

CONSTITUTION
OF
SOCIETY OF THE GOLDEN KEYS OF SINGAPORE
(LES CLEFS D'OR SINGAPORE)

1. NAME

1.1 The Society shall be called "Society of the Golden Keys of Singapore" (Les Clefs d'Or Singapore), and is hereinafter referred to as the "Society".

2. PLACE OF BUSINESS

2.1 Its place of business shall be at Hotel Inter Continental Singapore, 80 Middle Road Singapore 188966, or such other place as from time to time decided upon by the Committee subject to the approval of the Registrar of Societies.

2.2 The place of business shall not be used for its activities without the prior written approval of the relevant authorities.

3. AFFILIATION

3.1 The Society shall be affiliated to the Union Internationale des Portiers des Grands Hotels, Les Clefs d'Or, hereinafter referred to as U.I.P.G.H whose headquarters are at 12 rue Cambon, 75001 Paris, France.

4. OBJECTS

4.1 To promote goodwill and friendship between concierges of hotels in Singapore and also between such concierges and members of U.I.P.G.H throughout the world.

4.2 To select and enrol members of the Society.

4.3 To study ways and means for enlarging the scope of courses and schemes of apprenticeship for younger members of the concierge's profession.

4.4 To foster the development of the hotel industry and tourism generally and to maintain the best possible service for hotel guests.

4.5 To meet at least once every two months to exchange views and discuss matters in the development of the concierge's profession and the hotel and tourism industries.

4.6 To prepare and publish, or superintend the publication of journals, books, pamphlets and papers and to utilise any other means of communication.

5. PROPENSITIES

- 5.1 The Society shall have no social, racial, political, trade union, religion or commercial propensity.

6. MEMBERSHIP

6.1 CATEGORY

There shall be seven categories of members:

- 6.1.1 Active Members
- 6.1.2 Retired Members
- 6.1.3 Local Members
- 6.1.4 Honorary Members
- 6.1.5 Social Affiliates
- 6.1.6 Business Affiliates
- 6.1.7 Professional Affiliates

6.2 ELIGIBILITY

6.2.1 ACTIVE MEMBERSHIP

Active Members who fully comply with all the requirements stipulated in Article IV in UICH International Statutes. Only an Active Member may wear the Golden Keys on their uniform. They should have “Concierge” listed as their main job role in their hotel contract and also on their business card.

6.2.2 RETIRED MEMBERSHIP

Active Members who have reached retirement age.

6.2.3 LOCAL MEMBERSHIP

Any individual who worked in a capacity of a Concierge role, over twenty-one years of age and of good moral character in Singapore who has a minimum of three years of consecutive service in the hotel industry, of which not less than one year shall have been served as either Chief, Assistant Concierge, Concierge etc shall be eligible to be accepted as a Local Member. They should have “Concierge” listed as their main job role in their hotel contract and also on their business card.

6.2.4 HONORARY MEMBERSHIP

The Executive Committee may nominate any individual to Les Clefs d’Or International who is considered to have contributed immensely to Les Clefs d’Or Singapore with their continuous support and contributions. The

individual nomination is subject to approval by Les Clefs d'Or International.

6.2.5 SOCIAL AFFILIATES

Active Members who have left the Concierge profession but who still wish to stay connected with Les Clefs d'Or Singapore. Active members who have taken early retirement (before the recognized retirement age). They are connected with Les Clefs d'Or Singapore on an individual basis and not Les Clefs d'Or International.

6.2.6 BUSINESS AFFILIATES

Companies whose products, services or establishments that has a minimum of three years successful trading in their business or field and are recommended or utilised by Les Clefs d'Or Concierges may apply for membership, provided the firm or company must be recommended by two Active Members. Said application must be accompanied by original ACRA Business Profile. They are affiliated to Les Clefs d'Or Singapore and not Les Clefs d'Or International. There will be two (2) representatives per company who can join as members.

6.2.7 PROFESSIONAL AFFILIATES

Individuals whose products or services are recommended or utilised by Les Clefs d'Or Concierges, or Concierge professionals who do not meet the necessary membership requirements to qualify for Les Clefs d'Or membership but wish to connect with our organisation, which may potentially include Cruise Ship Concierge, Executive Lounge, Lifestyle Concierge, Service Apartments Concierge etc (all subject to approval by the Exco). They are affiliated to Les Clefs d'Or Singapore on an individual basis and not Les Clefs d'Or International

6.3 RIGHTS AND PRIVILEGES OF MEMBERSHIP

6.3.1 Only Active Members shall have the right to vote and to hold office.

6.3.2 Only Active Members shall have the right to wear the Golden Keys on their uniform.

6.3.3 Keys insignia on his/her uniform.

6.3.4 Local and Business Affiliate members shall have the right to use the Society insignia upon approval by the Executive Committee.

6.3.5 All insignia, dress pin or symbol of the Society must have the prior written approval of the Registrar of Societies

6.4 METHOD OF ADMISSION

6.4.1 APPLICATION

- a. Application for membership must be made on prescribed forms obtainable from the Honorary Secretary (or downloadable from the Society's Website). All applications, except for Honorary Membership, must be endorsed by two Full Members (a proposer and a seconder). It shall be presented to the Executive Committee for approval.
- b. All applications shall be subjected to an interview by two members of the Executive Committee appointed by the President. (Propose Change: Executive Committee present at the end of the Executive Committee Meeting. This will be done on a quarterly basis) A report shall then be presented to the executive who will decide and vote accordingly. (Propose deletion) This clause is not applicable to Honorary Membership.
- c. A person whose application has been rejected (through a letter by the Honorary Secretary) shall not be eligible for a further application until the expiry of one year from the date his/her application was rejected. The election of members shall be by the (unanimous vote by the) Executive Committee.
- d. In an alternate year where election will be held during the Annual General Meeting there will be no approvals granted for membership in the preceding quarter to the Annual General Meeting or during the Annual General Meeting.

6.4.2 ELECTION OF MEMBERS

The election of members shall be by the Executive Committee whose decision shall be final. The Committee is not obliged to assign any reason whatsoever for the rejection of any application.

6.4.3 ACCEPTANCE OF MEMBERSHIP

- a. Immediately upon election of a member, notice thereof shall be given to him/her in writing of such election and request to remit to the Society within two weeks from date of such request the amount of his/her entrance fee and first monthly subscription. Upon payment of his entrance fee and first subscription, he shall thereby become a member of the Society and be entitled to all the benefits and privileges of membership and be bound by the rules and By-Laws of the Society. He/She may be given a copy of the Constitution and By-Laws of the Society, or download the said documents from the Society's official website, and he/she shall be deemed to have full knowledge of the provisions thereof.
- b. If such entrance fee and subscription be not paid within two weeks from the date of such request as aforesaid, the election of the candidate shall become void.

6.5 RESIGNATION AND REMOVAL OF MEMBERS

- 6.5.1 Any member of the Society wishing to resign his/her membership must So advise the Secretary of the Society in writing, but shall continue to be liable for any subscription or other debt due and unpaid at the date of his resignation. Upon confirmation of resignation the member shall surrender his membership card, properties of the Society and remove the Golden Keys insignia or the Society's dress pin from his/her uniform immediately. Associate members shall upon resignation remove all insignia of the Society from its stationery and shall also remove the words "Les Clefs d'Or" accordingly.
- 6.5.2 Any member of the Society who, in the opinion of the Executive Committee, is deemed to have been guilty of conduct prejudicial to the interests of the Society may be removed provided that the resolution approving his/her removal shall require the support of not less than two-thirds of those members present and voting.
- 6.5.3 Any members who is more than three (3) months in arrear with the payment of his/her annual or monthly subscription shall be deemed to have his/her membership ceased immediately, after 3 notices of demand had been sent to him.
- 6.5.4 Any member of the Society whose membership is relinquished due to disciplinary removal, resignation or any other similar cause shall immediately relinquish his/her rights to wear the Golden Keys insignia, the Society' dress pin on his/her hotel uniform and in the case of associate member the rights to display the terms "Clefs d'Or" or "Golden Keys" which are the attributes of the Society, and which shall not be used without its consent in any form.
- 6.5.5 Any member of the Society who leaves the profession of concierge shall cease to be a member. Six (6) months from the date of his last day of service, except for disciplinary removal where membership shall cease immediately.
- 6.5.6 Members who resigned or who are expelled from the Society shall not have any claim to the subscriptions.
- 6.5.7 Any member who fails to attend two (2) consecutive General Meetings or any three (3) General Meetings in a calendar year shall be called upon by the Executive Committee for an explanation on his absence. If the reasons or explanation for the member's absence are not valid or not acceptable to the Executive Committee, the member may be suspended from membership for a period of up to two years or may be expelled from the Society. The decision of the Executive Committee shall be final.

6.6 REINSTATEMENT OF MEMBERSHIP

- 6.6.1 Members who were expelled may apply for reinstatement of membership after a period of not less than twelve months from the date of expulsion. His/her application may be considered by the Executive Committee who will decide on a simple majority vote.
- 6.6.2 Members who have left the Profession for more than a year will be subject to re-applying for membership. This is effective from the last day of service in the member's respective hotel.
- 6.6.3 Members who have left the Profession for more than 6 (six) months but less than 1(one) year shall be eligible to request for a reinstatement of membership. This is effective from the last day of service in the member's respective hotel.
- 6.6.4 With reference to 6.6.2 and 6.6.3, his/her application may be considered by the Executive Committee who will decide by unanimous vote.

6.6 OVERSEAS ACTIVITIES

The Society shall not engage in activities outside Singapore which are not in accordance with the laws of the foreign country.

7. FEES AND SUBSCRIPTION

- 7.1 The entrance/annual fee and monthly subscription may be determined by the Executive Committee from time to time but the rate of subscription must be ratified at a general meeting before it can come into effect.
- 7.2 Any member elected into the Society on or after first July in any year shall only be liable in respect of that year for one-half of whatever subscription may be prevailing at the date of his/her election.
- 7.3 Annual subscription shall be due on first January in each year.
- 7.4 In view of the rising costs in correspondences and postage, the revised annual fees and annual subscription are as follows below and the rest of the categories of membership are exempted:
- | | |
|--------------------------------|----------|
| Active Member | \$220.00 |
| Local Member | \$200.00 |
| Professional Affiliates Member | \$500.00 |
| Overseas Active member | \$130.00 |
- 7.5.1 Full and Adherent members who are residing in Singapore are exempted from the payment on monthly subscription.

7.6 FAILURE TO PAY SUBSCRIPTION AND/OR OTHER DUES

- 7.6.1 Annual subscriptions are payable in advance within three weeks of the first of the year.
- 7.6.2 Monthly subscriptions are payable in advance within fourteen days of the first of the month.
- 7.6.3 If a member falls into arrears with his subscriptions or other dues he/she shall be informed immediately by the Treasurer. If he/she fails to settle his arrears within two weeks of their becoming due the President may order that his/her name be circulated among all members and that he/she be denied the privileges of membership until he settles his account. If he falls into arrears for more than three (3) months dues he will be automatically cease to be a member and the Committee may take legal action against him provided that they are satisfied that he has received due notice of his debts.

8. SUPREME AUTHORITY

- 8.1 The Supreme Authority of the Society shall rest with the general meeting of members presided by the President.

9. EXECUTIVE COMMITTEE

9.1 MANAGEMENT

The management of the Society shall be vested in the Executive Committee the members of which shall be elected at each alternate Annual General Meeting.

9.2 COMPOSITION OF THE COMMITTEE

The Executive Committee shall comprise the following:

- An Advisor
- A President
- A Vice President
- An Honorary Secretary
- An Assistant Hon. Secretary
- An Honorary Treasurer
- An Assistant Hon. Treasurer
- A Public Relations Officer
- An Assistant Public Relations Office

3 Ordinary Committee Members

- A Honorary Legal Advisor
- Founder President
- Immediate Past President

9.3 METHOD OF ELECTION

9.3.1 Nomination Process With a minimum of 3 weeks (21 days) prior to Elections at an alternate Annual General Meeting, the Honorary Secretary will send out the following to all members eligible to vote and take office in the Executive Committee, i.e., Full Members who have paid annual subscriptions and fees to date. The nomination package may be transmitted electronically in an unalterable format (Read Only) or by hand and the Honorary Secretary must receive an acknowledgement of receipt. This acknowledgement will be made available for scrutiny during the Annual General Meeting. The following will be included in the nomination package

- i) Complete list of eligible members to-date
- ii) The prescribed nomination form
- iii) Election Regulations in accordance to The Constitution.

Nomination forms must be returned to the Secretariat at least 2 weeks (14 days) prior to Elections. The nominations form must be duly filled and endorsed by 2 (Two) Full Members (a proposer and a seconder). The nomination form may be transmitted electronically in an unalterable format (Read only) or by hand and acknowledgement of receipt must be required from the Honorary Secretary. Members are not required to place a nominee for all positions and may nominate the same person for more than one position. All other blanks on the form must be filled or the nomination form will be treated as null and void.

9.3.2 The Chief Executive Officer of the S'pore Hotel Association shall serve as advisor to all Executive Committee Meeting. The Advisor will have no voting rights.

9.3.3 VOTING

- a. Voting shall be a show of hands/secrets ballots or such methods as the majority of the voting members thereat decide.
- b. Unless otherwise specified in these rules, all matters put on the vote at any meeting shall be decided by a simple majority vote of the members.
- c. In the event of an equality of votes, the Chairman shall have a casting vote in addition to his own vote.
- d. In any election of office bearers voting shall be done by secret ballot.
- e. Scrutineer(s) shall be appointed to oversee the balloting.

- f. Members eligible to vote must have paid up their subscription up to the date of the voting or they shall not be allowed to vote.

9.4 RE-ELECTION

All officers may be re-elected to the same or related posts for consecutive terms except the Honorary Treasurer and the Honorary Auditors.

9.5 DUTIES OF THE EXECUTIVE COMMITTEE

- a. The duties of the Executive Committee are as follows:-
 - (i) To organise and supervise the daily activities of the Society
 - (ii) To make decisions on matter affecting its running when the general meeting is not sitting.
- b. It may not act contrary to the expressed wishes of the general meeting without prior reference to it and always remains subordinate the general meeting.

9.6 POWERS OF THE EXECUTIVE COMMITTEE

9.6.1 EXPENDITURE

The Committee shall be empowered to spend \$1,000 for any single item from the Society's fund for the Society's purposes.

9.6.2 SUB-COMMITTEE

The Committee may appoint a sub-committee or sub-committee to be constituted as the committee thinks fit and may delegate to each sub-committee or sub-committees such part of its duties or powers as the Committee deems fit.

9.6.3 CO-OPTION

The Committee shall have the power to co-opt any ordinary member to fill any vacancy in the Committee.

10 DUTIES OF OFFICE BEARERS

10.1 THE PRESIDENT

- a. He shall act as Chairman at all general and committee meetings
- b. He shall also represent the Society in its dealings with outside persons.
- c. The Founder President and shall hold life term membership in office.

- d. The Immediate Past President shall be Incumbent only if the current serving President is re-elected in subsequent Elections.
- e. The role of the Advisor will be undertaken by the current serving CEO or of equivalent title of Singapore Hotel Association (SHA)

10.2 THE VICE-PRESIDENT

He shall assist the President in his duties and deputise for him in his absence.

10.3 THE HONORARY SECRETARY

- a. He shall keep all records except financial of the Society and shall be responsible for their correctness.
- b. He shall keep all minutes of general and committee meetings.
- c. He shall maintain an up-to-date register of members at all times.

10.4 THE HONORARY TREASURER

- a. He shall keep all funds and collect and disburse all monies on behalf of the Society.
- b. He shall keep an account of all monetary transactions and shall be responsible for their correctness.
- c. He is authorised to spend up to \$200.00 for petty expenses on behalf of the Society.
- d. He will not keep more than \$200.00 in the form of cash and money in excess of this will be deposited in a bank to be named by the Committee.
- e. He shall sign cheques for withdrawal together with the President and Vice-President.

10.5 THE ORDINARY COMMITTEE MEMBERS

- a. They will attend and participate in all general and committee meetings and assist in carrying out the decisions made at these meetings.

10.6 Any member of the Committee absenting himself from three meetings consecutively without satisfactory explanations shall be deemed to have withdrawn from the Committee, and a successor may be co-opted by the Committee to serve until the next Annual General Meeting. Any changes in the committee shall be notified to the Registrar of Societies within two weeks of the change.

10.7 PUBLIC RELATIONS OFFICER

To establish, maintain and to facilitate a good working relationship with all media as well as obtain publicity exposure. To assist in attending to inquires/request pertaining to Society's matters and implementing effective advertising strategies.

10.8 ASSISTANT PUBLIC RELATIONS OFFICER

To assist the Public Relations Officer in his/her duties and deputize for him in his/her absence.

11. MEETINGS

11.1 ANNUAL GENERAL MEETING (AGM)

- a. The AGM shall be held yearly within three (3) months of the close of its financial year.
- b. The functions of the Annual General Meeting are:
 - (i) To consider and confirm the Minutes of the last Annual General Meeting and of any other intervening General Meetings;
 - (ii) To consider the Auditor's Report, the Report of the Committes and any other reports(s);
 - (iii) To consider financial statements of the previous financial year;
 - (iv) To consider and adopt any amendments to the rules;
 - (v) To elect members of the Executive Committee at every alternate year;
 - (vi) To elect Honorary auditor(s) or appoint Public auditors(s);
 - (vii) To transact any other business of which due notice has been given by the Hon. Secretary to members.

11.2 EXTRAORDINARY GENERAL MEETING (EGM)

An EGM may be called at any time by the Committee or on the written request of at least 50% of voting members ten days before such meeting shall be convened, and stating the objects of the meeting.

11.3 NOTICE OF MEETING

- a. At least two weeks' notice will be given to an AGM and at least ten days of an Extraordinary General Meeting and particulars of its agenda will be sent to all members four days in advance of the meeting.
- b. The following shall be sent with each notice of an Annual General Meeting:
 - (i) A copy of the Minutes of the last Annual General Meeting and of any other intervening General Meeting;

- (ii) A copy of the audited Financial Statements of the previous financial year with a copy of the Auditor(s) Reports;
- (iii) A copy of the Committee's Report of the past year's activities and happenings;
- (iv) A copy of the documents concerning any other business which is intended to be transacted at the meeting.

11.4 MINUTES OF GENERAL MEETING

The Minutes of General Meetings shall be entered in the Minutes Book and reproduced for members.

11.5 QUORUM

- a. The quorum shall be at least one quarter of the total voting membership present at the AGM or an EGM.
- b. In the event of there being no quorum, the EGM shall be cancelled but the AGM shall be postponed for half-an-hour. If a quorum is still not present then those present shall constitute a quorum but they shall have no authority to amend, add or delete any of the existing rules unless the resolution(s) is/are passed by at least two-thirds of those present and voting thereon.
- c. The quorum of a committee meeting shall be at least half of the members of the committee.

11.6 PLACING ITEMS OF THE AGENDA

Any member who wishes to place an item on the agenda of a meeting may do so provided he gives notice to the committee one week before the meeting is due to be held.

12. AUDIT

Two voting members not members of the Committee will be elected as Hon. Auditors at each alternate AGM and will hold office for (2) years only and shall not be re-elected for consecutive terms. Alternatively a qualified public accountant may be appointed. They will be required to audit each year's accounts and present a report upon them to the annual general meeting. They may be required by the President to audit the Society's accounts for any period within their tenure of office at any date and make a report to the committee.

13. FINANCIAL YEAR

The Financial Year of the Society shall be from 1st January to 31st December.

14. MEMBERSHIP REGISTER

The Society shall maintain an up-to-date Register of Members which shall be made available to any member upon his request.

15. BOOKS OF ACCOUNTS

All or any of the books, statements, etc of the Society shall be made available to any member upon his written request to be submitted to the Executive Committee at least 48 hours before such inspection.

16. CORRESPONDENCE

All communications issued by the Society shall be signed in the name of the President by the Secretary or by two members of the Executive Committee. In the case of correspondence relating to the financial affairs of the Society, this shall be signed by the Treasurer. All communications by the members to the Society shall be addressed to the Secretary at the place of business of the Society.

17. PROHIBITIONS

- a. The funds of the Society shall not be used to pay the fines of members who have been convicted in court.
- b. The Society shall not engage in any Trade Union activity as defined in any written law relating to trade unions for the time being in force in Singapore.
- c. The Society shall not attempt to restrict or interfere with trade or make directly or indirectly any recommendation to, any arrangement with its members which has the purpose or is likely to have the effect of fixing or controlling the price or any discount, allowance or rebate relating to any goods or services to be supplied by them.
- d. The Society shall not hold any lottery, whether confined to its members or not, in the name of the Society or its office-bearers, committee or members.
- e. The Society shall not indulge in any political activity or allow its funds and/or premises to be used for political purposes.
- f. The Society shall not raise funds from the public for whatever purposes without the prior approval in writing of the Registrar of Societies and other relevant authorities.
- g. Gambling of any kind and the playing of paikow or mahjong whether for stakes or not, is forbidden on the Society's premises. The introduction of

materials for gambling or drug taking and of bad characters into the premises is prohibited.

18 AMENDMENTS TO RULES

No alterations or additions/deletions to these rules shall be made except at a general meeting and they shall not come into force without prior sanction of the Registrar of Societies.

19 INTERPRETATION

In the event of any question or matter arising out of any point which is not expressly provided for in the rules, the Committee shall have power to use their own discretion. The decision of the Committee shall be final unless it is reversed at a general meeting of members.

20 DISSOLUTION

- a. The Society shall not dissolved, except with the consent of not less than 3/5 of the voting members of the Society for the time being resident in Singapore expressed, either in person or by proxy at a general meeting convened for the purpose.
- b. In the event of the Society being dissolved as provided above, all debts and liabilities legally incurred on behalf of the Society shall be fully discharged, and the remaining funds shall be distributed to members on pro-rata basis based on the number of months of membership or be donated to an approved charity.
- c. Notice of dissolution shall be given within seven days of the dissolution to the Registrar of Societies.