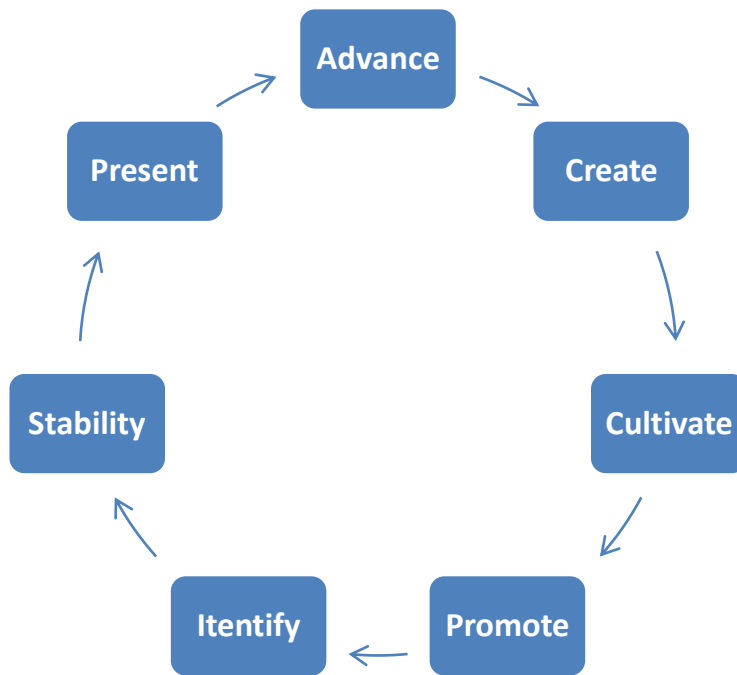


POLICY AND PROCEDURES MANUAL
CONCORD-LEROY AREA CHAMBER OF COMMERCE

Adopted: April, 2011



POLICY AND PROCEDURES MANUAL

Purpose

This manual is intended to be a reference to the officers and members of the Concord-LeRoy Area Chamber of Commerce (CLACC). Its purpose is to provide our policy; a course of action as set forth in the Bylaws as well as defined procedures; the act and manner of process to further the mission statement and objectives of the Chamber as well as Descriptions to further identify the role our volunteers and staff play.

Committees – Driving Progress

Dedicated members serve on committees to continuously move the Chamber forward. The action words associated with each committee serve as the course of action.

Our Committees:

- **Welcoming** - *ADVANCE*
- **Event** - *CREATE*
- **Membership** – *CULTIVATE*
- **Advocacy** – *PROMOTE*
- **Public Relations** – *IDENTIFY*
- **Finance** – *STABILITY*
- **Nominating** - *PRESENT*

Our Policies and Procedures Exist to Facilitate our Mission Objectives to:

- Provide members a forum for the exchange of information & their development.
- Support & participate in our local programs.
- Promote & provide exposure through our recourses and community activities.
- We are a voice for our members.
- We represent our members and inform them of legislation affecting their businesses.
- We act as a liaison between local government and our members.
- Assist members in understanding local ordinances.
- Support efforts of expansion and revitalization.
- Discover and correct abuses that are detrimental to business.
- Encourage business development and growth in the communities of Concord and LeRoy.

POLICY

Statement of Business Ethics

The Concord-LeRoy Area Chamber of Commerce (CLACC) recognizes that in order to maintain a strong unified membership; the organization must conduct its affairs in a manner, which will promote the interests of its membership without preference or prejudice. In order to accomplish this goal, the Chamber adopts the following statements:

1. It shall be the policy of the CLACC to conduct its affairs with honesty and integrity. The Chamber shall endeavor to foster a competitive business climate among its membership and to avoid assisting any individual member from gaining unfair advantage of a competitive member.
2. When purchasing goods and services required for the operations of the organization, Chamber members will have priority over non-members. If more than one member provides a required and acceptable product or service, preference shall be given to the member with the lowest price. If all things are equal, the purchase of products and services shall rotate among the membership.
3. When requested for information about the providers of products and services, Chamber members shall have priority over non-members. If more than one member provides the requested product or service, the Chamber shall furnish information about the entire member providers without preference or prejudice.
4. The Chamber shall keep all information it may receive about the future plans of members and non-members confidential until such time as the affected individual or business elect to make the information public. In no instance should the Chamber assist one member to profit over another member from advance or insider business knowledge.

Conflict of Interest

A conflict of interest arises when a Board/Executive, employee or committee members personal affairs or interests, usually of, but not restricted to, a financial or material nature, conflicts or appear to conflict with his/her public duties and responsibilities to the Chamber, or which could affect their judgment to act in the best interest of the Chamber, its programs, members, participants, or patrons. It is not sufficient for a Board/Executive, employee and committee member to act within the law, but must also act in a manner so scrupulous as to withstand the closest public scrutiny.

To protect their honesty and impartiality, Board/Executive, employee and committee members should not be or place themselves or their families in situations where they might benefit personally, or they may be obligated to any person who might benefit from special consideration or favor on their part.

All Board/Executive, employee and committee members must exercise care in the management of their private affairs so as not to benefit, or appear to benefit, from

the use of information acquired during the course of their official duties, which is not generally available to the public.

All Board/Executive, employee and committee members shall not place themselves in a position where they could derive any direct or indirect benefit from any of the Chamber's contracts or transactions.

As a Board/Executive, employee and committee members you must not participate in decision-making on any matter in which you have a pecuniary interest to a greater extent than your fellow Chamber members.

When any situation arises that pertains to ethics, the position taken by a Board/Executive, employee and committee member of the Concord-LeRoy Area Chamber of Commerce must not only be legally correct but should also be a position that will stand the test of public scrutiny if necessary. If such public scrutiny could result in allegations which would likely harm or embarrass the Chamber member, the Chamber organization or any third party, then it is not the correct position to be taken.

The onus for identifying a potential conflict of interest is always on the individual.

Any individual faced with a situation concerning ethics or conduct about which they are uncertain shall consult with the President or Executive Director to determine the course of action, which is appropriate.

All Board/Executive, employee and committee members shall disclose to the President or Executive Director all business, commercial or financial interests where such interest might be construed as being in actual or potential conflict with their official duties.

Definition: A pecuniary interest is something that could monetarily affect you, your spouse, or children, your parents or the parents of your spouse, or a business, which employs you or any organization in which you have an interest.

* These policies apply at all meetings of the Chamber Board and its Committees, and at all meetings of any Board, Committee or Agency to which you are appointed as a representative of the Chamber Board.

* Annually at the first meeting of the new Chamber Board the Code of Ethics and Conduct shall be reviewed to ensure that it remains relevant and foremost in the minds of all participants.

It is expected of all board members abide by the conflict of interest rules. Board members may face possible dismissal and replacement in accordance with Article II, Section 4 of the Bylaws. It is the duty of the President to oversee the board for failure to perform one's duties, including the rules of conflict and interest, but can also be brought to question by any other member in good standing.

PROCEDURES AND JOB DESCRIPTIONS

Past President

The Past President is responsible for ensuring a smooth transition of the new President into a leadership role of the chamber and to perform the following duties:

- Functions as Board Parliamentarian.
- Ensures proper adherence to the Bylaws.
- Facilitates meetings when the President and Vice President are unavailable.
- Arranges for and presents recognition plaques for outgoing Presidents.
- Upon expiration of their term of office, the Past President shall deliver to the Chamber any and all Chamber property.
- Is an Executive Committee member and a member of other committees benefiting by their skill set.

President

The President shall preside at all meetings and oversee general operations of the Chamber and perform the following duties:

- Prepare and forward meeting agenda items to the Secretary.
- Transact business for and on behalf of the Chamber as voted on by the Board of Trustees and with the assistance of the Executive Director.
- The President may call special or unscheduled meetings in accordance with Bylaws Article III, Section I & II.
- Upon expiration of their term of office, the President shall deliver to the Chamber any and all Chamber property.
- The President shall accompany the Executive Director to all Open Houses and formal meetings with new members whenever possible.
- The President is responsible for sending Welcome Letters to new members and providing that information to the Welcoming Committee for follow-up.
- Shall forward written acknowledgements to speakers and presenters regarding their scheduled events and follow-up with a written thank you.
- Prepare "From the President's Desk" article for each issue of the Chamber Newsletter.
- Shall assist the Nominating Committee Chairperson with the April meeting list of open positions in March.
- Is an Executive Committee member and a member on other committees benefiting by their skill set.

Vice President

The Vice President shall help guide an active program aimed to improve business-civic conditions in preparation for the presidency and perform the following duties:

- Preside over the chamber board meetings in the absence of the President.

- Upon expiration of their term of office, the Vice President shall deliver to the Chamber any and all Chamber property.
- Responsible for working with the Executive Director and the Membership Committee to build membership throughout the year.
- Responsible for Co-chairing the Event Committee and coordinating the important events that keep the membership informed and involved.
- Is on the Executive Committee.

Treasurer

The Treasurer ensures that the current records are maintained; reflecting the financial condition of the CLACC and shall perform the following duties:

- The Treasurer is responsible for oversight for the records for cash, investments, accounts receivable and other assets of the Chamber.
- Responsible for gathering event fees at all Events.
- Responsible for working with the Director to produce the Annual Budget presented to the Committee Chairpersons and the Board of Trustees in January.
- The Treasurer is responsible for assisting the Executive Director to collect late pay accounts.
- Upon expiration of their term of office, the Treasurer shall deliver to the Chamber any and all Chamber property.
- The Treasurer shall serve on the Finance Committee.
- Is a signor on the chamber bank account in addition to the Executive Director.
- Responsible to collect funds, provide receipts for events and ensure deposit into the chamber account in the absence of the Executive Director.
- Is on the Executive Committee and a member of other committees benefiting by their skill set.

Secretary

The Secretary shall conduct official correspondence, preserve books, documents and communications and maintain an accurate account record of the proceedings of the chamber and shall perform the following duties:

- Responsible for preparing and distributing notices, agendas and minutes for all meetings, events and elections in accordance to the Bylaws.
- Monthly meeting minutes shall be forwarded to the Executive Director for mass distribution as soon as possible and not less than two (2) days prior to the next meeting.
- Agendas shall be forwarded to the Executive Director for mass distribution as soon as possible and not less than two (2) days prior to the next meeting.
- The Secretary shall prepare and or direct the preparation of the Chamber Newsletter and other notices, publications and flyers.
- Upon expiration of their term of office, the Secretary shall deliver to the Chamber any and all Chamber property.

- Is on the Executive Committee and a member of other committees benefiting by their skill set.

Executive Director

The Executive Director upon policy and Board of Trustees direction, plans, organizes, coordinates and directs the CLACC and shall perform the following duties:

- The Executive Director shall work with the President and serve on all Committees to facilitate the marketing and administrative duties of the chamber.
- Shall serve as advisor to the President and sit on the Executive Committee but carry no vote as the Executive Director may be considered staff and a paid position.
- Responsible for hiring, discharging, directing and supervising of paid staff with the approval of the Board of Trustees.
- The Executive Director, Treasurer and the Finance Committee shall be responsible for the preparation of the annual budget for the committees and the annual operating budget for presentation to the Board of Trustees for approval.
- Shall oversee the design and implementation of the accounting system and reporting to the IRS for the annual 990N Information Return or coordination with a member CPA or approved accounting firm for audits and Information Returns if required.
- Shall collect funds, provide receipts for events and ensure deposit into the chamber account.
- Provides a profit and loss accounting of all events to the Board of Trustees.
- Shall be responsible for the generation of invoices and statements to members and payments to vendors as required.
- Responsible for preparing reports for the presentation of the financial condition of the chamber at each board meeting.
- Responsible for providing content for the chamber website and or the coordination of its design and maintenance either inter-office or via a subcontractor.
- Shall notify the Chair of the Welcoming Committee of all new members so new member benefits can be offered in a timely manner.
- Shall maintain the chamber office and is responsible for telephone and email correspondence with office hours open to the membership or prospective members daily or as voted on by the Board of Trustees.
- Responsible for notifying the Membership Chairperson of member status.
- Upon terminating their employment with the Chamber, the Executive Director shall deliver to the Chamber any and all Chamber property.
- Prepare "Direct to You" article for each issue of the Chamber Newsletter.
- Shall be responsible for reporting to the Board of Trustees at scheduled meetings.

COMMITTEES

WELCOMING COMMITTEE– *Advance*

- The Welcoming Committee **advances** new members and is available to answer questions and report to the board about their concerns or conversations of importance from new members.
- The Chairperson shall coordinate and recruit members to serve on the committee with them.
- Responsible for providing new members a Welcome Calls and/or other benefits prescribed by the Board of Trustees in a timely manner not to exceed seven days.
- Upon expiration of their term of office, the Welcoming Committee Chair or members shall deliver to the Chamber any and all Chamber property.
- Arrange for formal 5 minute introductions by the new member at a board meeting.
- Oversee Welcome Basket and Open House activities where applicable.
- The Chairperson shall report to the Board of Trustees at scheduled meetings.

EVENT COMMITTEE- *Create*

- The Event Committee **creates** a favorable “business and living” environment for the membership.
- The Chairperson shall coordinate and recruit members to serve on the committee with them.
- The Chairperson shall Co-chair the Event Committee with the Vice President.
- Facilitates event coordination with vendors and speakers for timely notice and presentation and costs.
- Responsible for providing the event calendar to be uploaded to the website in a timely manner so the membership can “look ahead”.
- Upon expiration of their term of office, the Event Committee Chair or members shall deliver to the Chamber any and all Chamber property.
- Shall assist the Executive Director, Secretary and or Public Relations Chairperson in the preparation of marketing materials to advertise events.
- The Chairperson shall report to the Board of Trustees.

MEMBERSHIP COMMITTEE –*Cultivate*

- The Membership Committee **cultivates** the benefits of membership in the Concord –LeRoy Area Chamber of Commerce.
- The Chairperson shall coordinate and recruit members to serve on the committee with them.
- Responsible for designing an annual Membership Drive and coordinating with the Event Committee the implementation and success of that initiative.
- Conduct visits and/or oversee regular visits of prospective members in the business community.

- Responsible for maintaining a Prospect List and reporting new member prospects.
- Upon expiration of their term of office, the Membership Committee Chair or members shall deliver to the Chamber any and all Chamber property.
- Maintain brochure inventory or other prospective member marketing materials with the Executive Director.
- The Chairperson shall report to the Board of Trustees at scheduled meetings.

ADVOCACY COMMITTEE – *Promote*

- The Advocacy Committee ***promotes*** every member as an ambassador for the chamber.
- The Chairperson shall coordinate and recruit members to serve on the committee with them.
- Focus on issues of local importance that affect the ability of our member businesses to thrive in our community.
- Serve as a liaison between the members, business community and government by attending meetings and reporting to the board and the Executive Director so information can be disseminated to the membership.
- Maintain an open dialogue with the community’s elected representatives.
- Upon expiration of their term of office, the Advocacy Committee Chair or members shall deliver to the Chamber any and all Chamber property.
- Represent the chamber on important legislation and political activities affecting area businesses.
- The Chairperson shall report to the Board of Trustees at scheduled meetings.

PUBLIC RELATIONS COMMITTEE – *Identify*

- The Public Relations Committee shall ***identify*** opportunities for publicity in the business community.
- The Chairperson shall coordinate and recruit members to serve on the committee with them.
- Prepare press releases for important events affecting the chamber or its member businesses.
- Responsible for the development of programs to promote the benefits of joining the chamber.
- Upon expiration of their term of office, the Public Relations Committee Chair or members shall deliver to the Chamber any and all Chamber property.
- Conducts an ongoing awareness campaign in cooperation with the Event and Membership Committees.
- The Chairperson shall report to the Board of Trustees at scheduled meetings.

FINANCE COMMITTEE – *Stability*

- The Finance Committee shall be responsible for the ***stability*** of the Concord-LeRoy Area Chamber of Commerce.
- The Chairperson shall coordinate and recruit members to serve on the committee with them.
- Shall assist the Executive Director and Treasurer when required with independent auditors.
- Shall assist the Executive Director and Treasurer with annual budgets to be presented for Board of Trustee approval.
- Upon expiration of their term of office, the Finance Committee Chair or members shall deliver to the Chamber any and all Chamber property.
- Responsible for the oversight of expense reports if required for reimbursement.
- The Chairperson shall report to the Board of Trustees at scheduled meetings.

NOMINATING COMMITTEE – *Presents*

- The Nominating Committee ***presents*** a full slate of candidates prior to the annual May election.
- The Nominating Committee Chairperson shall advertise open positions and upcoming open positions to the Board of Trustees in the April board meeting along with a list of possible candidates they have contacted.
- The Chairperson shall coordinate and recruit members to serve on the committee with them.
- Responsible for assisting committee chairs in identifying potential committee members.
- Upon expiration of their term of office, the Nominating Committee Chair or members shall deliver to the Chamber any and all Chamber property.
- Present candidates when any open position becomes available including Committees.
- Chairperson shall report to the Board of Trustees at scheduled meetings.

Membership

Application – All applications for membership must be received and acted on in accordance to Article II, Section 1 and 2 of the Bylaws.

Investment – Dues investments are scheduled based on the size and category applicable to each member business or individual. Annual investment statements are to be issued to each member no later than December 1 and due by January 1 of the investment year. Any non-payment of said investment by March 31st shall make the member eligible for expulsion in accordance to Article II, Section 4b of the Bylaws unless a payment plan has been proposed and accepted.

Orientation – All outgoing officers and committee chairpersons are obligated to orientate any incoming replacements on the duties and obligations of their positions. General information relevant to all Chamber positions will be listed in their appropriate locations elsewhere in this manual.

Meetings

Agenda – Meeting agendas are to be set by the Chamber President or in their absence, the Vice President with the assistance of the Executive Director and Secretary. The agenda shall include but are not limited to a Call to Order and Opening Remarks by the President; review and approval of the previous meeting and the committee reports given by Chairpersons. Minutes shall be taken reflecting the agenda whenever possible. The Secretary shall distribute the agenda prior to the meeting and the minutes subsequent to all Board of Trustees and Chamber Members.

Attendance – It is expected of all board members to attend all meetings of the board and a written attendance record is to be taken and submitted as part of the meeting minutes. Failure to attend three (3) unexcused consecutive meetings subjects a board member to possible dismissal and replacement in accordance with Article IV, Section 4 of the Bylaws. It is the duty of the President to oversee the board for failure to perform one's duties, including attendance, but can also be brought to question by any other member in good standing.

Posting of Manual

This Manual of Policy and Procedure shall be displayed on the website for public, member business, volunteer, staff and Board view.

WHEREFORE, the Policies and Procedures of the Concord-LeRoy Area Chamber of Commerce are approved by the Affirmative vote of the members of the Board in attendance at the public meeting February, 2011. These Policies and Procedures are to become effective immediately and their formal adoption and implementation shall be considered revocation of any prior Policies and Procedures and amendments thereto.

APPROVED BY BOARD VOTE:

Marlene DePerro-Krakowski, President

ATTEST:

Alaina Maloney, Secretary