

BYLAWS OF THE MYSTERY SHOPPING PROFESSIONALS ASSOCIATION ASIA PACIFIC LIMITED

Revised & Approved 16 November 2011
Revised & updated 16 November 2015
Revised & updated 5 December 2016
Revised & updated 13 March and 14 November 2018
Revised & Updated 5th March 2019.
Revised & Updated 9 September 2020.
Revised & Updated 25 February 2024
Revised & Updated 9 October 2024

ARTICLE I

NAME AND REGISTRATION

The name of the Company will be the – “MYSTERY SHOPPING PROFESSIONALS ASSOCIATION ASIA PACIFIC LIMITED” / MSPA AP (Also known as MYSTERY SHOPPING PROFESSIONALS ASSOCIATION - Asia Pacific (MSPA-AP) incorporated under the Company Act (Chapter 50), The Company Regulation 1987, Republic of Singapore.

REGIONAL AREA COVERAGE

The Administrative Region of the Company covers the Continent of Asia and Australasia including [Mainland Asia, East Asia, South Asia, Southwest Asia, Australia, New Zealand, Oceania [Islands entirely within the Pacific Ocean known as Micronesia, Melanesia, and Polynesia] and the Middle East.

ARTICLE II

PURPOSES

Section 1 Not-For-Profit

The Company is organized under and shall operate as a Public Company Limited Guarantee for membership purposes, and shall have full capacity, rights, powers and privileges to carry on or undertake any business or activity, do any act or enter into any transaction that is not prohibited under any law for the time being in force in Singapore.

Section 2 Purpose

The Company is a group of individual organizations united as a common body for the purpose of strengthening the mystery shopping industry. It is the goal of the Company to improve and stimulate the acceptance, performance, reputation and use of mystery shopping services throughout the Asia Pacific Region.

Section 3 Rules

The following rules shall conclusively bind the Company and all persons acting for or on behalf of the Company. No part of the net earnings of the Company shall be incurred for the benefit of, or distributable to its trustees, officers, or other private persons, except that...

1. The Company shall be authorized and empowered to pay reasonable compensation for services rendered

2. Make payments and distributions to further the purpose of the Company.

ARTICLE III

The Company shall have and continuously maintain in Singapore a registered office and a registered agent whose office shall be identical with such registered office and may have such other offices within or outside of Singapore and such other registered agents as the Board of Directors may, from time to time, determine.

ARTICLE IV

MEMBERSHIP

Mystery shopping provider companies are defined as companies that contract with client firms to provide them with customer experience measurements through the use of mystery shoppers and allied activities.

Section 1 Classes of Membership

Membership of the Company shall be composed of the following classes:

1. Regular/Full Members are mystery shopping provider companies/individuals with registered offices in Asia Pacific that operate within or outside the Asia Pacific Region for a period of two (2) years. Regular/Full Member companies that were accepted for Membership in November 2004 i.e. founding year of MSPA-AP, shall be called Chartered Members.

Note: Any Company that charges fees to individuals to be give access to mystery shopping opportunities is ineligible for membership,

2. Associate Members are firms or persons that provide goods or services to Mystery Shopping Provider Companies or are Users [Clients] of the Program.

3. Additional Members are companies who are currently Regular/Full members in another MSPA Region/AP region.

4. Candidate Members are Mystery Shopping provider companies registered in Asia Pacific and operate within or outside the Asia Pacific Region that have not been in business for two years and therefore do not meet the criteria for Regular/Full Membership.

5. Shopper Members are individuals registered with MSPA-AP.

Section 2 Membership Privileges

Only the primary representative of Regular/Full Members have voting privileges.

Section 3 Application

Any company/individual submitting an application for membership shall be approved by the Board of Directors under the criteria, rules and procedures set by the Board and the MSPA AP Bylaws.

Applicants for membership shall be notified, in advance for Board review, of the current criteria for membership and shall be required to attest that they meet the criteria. In the event that the application submitted by the applicant includes all current criteria, the applicant shall be deemed to have been notified of the current criteria without further action.

Section 4 **Voting Rights**

Each Regular/Full Member company shall appoint one primary representative for voting purposes. The Primary representative shall be entitled to one (1) vote on each matter upon which such Member is entitled to vote.

Voting by mail, electronic mail or fax shall be permitted in lieu of a vote at any meeting called for any item of business, including the election of officers and directors and the amendment of Bylaws if deemed required.

Unless the action of a greater number is required by law, the Constitution, or these Bylaws, the act of a majority of voting Members returning ballots by a date certain, assuming the number of Members' ballots received to constitute a quorum, shall be an Act of the Members.

Section 5 **Dues and Assessments**

The annual dues for all Members of the Company and the time and terms for paying such dues and other assessments, if any, shall be determined from time to time by the Board of Directors.

Members will adhere to the terms and conditions for payment of any fees/dues/assessments as set by the Board of Directors. In case of default, the Membership shall stand suspended/terminated as per the stipulated terms.

Section 6 **Resignation**

Members may resign from the Company at any time by giving written notice to the Executive Manager of the Company. The Company shall not refund any portion of dues or assessments paid by an organization during the period of membership in the Company, nor shall resignation forgive any debt to the Company on the part of the Member.

Section 7 **Termination**

Any member of the Company may be censured or have his/her membership privileges revoked or suspended for...

1. Professional misconduct, or
2. Unethical conduct, or
3. Violation of these By-Laws, code of conduct for Members/Board Members or any rules or practices of the Company, as established by the Board of Directors and distributed to the members.

Such disciplinary action may be taken only upon a two-thirds (2/3) votes of the Board of Directors, provided that a statement of the charges has been submitted electronically to the last recorded email address of the member in question at least fifteen (15) days before the Board of Directors votes on the matter.

This statement shall be accompanied by a notice of the time and place of the meeting of the Board of Directors at which the charges shall be considered. The member shall have the opportunity to appear in person and/or to be represented by counsel and to present any defence to such charges before action is taken by the Board of Directors.

Section 8 **Dispute Resolutions**

Complaints of alleged actions or behaviours which reasonably and materially appear to violate one or more provisions of the MSPA Common Codes of Professional Standards and Ethical Conduct, criteria, rules, and procedures set in the bylaws may be filed against the relevant MSPA member(s)/board member. All bona fide allegations filed must be documented in writing and submitted via the proper resources, protocols and timelines outlined in the MSPA Violations and the Unified Resolution Process. All disputes shall be filed with the Executive Manager of MSPA-AP and reviewed and adjudicated by its Governor. The recommendations of the Governor shall be submitted to the board for final approval.

During the dispute resolution process, if any member files to any authority whether civil or criminal charges against each other on the same disputes, the MSPA Violations and the Unified Resolution Process will be deemed terminated.

In the event that a member has filed to any authority whether civil or criminal charges Against each other on any disputes, the MSPA Violations and the Unified Resolution Process will not be initiated.

ARTICLE V

MEMBERSHIP MEETINGS

Section 1 **Annual Meeting**

An Annual Meeting of the Members for receiving annual reports, and for such other business as may properly come before the meeting, shall be held at such day, time and place as may be determined by the Board of Directors. Each year at least one General Meeting must be held. This meeting may also occur electronically.

The Board shall submit the Financial Accounts of the Company including the Balance Sheet and the statement of Income and Expenses with notes for approval by the Meeting.

Section 2 **Special Meeting**

A Special Meeting of the Members may be called by the President or by the majority of the Board of Directors via Electronic mail. In addition, a Special Meeting of the Members may be called upon written application of /electronic mail of Regular/Full Members representing at least twenty per cent (20%) of the Regular/Full Members required for a vote upon any matter

at the Annual Meeting of the Members. No business shall be transacted at a Special Meeting except that stated in the notice of such meeting.

Section 3 **Notice**

Notice of the Annual Meeting and any Special Meeting shall state the time, date and place of the meeting. The notice must be served a minimum of 30 days in advance.

Section 4 **Quorum**

Twenty per cent (20%) of the Regular/Full Members of the Company shall constitute a quorum for the transaction of business at any duly called meeting of the Members. If within 15 minutes of the time appointed for a general meeting, a quorum is not present, those Regular/Full Members entitled to vote who are present shall constitute a quorum.

Section 5 **Manner of Acting**

The act of a majority of the Members present and eligible to vote, and voting at a membership meeting, or responding in the case of an electronic meeting, shall be the act of the membership, except where otherwise provided by law or by these Bylaws.

ARTICLE VI

OFFICERS

Section 1 **Officers**

The officers of the Company shall be a President, Immediate Past President, Vice President, Secretary, Treasurer, Governor, and such other officers as may be determined by the Board of Directors.

The Founder of MSPA-AP an honorary permanent Chartered Member will act as Advisor to the Board.

Section 2 **Election and Term of Office**

The President, Vice President, Secretary, and Treasurer shall be elected by the Board - Each officer shall serve until a successor has been duly elected and qualified.

The Terms of office for President, Vice President, Secretary and Treasurer shall be two years or as determined by the Board of Directors.

Section 3 **Removal**

Any Director may be removed by a two-thirds vote of the Board of Directors whenever, in its judgment, the best interests of the Company would be served thereby.

Section 4 **Vacancies**

Vacancies that occur in the offices of Vice President, Secretary and Treasurer are filled by the Board of Directors for the remainder of the term. A vacancy in the office of President is filled

by the Vice President. A vacancy in the office of the immediate past president will be filled by the previous Past President if available otherwise as decided by the BoD.

Section 5 **President**

The President shall...

1. Preside at all the meetings of the Board of Directors
2. Serve as an ex-officio member of all the committees except as otherwise stated in the Bylaws.
3. The president by using his authority can approve an amount of a maximum of US\$200.00 per month. Anything above this amount shall require approval of the BOD.

Section 6 **Vice President**

At the conclusion of the two-year term as Vice President, he/she shall serve a two-year term as the President in the case as there is no other contestant for the President position.

In the event of the absence, inability, or refusal to act by the President, the Vice President shall perform the duties of the President, and when so acting, shall have all the powers of and be subject to all of the restrictions on the President.

Section 7 **Immediate Past President**

The immediate past president shall serve a two-year term and shall have all the rights and privileges of a Director. The Immediate Past President shall serve as the Chief Election Officer of the Company.

Section 8 **Secretary**

The Secretary shall...

1. Be custodian of records, and shall oversee the preparation of records of all proceedings of the Company
2. Perform such duties as may be delegated to him/her by the President, or the Board of Directors. The functions of the Secretary may be delegated to executive staff as identified in Article VIII.

Section 9 **Treasurer**

The Treasurer shall...

1. Have charge and custody of and be responsible for all funds and securities of the Company.
2. Oversee the receipt of monies due and payable to the Company from any source whatsoever, and deposit all such monies in the name of the Company in such banks, trust companies, or other depositories as shall be selected in accordance with the provisions of these Bylaws.
3. Oversee the preparation of budgets and financial reports; and in general, perform all the duties incident to the office of Treasurer and such other duties as from time to time may be

assigned by the President or by the Board of Directors. The functions of the Treasurer may be delegated to executive staff as identified in Article VIII.

Section 10 **Governor**

The Governor will be appointed by the MSPA AP Board of Directors. All disputes filed with the Executive Manager of MSPA-AP will be reviewed and adjudicated by its Governor. The MSPA Governor will oversee the case to seek an amicable solution between the parties involved. If this cannot be found, the MSPA disciplinary procedure will be initiated and followed as per the rules and regulations set up by the BOD.

Section 11 **Advisor to the Board**

The Founder of MSPA-AP will act as the Advisor to the MSPA AP Board of Directors. He will offer advice and guidance to the Board of Directors to help them make decisions that are in keeping with the nonprofit's mission and vision and that are in the organization's best interest

ARTICLE VII

BOARD OF DIRECTORS

Section 1 **Officers**

The officers of the Company shall be a President, Immediate Past President, Vice President, Secretary, Treasurer, Governor, and such other officers as may be determined by the Board of Directors.

The Founder of MSPA-AP will act as Advisor to BOD.

Section 2 **Composition, Election, and Term of Office**

The Board of Directors shall be composed of not more than seven (7) directors, including the officers stipulated in Article VI, Section 1. However, the Board may determine with simple majority the number of Directors for a given term but not exceeding nine (9) Directors.

A Member is eligible to be elected on the Board provided he/she is a Primary Representative of a Regular/Full Member Company with a main office registered in the Asia Pacific Region. He/she must be a Regular/Full member for a continuous period of three (3) years have served as a member of a committee for a period of not less than one (1) year and meet any other criteria set by the Board.

Any member company/individual whose Owner/Partner/Director or primary representative has been charged/issued warnings for any professional/ethical misconduct or his/her membership suspended for any reason by MSPA's offices is not eligible to contest Board Elections.

Directors may serve no more than three (3) consecutive terms (6 years) unless election to an office of the Company requires further service on the Board, or unless otherwise specifically approved by the Board.

The Nominating Committee, as specified elsewhere in these bylaws, is charged with preparing a list of nominees for Board positions. Following Board ratification, the list of elected Board shall be presented to the membership at the Annual Meeting.

Section 3 **Regular Meetings**

The Board of Directors may provide by resolution, the time, date, and place for the holding of a regular annual meeting, and additional regular meetings of the Board of Directors with prior notice.

Meetings of the Board of Directors may occur by phone, video conference or other means.

Section 4 **Special Meetings**

Special meetings of the Board of Directors may be called by the President or the majority of the Board members.

Section 5 **Quorum**

A majority of the Board of Directors shall constitute a quorum for the transaction of business at any meeting of the Board of Directors, provided that if less than a majority of the Directors are present, a majority of the Directors present may adjourn the meeting to another time without further notice.

Section 6 **Manner of Acting**

The act of a majority of the Members of the Board of Directors present at a meeting, or responding in the case of an electronic meeting, shall be the act of the Board of Directors, except where otherwise provided by law or by these Bylaws.

Section 7 **Vacancies**

Any vacancy occurring in the Board of Directors for any reason before the end of the term shall be filled by the Board of Directors from the voting Regular/Full members (primary Representative). A member selected according to this provision shall fill the unexpired portion of the term.

Section 8 **Resignation or Removal**

Any member of the Board of Directors may resign at any time by giving written notice to the President.

Any member of the Board of Directors may be removed by a two-third (2/3) majority vote of the Regular/Full Membership whenever, in their judgment, the best interests of the Company are not being served thereby.

Directors may be removed from the Board by a two-thirds majority vote of the Board Members, if they fail to meet any code of conduct of the Directors or do not attend two consecutive Board

of Directors meetings without taking prior approval from the Board in writing with valid and reasonable reasons.

ARTICLE VIII

EXECUTIVE STAFF

The administrative and day-to-day operation of the Company shall be conducted by a salaried staff person or firm who shall be appointed by the Board of Directors.

The executive staff shall report to the officers of the Company and undertake tasks assigned by the Board of Directors. In addition, the executive staff shall assist in carrying out the functions of the offices of the Secretary and the Treasurer.

The executive staff shall have no fixed term of office and will serve as per the contract awarded by the Board of Directors. The Board of Directors may assign working titles to the executive staff as needed.

ARTICLE IX

COMMITTEES

Section 1 The Board of Directors will establish the following Committees...

1. A Nominating Committee, chosen by the President and approved by the Board, shall be formed with the Immediate Past President as Chair. This committee shall approve nominees for election to the Board and place them for the Board's approval.

2. Special Committees, which, in the Board's sole discretion, are advisable to further the aims and objectives of the Company or deem necessary to ensure its efficient management.

Section 2 **Committee Membership**

Committee memberships shall be open to any Primary representative. Each committee would have only one Board Director as its member, however, if the Board considers then an additional Director may be included in a committee.

Section 3 **Terms of Office**

Each member of a committee shall continue as such until his or her successor has been duly appointed or unless the committee shall be sooner terminated, or unless such member shall cease to qualify as a member thereof.

Section 4 **Chair of Committees**

The Director on each Committee shall be the Committee Chair, however, in case of his/her refusal/inability to be the Chair, the President will appoint the new Chair.

Section 5 **Vacancies**

Vacancies in the membership of any committee may be filled by appointments made in the same manner as provided in the case of the original appointment.

Section 6 **Quorum**

Unless otherwise provided by resolution of the Board, a majority of the whole committee shall constitute a quorum and the act of a majority of the Members present at a meeting at which a quorum is present shall be the act of the Committee.

Section 7 **Minutes**

Minutes or action notes of all committee meetings shall be provided to the Secretary of the Company.

Section 8 **Rules**

Each committee may adopt rules for its own government consistent with these Bylaws, the Code of Conduct for Members /BODs and with any rules adopted by the Board of Directors.

ARTICLE X

CONTRACTS, CHEQUES, DEPOSITS AND FUNDS

Section 1 **Contracts**

The Board of Directors (or Executive Committee) may authorize any officer or officers, agent or agents of the Company, in addition to the officers so authorized by these Bylaws, to enter into any contract or execute and deliver any instrument in the name of and on behalf of the Company and such authority may be general or confined to specific instances.

Section 2 **Cheques, Drafts, etc.**

All cheques, drafts, or other orders for the payment of money, notes or other evidence of indebtedness issued in the name of the Company shall be signed by such officers; agents or agents of the Company and in such manner as shall from time to time be determined by resolution of the Executive Committee/Board.

In the absence of such determination by the Board or the Executive Committee, such instruments shall be signed by the Treasurer and countersigned by the President or the Secretary.

Section 3 **Deposits**

All funds of the Company shall be deposited from time to time to the credit of the Company in such banks, trust companies or other depositories as the Board of Directors may select.

Section 4 **Gifts**

The Board of Directors may accept on behalf of the Company any contribution, gift, bequest or devise for the general purposes or any special purpose of the Company.

ARTICLE XI

BOOKS AND RECORDS

Section 1 The Company shall keep correct and complete books and records of account and shall also keep minutes or action notes of the proceedings of its Board of Directors and Committees.

Section 2 Consolidated financial statement shall be presented and reported in United States Dollars.

ARTICLE XII

FISCAL YEAR

The fiscal year of the Company shall be a calendar year ending on 31st December.

ARTICLE XIII

WAIVER OF NOTICE

Whenever any notice whatsoever is required to be given by law of the Republic of Singapore or under the provisions of the Constitution or the Bylaws of the Company, a waiver thereof in writing signed by the person or persons entitled to such notice, whether before or after the time stated therein, shall be deemed equivalent to the giving of such notice.

ARTICLE XIV

INDEMNIFICATION

The Company shall indemnify all officers, employees, and agents of the Company to the full extent permitted by the General Laws of the Republic of Singapore, for actions taken within the scope of their duties for the Company and shall be entitled to purchase insurance for such indemnification to the full extent as determined from time to time by the Board of Directors of the Company.

ARTICLE XV

AMENDMENTS TO BYLAWS

These Bylaws may be amended by a majority vote of the membership eligible to vote at any meeting of the members or vote through electronic media, provided the substance of any such amendment/amendments has been approved by the Board of Directors and has been circulated to all Members at least fifteen days in advance. In case the bylaws are circulated through electronic media for approval purposes, these would stand approved after fifteen days of the sending date provided no objections or suggestions are received in case any objections/suggestions are received during this stipulated period these may be addressed.

ARTICLE XVI

DISSOLUTION

The Company may be dissolved by a vote of two-thirds of the Regular/Full Members present at a Meeting of the Membership, or by a two-thirds vote of the voting members by a mail or electronic mail ballot.