



Contact Centre Management Group

Code of Conduct

Version 3

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

Advisory Board	A group elected by the shareholders to represent them and their concerns
Director	A salaried employee that will run the business in the interest of the shareholders
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, Advisory Board members, Contractors, Employees, Consultants

3. Professionalism and Competence

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

4. 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 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.

5. Directors

Directors of the CCMG are legally registered Directors, under the laws of South Africa. It is accepted that:

- a. Directors shall be paid remuneration for his/her services to the CCMG, and for legitimate and reasonable expenses, incurred on the business of the Professional Body. All expenses must be authorised prior to incurring the expense.
- b. All Directors undertake to attend at least fifty percent of board meetings (either physical or audio) during any 12-month period. Failure to do so would result in a Director being asked to review his or her commitment to the CCMG. Article 12 of the code of conduct also applies.

6. Advisory Board

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

- a. No Advisory Board Representative 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 Advisory Board Representatives 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

7. Contracts

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.

8. Designation Holders

A Contact Centre professional who obtained a professional designation with the CCMG are required to accumulate a certain amount of CPD points depending on the designation within a period of 3 years.

CPD Points can be earned in any of the following categories:

- a. Complete self-study of short courses, online on the Skillzbook platform for 2 points per course.
- b. Attend or present at registered professional development opportunities
- c. Read, blog and publish on approved sites.
- d. Complete and monitor a personal development plan.

Should a Designation holder not meet the minimum requirements, the designation may be cancelled by the CCMG and be published on the CCMG's website on the list of cancelled designations.

9. Employers

The CCMG is committed to building a safe, healthy and sustainable environment for Contact Centre Professionals to work in.

The expectations set out below reflect the standards that the CCMG requires employers to meet.

- a. Nondiscrimination.
Employers may not discriminate in hiring, employment, salary, benefits, advancement, discipline, termination or retirement on the basis of race, colour, religion, gender, nationality, ethnicity, age, disability or marital status, and must comply with the Employment Equity Act and other relevant South African laws.
- b. Freedom of Association and Collective Bargaining.
It is expected that employers must respect their employees' rights of free association and collective bargaining and comply with the Labour Relations Act.
- c. Labour Standard Regarding Wages, Hours, Leave and Child Labour.
Employers must respect employees' rights regarding minimum and prevailing wages, payment of wages, maximum hours and overtime, legally mandated family, child birth and medical leaves, and return to work thereafter, and limitations on child labor in accordance with the Basic Conditions of Employment Act.
- d. Health and Safety.
Must provide safe and healthful working and training environments in order to prevent accidents and injury to health, including reproductive health, arising out of or related to or occurring during the course of the work vendors perform or resulting from the operation of vendors' facilities in relation with the Occupational Health and Safety Act
- e. Forced Labor.
Employers may not use or purchase supplies or materials that are produced using any illegal form of forced labour.
- f. Harassment or Abuse.

Must treat all employees with dignity and respect, and no employee will be subjected to any physical, sexual, psychological or verbal abuse or harassment. It is further expected they will not use or tolerate the use of any form of corporal punishment.

Compliance Procedures

Anyone who believes an employer doing business with CCMG has not complied or is not complying with this code may contact the Director.

CCMG then has the authority to investigate such matters, and if warranted, recommend remedial action.

10. Confidentiality

Members and Participants of the Professional Body must always fully respect the confidentiality of information obtained in the course of 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 in the course of 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.

11. 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.

12. 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.

13. 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.

14. Public Statements

Members/Advisory board 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.

15. Complaints

Members who wish to make a complaint should write in confidence to 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 Advisory Board 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.

16. 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.