



Case study

Vistra supports CGI Global and HKCGI with **digital solution for AGM and compliance services for WFOE**

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### **CGI Global**

The Chartered Governance Institute (CGI) is the qualifying and membership body for governance with over 125 years' experience of educating and supporting governance professionals. With a Royal Charter purpose of leading 'effective and efficient governance and administration of commerce, industry and public affairs', CGI provides professional development, guidance and thought leadership, and works with regulators and policymakers to champion high standards.

### **Hong Kong CGI**

The Hong Kong Chartered Governance Institute (HKCGI), formerly known as The Hong Kong Institute of Chartered Secretaries (HKICS), is the only qualifier of the internationally recognised Chartered Secretary and Chartered Governance Professional qualification in Mainland China and Hong Kong. With over 75 years of history and as the Greater China Division of the Chartered Governance Institute, it is one of the fastest growing divisions of CGI, with over 10,000 members, graduates, and students with significant representations within listed companies and other cross-industry governance functions.

## **Overview**

**Client:** CGI Global and HKCGI

**Industry:** Professional Qualifying Organisation (NGO)

**Location:** London, UK (CGI Global) and Beijing, China (HKCGI)

## **The friction**

**CGI Global:** In 2024, CGI Global confirmed that its Annual General Meeting (AGM) would be hosted in Hong Kong.

One of the major challenges they faced was the live streaming of the meeting to over 30,000 members across nine time zones worldwide.

A key agenda item for the meeting was the implementation of an e-polling function, which required a clean and well-organised member list. However, the member lists provided by different countries were in various formats, demanding significant time and effort to standardise.

**HKCGI:** Although HKCGI is a well-established organisation in Hong Kong, its knowledge about operating in Mainland China was initially limited, primarily due to the differences in legal systems, tax and accounting regulations, and HR practices between the two markets.

Furthermore, the Beijing office's resources were already dedicated to core activities, such as developing customised training courses for Mainland Chinese professionals and fostering a professional community in China.

As a professional body, HKCGI firmly insisted on maintaining full compliance with regulations in Mainland China, without any compromises.

## Our solution

**To ensure the seamless live streaming of CGI Global's AGM**, Vistra Greater China's IPO & Share Registry team provided a comprehensive e-voting system. This digital solution was designed to administer shareholders' meetings, facilitate voting, and support hybrid meetings for large and listed companies, with a capacity of up to 100,000 participants.

Prior to the live stream, the team meticulously reviewed all member lists submitted from various countries, engaging with stakeholders for clarification as needed. The team then cleaned and standardised the data, creating an integrated database in a consistent format to ensure the smooth operation of the e-voting system.

**To support HKCGI**, Vistra China's Corporate Service team was appointed to manage ongoing compliance and governance obligations once the WFOE (Wholly Foreign-owned Enterprises) of HKCGI Beijing Office was set up in 2017. The services provided included:

- All mandatory annual corporate secretarial filings, such as annual confirmation statements and returns;
- Preparation of meeting documents for approval of statutory year-end activities;
- Director/officer change documents and filings;
- Real-time tracking of critical events; and
- Alerts for local regulatory and legal changes.

With the recognition earned over eight years of partnership, Vistra became a trusted partner for the HKCGI Beijing Office, offering not only compliance services but also HR advisory on compensation and benefits management.

## Our progress

- Provided CGI Global and the HKCGI Beijing Office with peace of mind by significantly reducing the time and effort required for compliance and operational tasks, while maintaining a high standard of governance. This enabled their leadership teams to focus on strategic objectives.
- Enhanced work efficiency, eliminated administrative friction, and minimised potential risks.
- Delivered proactive and responsive support with clear, forward-looking guidance.
- Acted as a single point of contact for multidisciplinary requests, ensuring consistent quality across all deliverables.

# 30,000

members engaged via Vistra AGM digital solution

# 9

time zones covered in AGM

# 100,000

participants Vistra digital solution can accommodate

# 8+

years of partnership with HKCGI




## Services provided

[Company Secretarial and reporting →](#)

[Governance →](#)

[Directorships →](#)

[Digital solution for listed companies →](#)



“It was a wonderful experience working with Vistra Greater China’s team to make our AGM hybrid meeting a huge success. It’s never been an easy task which involved so many time zones, so much detailed work and huge membership size. We are impressed by Vistra team’s efficiency, detail-orientation and problem-solving skills demonstrated during the process. That was why we were able to be free from the administrative burdens so as to concentrate on more strategic goals.”

**Cynthia Mora-Spencer ACG**  
Institute Secretary, CGI Global



“HKCGI strategically promote good governance in Hong Kong and the Chinese mainland. We appreciate Vistra’s support for our Beijing operations. Vistra’s team is professional and helpful. Over the years, it has provided effective and practical advice to the Institute on laws and regulations in the mainland, ensuring our compliance. As a governance institute, we uphold high standards. Vistra team’s dedication has made them our trusted service provider. We value our long-term relationship built on mutual trust and confidence.”

**Ellie Pang**  
Chief Executive, The Hong Kong Chartered Governance Institute



# Contact us

For more information [get in touch.](#)

[vistra.com](https://www.vistra.com) 

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## About Vistra

Here at Vistra, **our purpose is progress.** As a close ally to our clients, our role is to remove the friction that comes from the complexity of global business. We partner with companies and private capital managers along the corporate and private capital lifecycle. From HR to tax and from legal entity management to regulatory compliance, we quietly fix the operational and administrative frustrations that hamper business growth. With over 9,000 experts in more than 50 markets, we can accelerate progress, improve processes and reduce risk, wherever your ambition takes you.