

# *direct\*CONNECT* – Policies & Procedures Manual

## **SECTION 1: MISSION**

The mission of *direct\*CONNECT* is to build relationships that generate new business referrals for its members of the Beaverton Area Chamber of Commerce.

## **SECTION 2: OBJECTIVE**

This is accomplished through weekly meetings, by actively communicating, educating and building trusting relationships.

## **SECTION 3: MEMBERSHIP**

- 1) **ELIGIBILITY:** To be eligible for membership in *direct\*CONNECT*, a prospective member must:
  - a) Be a member in good standing (Silver or above) of the Beaverton Area Chamber of Commerce. represent a Company that is not already participating in another *direct\*CONNECT* group.
  - b) Attend two consecutive referral group meetings before submitting their application.
  - c) Only represent one business category.
  - d) Representative must not be a member of any other group that allows only one person per profession and whose primary purpose is to pass referrals.
  - e) Provide two business and one personal reference
- 2) **APPLICATION PROCESS** To be considered, an applicant must comply with the following procedures:
  - a) Submit fees with a fully complete application before membership will be considered. Fees will not be processed until the application has been approved by the Leadership Team. (see *direct\*CONNECT* Member Application)
  - b) The Applicant will be the member of *direct\*CONNECT*, not the Company the applicant represents.
  - c) If for any reason a member drops their membership they must reapply by following the normal application process,
  - d) Membership is for a period of one year. Members must apply for renewal at least 60 days prior to expiration of their membership. Renewal can be submitted in writing to the Chamber Liaison.
- 3) **SELECTION PROCESS** - Applications for membership will be presented to the Leadership Team for consideration. Please note, submitted applications are not absolute and may be denied. The process for initial membership and renewals may include:

- a) Checking references
  - b) Checking that licenses are in good standing if licensing is required.
  - c) Interview(s) conducted by one or more members of the Leadership Team.
  - d) Findings presented to Leadership Team for vote requiring a majority for approval.
  - e) The applicant will be notified of the Leadership Team's decision.
- 4) **TERMINATION AND RENEWAL** Membership renewal is not considered automatic, and members may be terminated prior to the expiration of their membership term. The Leadership Team will, either on an inquiry or on its own initiative, review membership when appropriate, and may revoke it at any time, based on reasonable criteria. The Leadership Team will also review renewal applications on the basis of reasonable criteria. Such criteria for termination and or non-renewal may include the following:
- a. Member's attendance and participation in the meetings
  - b. Conduct detrimental to the mission or objective of *direct\*CONNECT*, whether in or out of meetings;
  - c. Inappropriate or unprofessional behavior that is either serious or persistent
  - d. Failure to comply with the policies, guidelines and code of ethics of *direct\*CONNECT*

#### **SECTION 4: OBLIGATIONS OF MEMBERS**

- a) Members are expected to furnish referrals.
- b) Members are expected to attend all weekly meetings. A limit of three (3) absences per quarter is considered acceptable. If a substitute attends the meeting, it will still be considered an absence. A substitute can be a staff member, spouse, or co-worker. The Leadership Team will be in contact with members who have exceeded their limit or who abuse the privilege of substitution. If a member has greater than three absences per quarter, the Leadership Team reserves the right to review that membership for termination or open the category to an additional prospective member expressing interest.
- c) All members will be expected to give a presentation about their business to help other members learn more about them, their company/organization and possible ways to provide referrals. Members should schedule this with the group Secretary.
- d) Members are expected to meet one on one with other members to encourage relationship building and provide a deeper understanding of each other's business.
- e) Members will present up to a 60 second commercial each week to educate other members on how to refer their business with a specific "ask" each week.
- f) Members are free to invite guests who may be a fit for membership in an open category and are allowed to make up to a 60 second commercial.
- g) Maintain a positive attitude

- h) *direct\*CONNECT* members do not represent the Beaverton Area Chamber of Commerce, regardless of any position they hold in *direct\*CONNECT*, and may not hold themselves out as representing the Chamber to anyone on the basis of *direct\*CONNECT* membership . No single member of *direct\*CONNECT* or group of members, whether or not serving in a leadership role, has the authority to bind the Beaverton Area Chamber of Commerce to any contractual obligation.
- i) Neither the group nor any individual *direct\*CONNECT* member may speak on behalf the Beaverton Area Chamber of Commerce without the express authorization of the Chamber CEO.
- j) If a member has a grievance with another member and hasn't been able to resolve it one on one, the member should notify the *direct\*CONNECT* Chair who will work with them to determine the appropriate course of action.

## **SECTION 5: MEMBERSHIP FEES**

The membership fees are collected upon submission of the application for membership. Non-refundable, but check not cashed or credit card not charged until application has been approved.

## **SECTION 6: LEAVES OF ABSENCE**

Leaves of absence will be permitted under certain conditions such as medical, maternity, military deployments, etc. However, the member is strongly encouraged to provide a substitute during that time. Any member requesting a leave of absence in writing will be responsible for all fees and all dues incurred during leave. A leave of absence shall be no longer than 3 months; after that time, the member may be asked to reapply for membership at the end of their leave.

## **SECTION 7: LEADERSHIP OPPORTUNITIES**

**Leadership Team** is comprised of a Chair; Vice Chair and Secretary. Initially, when a *direct\*CONNECT* group is being formed, an interim Chair will be preselected by the Chamber staff and the remainder of the interim executive team will be selected out of the first twelve *direct\*CONNECT* members who join. This interim executive team may or may not also serve as the official executive team once the group has launched (i.e. when it reaches 15 committed members.) Following launch, the executive team will serve for a term of one year. Each year thereafter, the existing Executive Team and the Chamber liaison will then appoint the incoming Executive Team for the next term. To serve on the Leadership Team, you must have been a member in good standing with *direct\*CONNECT* for at least 1 year. If a conflict arises, the Chamber reserves the right to reappoint any of the Leadership Team positions from the current *direct\*CONNECT* Membership.

## **SECTION 8: DUTIES OF LEADERSHIP TEAM MEMBERS**

All positions are for a term of one year.

The **Chair** of the Leadership Team shall preside over weekly meetings of the *direct\*CONNECT* Group and the Leadership Team, and shall coordinate all functions.

**Vice Chair** shall assist the Chair in the performance of Leadership Team duties. In the absence of the Chair, the Vice Chair shall preside at weekly meetings. Vice Chair will keep record and report on a monthly basis the referrals passed within the group and the income generated from such referrals. The VC will also be responsible for addressing violations of the NF policies and procedures. The expectation is that following their initial term, the VC will then take over the role of Chair when the new Leadership Team is selected.

The **Secretary/Recorder** shall be in charge of, and have the duties of, arranging the weekly 8-10 minute presentations by members and will keep time during these presentations. The Secretary/Recorder shall also be responsible for the monthly accounting of member attendance and reporting to the Membership Committee. Secretary/Recorder will be responsible for recording minutes of the Leadership meetings and weekly meetings.

The **Chamber Staff** liaison may attend weekly meetings and will advise the group of upcoming Chamber events. The Liaison will if asked in advance coordinate the set-up of the room and A/V requirements of the weekly speakers. The liaison will process the initial membership applications as well as the annual renewals based on recommendations from the Leadership Team.

## **SECTION 9: SUGGESTIONS/IDEAS/GRIEVANCES**

Ideas, suggestions and grievances can be submitted via email or in person to the Vice-chair and will be given due consideration. If necessary and appropriate, the issue will be presented to the membership for input and discussion.

## **CODE OF ETHICS:**

All members of the Beaverton Area Chamber of Commerce *direct\*CONNECT* Referral Group agree to be bound to the following Code of Ethics:

- I will uphold the highest level of professionalism.
- I will operate my business with truth and integrity.
- I will keep my customers' needs foremost.
- I will advise my customers accurately, truthfully and honestly.
- I will promptly respond to all referrals.
- I will cooperate in a good business spirit with fellow chamber members.
- I will place principle before personalities.

Polices are subject to change by the Beaverton Area Chamber of Commerce staff/and or Board of Directors. Any member who declines to be bound by a new or changed rule may resign on that basis and will be returned a pro-rata portion of their *direct\*CONNECT* dues for the remaining portion of the year.

As a condition of my membership in the Beaverton Area Chamber of Commerce *direct\*CONNECT* Referral Group, I agree to release, discharge and hold Beaverton Area Chamber of Commerce and its officers, directors, agents and employees harmless from any and all liability arising out of my participation in the *direct\*CONNECT* program, including but not limited to harm that may result from my acceptance of a referral or my reliance on any advice or information I receive in the course of my participation.. I agree that by contacting a potential referral that I receive through *direct\*CONNECT*, I am acknowledging my understanding and consent to this release, and agreement to its terms. I understand that this release involves giving up certain legal rights.

The Beaverton Area Chamber of Commerce does not assess the competency or guarantee the quality of service provided by any of its members.

Members will sign acknowledgement and acceptance of these policies and procedures directly on the application form if admitted.

Please note: The Beaverton Area Chamber of Commerce may revise this policy at any time.