

Consumers' Association

Rules

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1. INTRODUCTION

- 1.1 These Rules are one of the documents that the Association uses to set the basis on which it is governed. It is an internal document to the Association but we choose to publish it on our website for transparency around the processes we follow.
- 1.2 As a starting point we must follow all the legal rules that apply to charitable companies, particularly the Companies Act 2006 and the Charities Act 2011. After that, the most important governance document is our Articles of Association. The Rules are not a replacement for our Articles of Association, which will always take priority if there is ever a difference between them, but they do add to the core principles set out in our Articles of Association.
- 1.3 For example, the Rules explain what we mean by certain words we use in the Articles. They explain how the Association treats different kinds of members, like joint members, the procedures we follow to run general meetings and to ensure trustees are properly appointed. The specific Article or Articles which each Rule expands upon is listed next to each Rule in the Index (and vice versa) so that you can cross refer between the two documents.
- 1.4 These Rules were adopted by the Council of Trustees on 12 October 2020 under Articles 16.2 and 16.3. Any capitalised terms have the same meaning as set out in Article 1.

Part 1: Membership

2. SUBSCRIPTIONS

2.1 A regular purchaser is a person who is a subscriber to any publication, product and/or services produced by the Association (or any wholly owned subsidiary company of the Association).

3. DIAGRAM OF OUR MEMBERSHIP STRUCTURE

Members	Other categories of members				
	Any other category of member established in the future <i>with</i> voting rights	Associate members		Corporate subscribers	Any other category of member established in the future <i>without</i> voting rights
		voting associate members	non-voting associate members		
Broad Membership	Not in the Broad Membership				

4. MEMBERS

4.1 The Members of the Association are those people who are eligible for membership under the Articles.

5. OTHER CATEGORIES OF MEMBERS

5.1 There are two other categories of membership, being associate members and corporate subscribers.

5.2 Associate members

5.2.1 An associate member is any person who is an individual and who is a subscriber to, or regular purchaser (as described in Rule 2.1) of any publication, product and/or services produced by the Association (or any wholly owned subsidiary company of the Association).

5.2.2 Only subscriptions to the following publications, products or services entitle a person to be an associate member:

- (a) Which?, Which? Travel, Which? Gardening, Which? Computing or Which? Money;
- (b) An online only subscription to which.co.uk; or
- (c) Which? Legal.

5.2.3 The category of associate member is separated into:

- (a) voting associate members; and
- (b) non-voting associate members.

5.2.4 To be a voting associate member a person must:

- (a) Have been an associate member for twelve months or more; and
- (b) Have paid their required subscription for a minimum period of one year on the working day immediately prior to the date the poll vote mailing is circulated to the Broad Membership.

5.2.5 All other associate members are non-voting associate members.

5.2.6 An associate member (whether a voting or non-voting associate member) ceases to be an associate member if any sum payable by them and due to the Association or any company which is wholly owned by the Association is not paid within 30 days of its due date.

- 5.2.7 Which? staff and pensioners and Which? Limited directors who are not Members and receive free access to Which? products and services as a benefit of their role (or former role) within the organisation will not be an associate member for this purpose unless they have a separate, paid-for subscription for one of the publications, products or services listed in Rule 5.2.2.
- 5.2.8 Joint associate members
- (a) Where the names of two or more people appear in a single entry in the relevant associate member database, they are, jointly, an associate member.
 - (b) Joint voting associate members have one vote between them.
- 5.3 Corporate subscribers
- 5.3.1 A corporate subscriber is a body corporate that is a subscriber to, or regular purchaser (as described in Rule 2.1) of any publication, products and/or services produced by the Association (or any wholly owned subsidiary company of the Association) and includes any subscriber or regular purchaser whose subscription is paid by a business.
- 5.3.2 Only the following subscriptions entitle a person or business to be a corporate subscriber:
- (a) Which?, Which? Travel, Which? Gardening, Which? Computing or Which? Money;
 - (b) An online only subscription to which.co.uk; or
 - (c) Which? Legal.
- 5.3.3 A corporate subscriber has no voting rights.
- 5.3.4 A corporate subscriber ceases to be a corporate subscriber if:
- (a) any sum payable by them and due to the Association or any company which is wholly owned by the Association is not paid within 30 days of its due date;
 - (b) a resolution is passed or an order is made for the relevant corporate body to be wound up or it is placed in liquidation, or an administrator or receiver is appointed, or the relevant corporate body otherwise ceases to exist; or
 - (c) the Association cancels their subscription where in the opinion of the Council of Trustees an action, inaction or omission by them brings or could bring the reputation of the Association or any company which is wholly owned by the Association into disrepute.

6. BROAD MEMBERSHIP

- 6.1 The Broad Membership comprises Members and voting associate members only.
- 6.2 Corporate subscribers do not form part of the Broad Membership of the Association.

7. ADDITIONAL RULES FOR JOINT MEMBERS

- 7.1 Joint Members may, when they become a Member, request in writing that the Association put their names on the Register in a particular order. At any time, joint Members may request that the Association change the order of their names in the Register:
- 7.1.1 where there are two joint Members, by the person whose name appears first in the Register for that entry giving written notice to the Association; or
 - 7.1.2 where there are three or more joint Members, upon written consent of all those persons whose names appear in the Register for that entry being given to the Association.
- 7.2 Joint Members shall receive notices from the Association at the address of the person whose name appears first in the Register.

- 7.3 If there are the names of two or more persons in the entry for a Member in the Register and one person dies, only the deceased person's rights will cease. The surviving person(s) will still be a Member.
- 7.4 Joint Members shall count towards the quorum as a single Member and shall have a single vote on all resolutions.
- 7.5 If more than one of the joint Members votes on a resolution or a poll, whether in person or by proxy, the only vote which will count is the vote of the person whose name appears first in the Register (subject at all times to the discretion of the Council of Trustees).
- 7.6 The joint Members shall be treated for all other purposes as if they were, together, a single Member.

8. MEMBERS RAISING GOVERNANCE ISSUES OTHER THAN AT AN AGM

- 8.1 The Council of Trustees shall consider governance issues raised by Members other than at the AGM through a Member Governance Committee.

Part 2: General Meetings

9. DATE AND BUSINESS TO BE TRANSACTED AT AN AGM

- 9.1 Not later than six months after the date of the last AGM, the Council of Trustees will decide the date, the time and the place for holding the next AGM.
- 9.2 The business to be transacted at an AGM shall include:
 - 9.2.1 the approval of the minutes of any previous General Meeting;
 - 9.2.2 consideration of the income and expenditure account and the balance sheet;
 - 9.2.3 the receipt of the report of the Council of Trustees;
 - 9.2.4 the receipt of the report of the auditors;
 - 9.2.5 the approval of the appointment and re-appointment of Trustees;
 - 9.2.6 the appointment of auditors; and
 - 9.2.7 the fixing of the remuneration of the auditors.

10. NOTICE OF GENERAL MEETINGS

- 10.1 The Association shall give at least 21 days' notice of an AGM and any other General Meeting at which a resolution of the Broad Membership of the approval of the appointment or re-appointment of Trustees will be announced. Any other General Meeting shall be called in accordance with the Companies Act 2006.

11. PRESIDING AT GENERAL MEETINGS

- 11.1 If there is no Chair, or if the Chair is unable or unwilling to chair the General Meeting, or is not present within 5 minutes of the time at which a General Meeting was due to start, a deputy chair (if any) shall preside at the General Meeting.
- 11.2 If a deputy chair cannot preside for any reason, or there is no deputy chair, then any Trustee present and chosen on a show of hands of the Trustees present shall preside at the General Meeting.

12. MEMBER-REQUESTED RESOLUTIONS

- 12.1 The Receipt Date for a Members' Requested Resolution and/or statement shall be:
 - 12.1.1 such date as the Association notifies to Members from time to time in such manner as the Council of Trustees sees fit (including by publishing it on the Association's website); or
 - 12.1.2 failing such notification, no fewer than 60 days before the date of the General Meeting.

13. DISSOLVING, ADJOURNING AND RECONVENING GENERAL MEETINGS

- 13.1 A General Meeting convened at the request of Members shall be dissolved if a quorum is not present within half an hour of the time appointed for the start of the General Meeting.
- 13.2 Any other General Meeting shall automatically be adjourned to the same day in the next week at the same time and place or on another day and at another place determined by the Council of Trustees if a quorum is not present within half an hour of the time appointed for the start of the General Meeting.
- 13.3 If a quorum is not present within half an hour of the time appointed for the start of the adjourned General Meeting, the Members who are present at that time shall be a quorum.

- 13.4 No business shall be transacted at any adjourned General Meeting except business that was tabled to be transacted at the General Meeting from which the adjournment took place.
- 13.5 If a General Meeting is adjourned for 30 days or more, notice of the adjourned meeting shall be given in the same manner as for the original General Meeting. Apart from that, the Members shall not be entitled to any notice of an adjournment or of the business to be transacted at an adjourned General Meeting.

Part 3: Voting of Members

14. VOTING AT A GENERAL MEETING – GENERAL

14.1 No objection shall be raised to the qualification of any voter except at the General Meeting or adjourned General Meeting at which the vote objected to is tendered and every vote not disallowed at the General Meeting shall be valid for all purposes. Any objection made during the General Meeting or adjourned General Meeting shall be referred to the chair of the General Meeting whose decision shall be final and conclusive.

15. POLL VOTING

- 15.1 A poll may be demanded at a General Meeting by the chair of the General Meeting or by three or more Members present.
- 15.2 The chair of the General Meeting shall decide the time, the place and the manner of holding the poll.
- 15.3 A demand for a poll at a General Meeting may be withdrawn at any time up to the moment when the next business at the meeting starts. A demand for a poll shall not prevent the continuation of the General Meeting and shall not prevent the transaction of the rest of the business of the General Meeting.

16. APPOINTMENT OF PROXIES

- 16.1 The appointment of a proxy shall be in writing, shall be signed by or on behalf of the Member making the appointment and shall be in the form set out in the annex to these Rules.
- 16.2 The written appointment of a proxy (with any document such as a power of attorney under which it is signed) shall be sent to the registered office so as to arrive at least 48 hours (or such shorter time as the Council of Trustees decides) before the time for holding the meeting.
- 16.3 In the case of a poll:
- 16.3.1 to be taken more than 48 hours after it is demanded, the written appointment of a proxy shall be sent to the registered office so as to arrive at least 24 hours (or such shorter time as the Council of Trustees decides) before the time appointed for taking the poll; or
- 16.3.2 to be taken within 48 hours after it is demanded, the written appointment of a proxy shall be delivered at the General Meeting (or such later time as the Council of Trustees decides) at which the poll was demanded and handed personally to the chair of the meeting, the Secretary or any Trustee.
- 16.4 Instead of being sent to the registered office, a written appointment of a proxy may be sent to another place within the United Kingdom specified by the Council of Trustees and stated in a notice convening or concerning the General Meeting at which the proxy is intended to be used.

Part 4: Voting by the Broad Membership

17. VOTING BY THE BROAD MEMBERSHIP – GENERAL

- 17.1 Every individual who forms part of the Broad Membership under Rule 6 is entitled to vote by poll on resolutions relating to the following issues:
- 17.1.1 whether to approve the appointment or continuation in office of a Trustee;
 - 17.1.2 whether a Trustee may continue in office when they have exceeded their Maximum Term of office, upon the recommendation of the Council of Trustees;
 - 17.1.3 where a Trustee remains in office after their Maximum Term, whether to approve their continuation in office in every year thereafter.

18. POLL VOTING BY THE BROAD MEMBERSHIP

- 18.1 Every individual who forms part of the Broad Membership under Rule 6 will be sent a voting pack by electronic communication, assuming they have provided an email address to the Association, or, if not or they have requested it, by prepaid post, containing:
- 18.1.1 a voting form(s);
 - 18.1.2 instructions as to voting;
 - 18.1.3 information on each Trustee who is proposed for approval (whether for appointment or continuation in office or to exceed their Maximum Term) and each shall be the subject of a separate resolution; and
 - 18.1.4 appropriate means for the return of the voting form(s).
- 18.2 The voting pack may be sent with and/or as part of any magazine or other publication being sent to those entitled to vote.
- 18.3 The Council of Trustees may publish a notice on the Which? website to encourage those in the Broad Membership to check that the contact details provided to the Association and its group are up-to-date and, if not, to update them and request a further voting pack (subject to the Council of Trustees being satisfied that the Association or the appointed body (as described in Rule 18.5) has appropriate controls in place to prohibit multiple voting by those in the Broad Membership).
- 18.4 The instructions for voting will include a statement of the date by which the vote must be cast and received in order to be valid. This date will not be earlier than 21 days after the date when most of those entitled to vote would be deemed to have received the voting form(s) and any other documents in connection with the vote, and not later than 48 hours before the AGM at which the results are to be declared.
- 18.5 The Council of Trustees will appoint such organisation or body of persons as it thinks fit (**the appointed body**) to conduct on behalf of the Association the vote, to count the votes and to determine the results.
- 18.6 The appointed body will conduct the vote:
- 18.6.1 in accordance with the Association’s Articles, these Rules and its known and accepted procedures for conducting poll votes; and
 - 18.6.2 in a fair manner, adopting proper procedures and keeping proper records.
- 18.7 The accidental omission to send a voting pack (or any document contained in the voting pack) to an individual eligible to vote on a resolution of the Broad Membership or the

apparent non-receipt of a voting pack (or document in the pack) by any such person will not invalidate any vote.

19. DECLARING THE RESULTS OF A VOTE BY THE BROAD MEMBERSHIP

- 19.1 A resolution of the Broad Membership shall pass if a simple majority of those who vote, vote in favour of the resolution. The resolution shall pass with effect from the declaration of the results.
- 19.2 On the working day following the last day for receipt of votes and after eliminating all invalid votes, the appointed body will count the votes and advise the Secretary as soon as the count has been completed as to the outcome of the resolution(s) of the Broad Membership.
- 19.3 The appointed body will certify the result in writing and deliver the certificate of the result to the Secretary.
- 19.4 As soon as reasonably practicable after the result of the vote(s) are known, the Secretary will:
 - 19.4.1 notify the Council of Trustees, the Chief Executive and appropriate staff of the results of the vote(s); and
 - 19.4.2 notify each of the relevant Trustees whether they are expected to be approved by the Broad Membership.
- 19.5 The result of the vote(s) will be formally declared at the AGM. Until the result is formally declared, the result of the vote(s) are provisional only, and may be modified to take account of any error or omission, or any circumstances which mean a Trustee is no longer eligible for appointment or re-appointment as a Trustee which comes to light before the result is formally declared.
- 19.6 Once the result of the vote(s) are formally declared, the result(s) so declared is/are binding and conclusive and will not be liable to be challenged or altered in any way.
- 19.7 The Council of Trustees will publish the names of Trustees approved by the Broad Membership and those not approved, by such means as the Council of Trustees considers appropriate. This may include notification in or with any Which? magazine or other publication or on the Which? website.
- 19.8 The Secretary will, following receipt of a written request from anyone entitled to vote, provide that person with a copy of the detailed result of the vote.
- 19.9 Any form, document or notification required under this Rule will:
 - 19.9.1 if sent by first class post or other next day delivery service, be deemed to have been delivered 48 hours after it was sent and, in proving delivery, it will be sufficient to prove that it was properly addressed, prepaid and posted;
 - 19.9.2 if sent by second class post or other equivalent delivery service, be deemed to have been delivered 72 hours after it was sent and, in proving delivery, it will be sufficient to prove that it was properly addressed, prepaid and posted;
 - 19.9.3 if delivered in person, be deemed to have been delivered on the day it is delivered if it was received at the relevant address on a working day by 6pm, or otherwise the next working day; and
 - 19.9.4 if sent by email, be deemed to have been delivered on the next working day following the day on which the email was sent.
- 19.10 All disputes in relation to any matter connected with or arising from a resolution of the Broad Membership will be determined by the Council of Trustees.

Part 5: Eligibility, Appointment and Approval of Trustees

20. ELIGIBILITY OF TRUSTEES

- 20.1 A declaration of eligibility and willingness to act shall include, as a minimum, confirmation that the proposed Trustee:
- 20.1.1 is an individual of 18 or more years of age;
 - 20.1.2 is eligible to be a charity trustee and a company director;
 - 20.1.3 is not an employee of the Association or a subsidiary company of the Association or an employee of any entity included in the Association's group accounts; and
 - 20.1.4 has not been in such employment within the period of five years immediately preceding the date on which they seek to be appointed as a Trustee with the exception that the Council of Trustees shall in its absolute discretion have the power to resolve to allow such a person to be appointed provided such appointment meets any requirements of charity law.

21. APPLICATION FOR TRUSTEESHIP

- 21.1 Vacancies will be advertised and appointments conducted through an open and transparent process.

22. APPOINTMENT & RE-APPOINTMENT OF TRUSTEES

- 22.1 The Council of Trustees shall retain its discretion to reject a recommendation of the Nominations Committee for the appointment or re-appointment of a Trustee including without limitation if it considers the recommendation:
- 22.1.1 is not in the best interests of the Association; or
 - 22.1.2 is inconsistent with furthering the Objects.
- 22.2 The Council of Trustees shall record the reasons for its decision to reject a recommendation of the Nominations Committee in the minutes of a Council of Trustees' meeting.
- 22.3 The Council of Trustees shall use its reasonable endeavours to align the appointment and re-appointment of Trustees to the AGM. Circumstances in which Trustees may make an immediate appointment in year include:
- 22.3.1 where a vacancy arises as a result of a resignation, dismissal or death; and
 - 22.3.2 where the Council of Trustees considers it in the best interests of the Association to do so.

23. APPROVAL OF TRUSTEES BY THE BROAD MEMBERSHIP

- 23.1 The Council of Trustees shall ensure that information is available in the Association's Trustee appointments booklet included in the voting pack in relation to Trustees who are proposed for the approval of the Broad Membership.
- 23.2 The Council of Trustees shall set out its reasons for appointing or re-appointing a Trustee in the Trustee appointments booklet.

24. EXCEPTIONAL CIRCUMSTANCES FOR RE-APPOINTMENT AFTER A MAXIMUM TERM

- 24.1 The Council of Trustees may determine that Exceptional Circumstances have arisen and that as a result a Trustee may exceed their Maximum Term (if approved by the Broad Membership) if:
 - 24.1.1 the Trustee is also the Chair and their Maximum Term occurs during a period of transition of the role of Chief Executive to a new incumbent; or
 - 24.1.2 the Trustee is involved with a major project of the Association and their expertise or knowledge is such that it would be detrimental to the Association for the Trustee to no longer be involved with the project; or
 - 24.1.3 such other circumstances arise which the Council of Trustees considers exceptional, acting reasonably and in good faith.
- 24.2 The Exceptional Circumstances shall be recorded in the minutes of a Council of Trustees' meeting and disclosed to the Broad Membership.

25. TRANSITIONAL PROVISIONS FOR TRUSTEES SERVING IMMEDIATELY AFTER THE 2019 AGM

- 25.1 All Trustees who are serving elected terms immediately after the 2019 AGM shall serve out their current elected term.
- 25.2 All terms of office for Trustees who were co-opted to the Council of Trustees prior to the 2019 AGM shall be extended from two to three years with their maximum aggregate tenure as a Trustee extended from six to nine years (or further in Exceptional Circumstances under Rule 24).

Part 6: Council of Trustees

26. COUNCIL OF TRUSTEES' MEETINGS

- 26.1 The Council of Trustees' meetings shall be deemed to take place where the largest group of Trustees are assembled, or, if there is no such group, where the Chair is.
- 26.2 If there is no Chair, or if the Chair is unable or unwilling to chair the Council of Trustees' meeting, or is not present within 5 minutes of the time at which a Council of Trustees' meeting was due to start, a deputy chair (if any) shall preside at the Council of Trustees' meeting.
- 26.3 If a deputy chair cannot preside for any reason then any Trustee chosen on a show of hands of the Trustees present shall preside at the Council of Trustees' meeting.

27. DECISIONS IN WRITING

- 27.1 A resolution circulated to all the Trustees eligible to vote and executed by a simple majority of the Trustees shall be as valid and effectual as if it had been passed at a Council of Trustees' meeting, which in every case was duly convened and held.
- 27.2 For the purposes of this Rule:
 - 27.2.1 a resolution shall consist of one or more Written documents sent to an address specified for the purpose by the Secretary, provided that each such Written document (if more than one) is to the same effect;
 - 27.2.2 a Written document is executed when the person executing it signs it and a Written document in Electronic Form is executed when the person executing it sends it provided that it has been authenticated in such manner (if any) as the Secretary shall prescribe;
 - 27.2.3 the Trustees need not execute the same Written document;
 - 27.2.4 a resolution shall be effective when the Secretary certifies that sufficient evidence has been received by them that the resolution has been executed in accordance with this Rule; and
 - 27.2.5 if no Secretary is appointed, the Chair shall perform the functions of the Secretary under this Rule.

28. CHAIR & OTHER OFFICERS

- 28.1 The Council of Trustees may from time to time appoint from among its number:
 - 28.1.1 a Chair;
 - 28.1.2 a deputy chair or two deputy chairs;
 - 28.1.3 such other officer roles as the Trustees may appoint from time to time.
- 28.2 The Council of Trustees may set the Chair's and other Officers' terms of office. The Council of Trustees may remove the Chair and any other Officer from office at any time (but any removal of such a person as a Trustee shall only be undertaken in accordance with the Articles).
- 28.3 If the Council of Trustees does not determine the term of office for any Officer, they shall hold office for the period of one year.

29. COMMITTEES

- 29.1 Committees shall comply with their terms of reference and any additional instructions from the Council of Trustees.
- 29.2 The proceedings and decisions of committees shall be reported to the Council of Trustees as soon as reasonable.
- 29.3 A committee can co-opt anyone, and remove any person co-opted, (including members of staff and people who are not Members) to serve on the committee PROVIDED THAT a former Trustee who has reached their Maximum Term and has retired from office shall not be considered independent and shall not be co-opted to a committee where independence is a requirement for such co-opted committee members.
- 29.4 At any one time not more than one third of a committee shall consist of co-opted committee members.
- 29.5 The Council of Trustees may remove a co-opted committee member at any time.
- 29.6 The Council of Trustees may determine who is to chair a committee and their period of office, but if it does not do so, the committee shall elect a committee chair from among its number and decide their period of office.
- 29.7 Questions arising at a committee meeting shall be decided by a majority of votes. In case of an equality of votes, the committee chair shall have a second or casting vote.
- 29.8 Decisions taken by a committee in Writing shall be decided by all committee members and shall be as valid and effectual as if it had been decided at a committee meeting.

Part 7: Chief Executive & Secretary

30. CHIEF EXECUTIVE

30.1 The Chief Executive shall be entitled to attend, to report and to give advice to Council of Trustees' meetings.

31. TERMS OF EMPLOYMENT

31.1 The Association shall employ the Chief Executive and the Secretary on such terms and conditions (including pay) as the Council of Trustees shall decide.

Part 8: Adoption, Amendment & Revocation

32. ADOPTING, AMENDING AND REVOKING THE RULES

- 32.1 The Council of Trustees may adopt, amend and revoke such Rules as they deem appropriate from time to time.
- 32.2 The Council of Trustees shall review the Rules annually.

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12 (Voting by the Members)	14, 15, 16, 17, 18
13 (Voting by the Broad Membership)	17, 18, 19
14 (Proxies)	16
15 (Appointment and Approval of Trustees)	17, 20, 21, 22, 23, 24, 25
16 (Powers of the Trustees and Adoption of Rules)	1, 32
17 (The Council of Trustees' Meetings)	26
18 (The Council of Trustees' Decisions)	27
19 (Conflicts of Interest)	n/a
20 (Validity)	n/a
21 (Chair and Other Officers)	28
22 (Delegation)	29
23 (Termination of Office for Trustees)	17, 22
24 (Chief Executive)	30
25 (Secretary)	31
26 (Minutes & Records)	n/a
27 (Accounts)	n/a
28 (Annual Report & Annual Return)	n/a
29 (Notices, Documents & Other Information)	n/a
30 (Website Communication)	n/a
31 (Indemnity Insurance)	n/a
32 (Alterations to the Articles)	n/a
33 (Dissolution)	n/a

ANNEX – FORM OF PROXY APPOINTMENT

ANNEX



Consumers' Association Annual General Meeting XXX Proxy Form

VOTE ONLINE	
Security Code Part One:	xxxxxxx
Security Code Part Two:	xxxxxxx

I, (full name)

hereby appoint the chair of the meeting or (note 1)

as my proxy to attend, speak and vote in my name and on my behalf at the Annual General Meeting of the Consumers' Association to be held on [DATE and TIME] and at any adjournment thereof.

To vote online go to [Online voting website address] and enter your two part security code that is printed in the boxes at the top of this page, or return your signed proxy form in the reply paid envelope enclosed in your pack or post to [name and address of scrutineers]. All proxy votes must be received no later than [DATE and TIME].

I direct my proxy to vote on the following resolutions as I have indicated by placing ONE (X) in the **FOR, AGAINST** or **ABSTAIN** box for each resolution (see notes)

ORDINARY RESOLUTIONS	FOR	AGAINST	ABSTAIN
<i>The Council of Trustees recommends voting FOR resolutions 1 - 4</i>			
To receive and approve the minutes of the sixty-second Annual General Meeting held on 23 November 2019	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To receive the Report of the Council of Trustees and the Accounts for the year ended 30 June 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To re-appoint [name of Auditor] as Auditor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To authorise the Council of Trustees to set the remuneration of the Auditor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signed _____ Dated _____

NOTES

- If you wish to appoint someone other than the chair of the meeting insert their name (and address if known) in the space provided and delete the words 'the chair of the meeting'.
- If you wish to direct your proxy holder to vote in a particular way, please indicate how you want your vote to be cast in the boxes.
- If you do not indicate how you want to vote in the boxes, your proxy will have discretion to cast your vote as they think fit and in relation to any other matter which is properly put to the meeting. If you appoint the chair of the meeting as your proxy and give the chair of the meeting discretion as to how to cast your vote, the chair of the meeting will cast your vote in line with the Council of Trustees' recommendations.
- An abstention is not a vote in law, which means that the vote will not be counted in the calculation of votes for or against the resolution.
- If you submit more than one valid proxy form, the form received last before the latest time for receipt will take precedence.
- You may not use any electronic address provided in this proxy form to communicate with the Consumers' Association for any purposes other than those expressly stated.