethical activity or be a party to any transaction or relationship which bring themselves, their organisation(s), the Profession, or the organisation and/or its members into disrepute.

#### 3.2. Competence

A Member shall attain and maintain an appropriate level of knowledge and skill to enable themselves to effectively execute their role and responsibilities. A Member shall continually improve upon their proficiency and effectiveness to the benefit their Organisation(s), its stakeholders, and the Profession as a whole.

#### 3.3. Responsibility

A Member shall act with due care, skill, and diligence in the performance of their role and the execution of their responsibilities and will be accountable for their actions and decisions. A Member shall be diligent in the performance of their role and the execution of their responsibilities, devote sufficient time and consideration to their duties, and contribute effectively to their Organisation(s).

#### 3.4 Accountability

A Member shall always remain accountable for their role and the execution of their responsibilities, even when these were delegated.

#### 3.5. Fairness

A Member shall act with independence of mind, based on fair, rational and objective criteria, in the execution of their role and responsibilities and shall equitably consider the legitimate and best interest of their Organisation(s) in decision-making and strategy.

#### 3.6. Transparency

A Member shall commit to being appropriately transparent in the way they exercise their governance roles and responsibilities.

### 4. Conduct

Members of the CCMG must conduct themselves in such a way that their professional colleagues would not reasonably regard their conduct as professional misconduct. In consequences, all members and participants must:

- a. Comply with this code of Conduct.

- b. Carry out their responsibilities toward the Professional Body with honesty and integrity.
- c. Avoid doing anything that could adversely reflect on, or injure the standing of, the Professional Body and its members.
- d. Endeavour to participate, within business constraints, in the activities and meetings of CCMG and promote the interests of the Professional Body.
- e. Follow the ethical guidance of the Professional Body as outlined in the Code and conduct themselves in a manner which does not bring the Professional Body into dispute.
- f. Maintain an unimpeachable standard of integrity in all business relationships, both within and outside of the organisation in which they are employed.
- g. Foster the highest levels of professional competence amongst those for whom they are responsible.

## 5. Principles of Membership and Participants

Members and Participants of the CCMG commit to:

- a) A continuing interest in the membership of the CCMG
- b) Respect the confidentiality of information, concerning either vendors or CCMG members, which are furnished in connection with the activities of the CCMG.
- c) Pay membership and/or renewal fees on time.
- d) Advise the administrator [info@ccmg.org.za](mailto:info@ccmg.org.za) when their circumstances change such that they would no longer remain within the membership criteria of the CCMG.
- e) At no time share their password giving access to the member site to other people.
- f) Revision of any document, paper, presentation, or numbers presented in any meeting and to communicate acknowledgement or concerns.
- g) Submit portfolio feedback monthly using the format provided per portfolio.

## 6. Conduct Principles

A Member's responsibilities and obligations towards their Organisation:

In meeting their responsibilities and obligations towards their Organisation, a Member shall:

- a) at all times act with integrity in the performance of their role and the execution of their responsibilities.
- b) use their best endeavours to ensure that the legitimate interests of the Organisation's stakeholders receive due and proper consideration in the decision-making, strategy and actions of the Organisation.
- c) use their best endeavours to ensure that they, and their Organisation abide by, and comply with, both the spirit and the letter of laws, regulations, and codes of best practice relevant to their office and their Organisation and that they and their Organisation act ethically beyond mere legal compliance.

- d) exercise prudent, fair and reasonable judgement in the evaluation of risk and opportunity pertaining to their Organisation and ensure that they make informed decisions based on sound reasoning.
- e) avoid actual or perceived conflicts of interest, and where conflict cannot be avoided, ensure that it is managed in an appropriate manner.
- f) be honest and transparent in all decisions and communications and adopt a stakeholder inclusive approach to organisational decision-making.
- g) promote and advance an ethical organisational culture within, and responsible corporate citizenship approach for and on behalf of, their Organisation(s).
- h) use their best endeavours to ensure that their Organisation's reporting and communication with its stakeholders is timely, accurate and complete.
- i) while balancing the need for transparency with considerations of confidentiality, always ensure that they only use confidential information for a legitimate purpose, during and after their engagement with the Organisation(s); and
- j) devote sufficient time and consideration to their duties and ensure that they contribute effectively to their Organisation.

## 7. Member's responsibilities and obligations towards the Profession:

In meeting their responsibilities and obligations towards the Profession, a Member shall:

- a) observe both the letter and the spirit of the Code to promote and advance the Profession in South Africa.
- b) endeavour to promote and advance the professionalisation of individuals in South Africa, in support of the growth and development of the Profession as a whole.
- c) not engage in conduct that adversely reflects on the reputation and integrity of the Profession.
- d) endeavour to report, and do so in good faith and in the manner prescribed by the CCMG Rules and Regulations, known or suspected misconduct of another Member; and
- e) ensure their ongoing compliance with applicable laws and regulatory requirements and not conduct themselves or their affairs in a manner that may give rise to a civil judgment, regulatory action, provisional or final sequestration, removal from an office of trust or a criminal conviction.

## 8. A Member's responsibilities and obligations towards the CCMG:

In meeting their responsibilities and obligations towards the CCMG, a Member shall:

- a) abide by, and comply with, all CCMG Rules and Regulations, as determined from time to time.
- b) comply with the CCMG requirements for using the CCMG's intellectual property.
- c) not engage, or incite or encourage others to engage, in conduct that adversely reflects on the reputation of the CCMG, or which brings the CCMG and/or its members into disrepute.
- d) not directly or indirectly disrupt or discredit, or incite or encourage others to disrupt or discredit, the CCMG in its activities and initiatives to promote and advance the Profession and/or good corporate governance in South Africa; and
- e) not misstate any authority to represent the CCMG or conduct themselves in a manner to lead others to believe that they are representing the CCMG in an official capacity or as an agent, unless they have been duly authorised to do so by an authorised representative of the CCMG.

## 9. Council Members

Council Members of the CCMG are not legally registered Directors, under the laws of South Africa. It is accepted that:

- a) No Council Members shall be paid remuneration for his/her services by the CCMG, except for legitimate and reasonable expenses, incurred on the business of the Professional Body. All expenses must be authorised in writing prior to incurring the expense.
- b) All Council Members undertake to attend at least sixty-five per cent of board meetings (either physical or audio) during any 12-month period. Failure to do so would result in an advisor being asked to review his or her commitment to Board membership. Article 12 of the code of conduct also applies.

## 10. Contractors

Contractors or self-employed persons may, with agreement of the Directors, be employed to carry out work on behalf of the CCMG.

- a) Contractors must have an authorised agreement or contract setting out the work agreed.
- b) All costs and expenses incurred whilst working for the CCMG must be pre-approved.

## 11. Confidentiality

Members and Participants of the Professional Body must always fully respect the confidentiality of information obtained during meetings or other gatherings of the CCMG. In consequence all meetings must:

- a) Comply with legal confidentiality requirements and any commercial confidentiality safeguards imposed by the CCMG, vendors or other organizations when requested.
- b) Subject to paragraph 4a obtain consent from the CCMG, vendors or other organisations prior to the use of, or the disclosure of, information for any purpose other than that for which it was intended.
- c) Subject to point a, (above) consider carefully and conscientiously any lawful requests for the disclosure of any confidential information on the grounds of professional or public duty.
- d) Not use, or appear to use, any information acquired during the CCMG membership for personal financial gain or the advantage of a third party.
- e) Not disclose or use any information obtained during membership of CCMG in any way that could be detrimental to the Professional Body.

## 12. Integrity

The professionalism, integrity, and international standing of the CCMG is well known: With this in mind:

- a) No member should use the CCMG's name or claim to represent the Professional Body, without the express agreement of the board of Directors.

- b) No contractor or self-employed person shall claim to represent the CCMG without the express agreement of the board.
- c) Membership and Participants shall declare any conflicts of interest which may impinge on a member's impartiality, in matters concerning the CCMG, in any form.

### 13. Fees and Payment

CCMG will charge a fee for annual membership, which is determined from time to time and ratified at the annual general meeting.

- a) Members undertake this code of conduct, to pay their membership fee within the time scale shown on the membership invoice.
- b) Non-payment of membership fees within a reasonable time as determined by the board of CCMG will result in membership being first suspended and then withdrawn completely.
- c) Fees are currently payable in South African Rand.
- d) No member or Director shall receive any fee, gift, or other reward in recognition of any task or assignment, whilst representing CCMG in any capacity, without the express agreement of the Directors.

### 14. Social and Ethical Obligations

Members and Participants must never intentionally injure, directly or indirectly the name or brand of the CCMG.

Members and Directors must show courtesy and consideration for others. Those members who have authority, title or offices delegated to them must use that authority for the delegated purposes only and none other.

### 15. Public Statements

Members/Council Members may from time to time be involved in giving public presentations, interviews, opinions, or statements. On these occasions, they must bear the following points in mind.

- a) When making a statement on behalf of CCMG they must ensure that they have the permission of the Directors to do so.
- b) When expressing opinions, they must make it clear that the views expressed are their own.
- c) No statement or opinion, qualified or otherwise, must be expressed without careful consideration of its possible consequences, particularly for the Professional Body or its members.
- d) They must remember that an audience or readers may regard them as the authoritative person, and that they may be quoted.
- e) They must make clear to all concerned their reasons and qualifications for making statements and clarify the capacity in which they speak or write.
- f) They must also clarify their relationship with any party affected by their statement.

## 16. Complaints

Members who wish to make a complaint should write in confidence to [info@ccmg.org.za](mailto:info@ccmg.org.za) where we will institute appropriate enquiries before proceeding further.

In the case of a complaint against any member who is accused of non-compliance with this code of conduct, the directors will consider the complaint and determine any subsequent course of action. Should the course of action determined be unacceptable to the member then a sub-committee comprising two Council Members (but not the chairman) will be convened, to further consider the complaint and to make recommendations to the Directors. The Directors decision on this recommendation will be binding.

## 17. Failure to comply with this code of Conduct

Failure to comply with this Code of Conduct shall following investigation by the board, render the member concerned liable to be suspended or expelled from the Professional Body.