



**Lewisville-Clemmons
Chamber of Commerce**

POLICIES

FOR STAFF, BOARD, and MEMBERS

Updated 10.21.23

Mission Statement

The Lewisville-Clemmons Chamber of Commerce supports our members to connect, grow, and thrive.

The Policies document supports the
Lewisville-Clemmons Chamber of Commerce bylaws.



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1. MEMBERSHIP POLICY

1A. Membership Types

- There are seven (7) classes of membership at the Lewisville-Clemmons Chamber of Commerce defined as such:
 - Grow (the lowest level)
 - Create
 - Influence
 - Envision
 - Impact
 - Elite (the highest level)
 - In-Kind
 - Membership offered at no cost to a Chamber Member in exchange for services rendered.
 - The Chamber Member should complete an application (which must be approved by the Executive Committee).
 - In-Kind Memberships are evaluated and renewed annually. List of services must be provided and updated each year with the in-kind agreement.
 - The Chamber Member should complete a biannual tracking log confirming services provided.

1B. Renewals and Billing

- Invoices are due in Net 30 days. Renewals that are not paid within 30 days are subject to a 10% late fee. Additionally, Member benefits will be restricted as follows:
 - Leads Group participation
 - Monthly Chamber meetings
 - Participation in Chamber events, including Business Before / After Hours, Ribbon Cuttings
 - Other events, at the discretion of the Executive Director and Board of Directors
- Membership renewals that are not paid after 60 days will be subject to cancellation and a reinstatement fee.
- Other membership policies include:
 - There is only one billing representative per business entity; additional representatives may be cc'd on invoices. It is the responsibility of the business entity to update billing contacts as needed. Late fees are still the responsibility of the Chamber Member if new billing representation is not communicated or updated through the Member portal



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- Memberships reinstated after 13 months after non-payment will be considered a new member
- If a Chamber Membership is canceled prior to the renewal date, no refund is given.
- Members may represent multiple organizations but any business they represent at a Chamber function must be a Chamber Member in good standing with the Chamber.
- Additional representatives may be added by the primary contact.

1C. Voting Rights

- While a Chamber Member may have more than one representative active in the Chamber, only the **primary** contact has voting privileges.
- Voting opportunities include:
 - Bylaw updates
 - Annual Board of Directors
 - Annual Membership Awards
 - Other business matters, as determined by the Executive Director and Board of Directors

1D. Participation and Professional Code of Conduct

The Lewisville-Clemmons Chamber of Commerce prides itself on being a highly-relational Chamber. To that point, Chamber Membership benefits are best experienced when Business representatives become active and engaged. Participation builds a stronger networking experience for everyone. It is highly recommended that Chamber members explore and participate in the opportunities provided to them as part of their Membership.

Members are expected to maintain a professional code of conduct, which includes:

- Be considerate of others' feelings and points of view.
- Be respectful to everyone and speak kindly.
- Do not harass other members or speak in a way that makes others uncomfortable.
- Make differences into strengths, focusing on building bridges, not tearing them down.
- Leave room for the competitor, realizing that no business can serve every single customer, but there is room for a thriving and mutually beneficial "coopetition."
- Act with integrity and honesty.
- Maintain confidentiality when needed.
- Submit complaints to the Executive Director or the Board of Directors – not to other Chamber members.
- Behave as a professional and ambassador for your business, your industry, and the Chamber itself.



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- Member benefits tracking is at the sole discretion of the Member and not Chamber Staff, Board, or other volunteers.

Members who cannot conduct themselves in a professional manner may be subject to membership termination, at the discretion of the Executive Director and/or Board of Directors.

1E. Grievance & Whistleblowing

- The Chamber believes in the Open Door Policy; any questions or concerns may be addressed without fear of retaliation or punishment.
 - Members, Board, or Staff should address any grievance, concern, harassment in any form, hazardous work condition, or other matter with the Chair of the HR Committee, the Board President, or Executive Committee.
 - Support staff should address any grievance, concern, harassment, hazardous work condition, or other matter with the Executive Director first, and if necessary, the Chair of the HR Committee, or Board President.
 - Any grievance, complaints, or concerns will be investigated prompt and appropriately; matters will be kept confidential to the extent possible, however – this may not be possible in conducting a thorough investigation.

1F. Political Matters, Members, and Participation

- Government entities and politicians may join the Chamber of Commerce, but the Chamber itself is non-partisan in political matters. The Chamber will not endorse any political party, policy, or elected official(s).
- Politicians may not present at Chamber meetings or events during election season.
- The Chamber reserves the right to restrict or limit political activities or organizations within Leads Groups, Chamber meetings, or special events.



2. STAFFING POLICY

The Lewisville-Clemmons Chamber of Commerce is an equal opportunity employer.

2A. Drug and Alcohol Policy

The Lewisville-Clemmons Chamber of Commerce is a drug-free workplace.

- Employees are expected to arrive at work on time and in the appropriate mental and physical condition for work.
- The possession, use, or sale of alcohol or illegal drugs is prohibited in the workplace.
- In the event of alcohol served at a Chamber-sponsored event, Chamber staff are expected to abstain from drinking while working or representing the Lewisville-Clemmons Chamber of Commerce.
- Random drug tests will be administered if, at any time, there is concern or suspicion of drug use, at the recommendation of the Executive Director, Board President, or Board Vice-President.
- Violation of the drug and alcohol policy may result to disciplinary action, including, but not limited to termination of employment.

2B. Exemptions / Non-Exemptions

- The Executive Director is an exempt (salaried) position.
- All other positions are considered non-exempt (hourly), unless determined otherwise in the hiring agreement.

2C. Employment Policy

- Employment with the Lewisville-Clemmons Chamber of Commerce is at-will. This means that employment may be terminated with or without cause or with or without notice at any time at the option of either the employee or the Chamber.
- The Executive Director, Board of Directors, and any support staff may not hire family members – past, present, or potential future.
- The Executive Director and any Chamber support staff may engage in side-business opportunities as well as hold independent Chamber memberships.
 - The Executive Director and Chamber Support staff pay the same membership fees as other Chamber members; no special privileges, additional benefits, or preferred perks are offered because of employment relationship.
 - The Executive Director and Chamber Support staff are excluded from the option of an In-Kind membership.
 - The Executive Director and Chamber Support staff must prioritize Chamber functions over side-business during working hours.



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2D. Paid Roles and Job Descriptions

- Executive Director: Job description as outlined and approved by the HR Committee.
- Supporting Chamber Staff: Job description(s) as outlined and approved by the Executive Director and HR Committee.
- The Chamber of Commerce is a volunteer-led organization with paid staff; while the Board of Directors contribute their time and talent, as well as other volunteers – the bulk of all work is the responsibility of the paid Chamber staff.
- The Chamber of Commerce is a team-environment and it is expected that no one is too big or too small for a task that needs to be done.
- The Executive Director and paid Chamber Staff are expected to adhere to the same professional code of conduct as outlined in section 1D.
- The Executive Director and paid Chamber Staff are expected to maintain confidentiality of Chamber Members and proprietary information.

2E. Onboarding

- All new employees are required to go through a background check.
- All employees are subject to a 90-day probationary period during which time, PTO is not available.

2F. Performance Evaluations

- The Executive Director's performance evaluation is conducted annually before January 31st by the HR Committee and Chamber President.
- Chamber Staff's performance evaluation is conducted annually by the end of January and by the Executive Director.

2G. Payroll & Benefits

- The Executive Director and Chamber Staff are paid biweekly.
- Any changes or updates in deductions should be sent directly to the Chamber's accountant in a timely fashion.
- Full-time staff are eligible for a SIMPLE IRA Retirement plan, sponsored by the Chamber, with a match up to 3% of contributions.
- No other benefits are offered at this time.
- Annual wage increases are evaluated at the time of performance evaluation and determined by the Treasurer and Executive Committee.

2H. Reporting & Communication

- The Executive Director reports directly to the Board of Directors.
- Support staff report directly to the Executive Director.



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- The Chamber believes in the Open Door Policy; any questions or concerns may be addressed without fear of retaliation or punishment.
 - The Executive Director should address any grievance, concern, harassment in any form, hazardous work condition, or other matter with the Chair of the HR Committee, the Board President, or Executive Committee.
 - Support staff should address any grievance, concern, harassment, hazardous work condition, or other matter with the Executive Director first, and if necessary, the Chair of the HR Committee, or Board President.
 - Any grievance, complaints, or concerns will be investigated prompt and appropriately; matters will be kept confidential to the extent possible, however – this may not be possible in conducting a thorough investigation.

2I. Attendance / Time Off

- Executive Director and other Full-Time Chamber Staff:
 - The Executive Director receives two (2) weeks of paid time off (PTO) per year, starting after a 90-day probationary period, and prorated accordingly:
 - Before June 30th of the calendar year
 - After July 1 through December 31st
 - Paid Chamber staff earns an additional week per year of service after the first year and an additional week after five (5) years, up to four weeks total.
 - Paid time off must be used in a calendar year; it cannot be rolled over.
- Paid holidays include the following:
 - New Year's Day
 - Memorial Day
 - Fourth of July
 - Labor Day
 - Thanksgiving Day
 - Christmas Day

2J. Gift & Prize Policy

- Chamber Staff are not permitted to receive tips or monetary gifts from Chamber Members or Board members.
- Chamber Staff, or their family members, are not permitted to win drawings or prizes distributed by the Chamber of Commerce.

2K. General HR Policies

- The Executive Director may use a personal computer for Chamber business with the understanding that:



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- The Chamber is not held responsible for damages to equipment or accessories, nor is the Chamber responsible for replacing any lost or stolen personal items; the Executive Director must sign a waiver of liability to this matter.
- The Chamber will not reimburse the Executive Director for the use of any personal equipment – either monthly or annually.
- Any data related to the Chamber stored on a personal computer is the property of the Lewisville-Clemmons Chamber of Commerce and should be immediately turned over to the Board of Directors in the event of resignation or termination.
- With the exception of cellular phones, no Chamber staff may use their personal equipment for Chamber business.
- All equipment, property, and documentation belonging to the Chamber of Commerce must be returned within two (2) days of resignation or termination including:
 - Computers
 - Tablets
 - Keys
 - Passwords
 - Documents (both digital and hard copies)
 - Signage
 - Any other collateral material



3. BOARD POLICY

3A. Code of Conduct

- Members of the Board of Directors may have access to confidential and proprietary information. It is the responsibility of Board Members to keep such information strictly confidential. Such information may include, but not be limited to: Financial statements and other financial information; information submitted to Board Members for Committee meetings; information about Members and Prospective Members; methods of operation; fees and charges; dealings / negotiations with Members; municipalities and other entities; human resources; marketing decisions; business strategies and plans; special events; sponsors and sponsorships; and other information pertaining to the business and affairs of the organization.
- Board Members must read and adhere to the Lewisville-Clemmons Chamber of Commerce (LCCC) Bylaws.
- Board Members agree to the following professional code of conduct:
 - To continue to be fully supportive of the Chamber's mission, purpose, goals, and leadership.
 - To avoid conflicts of interest between position as a Board Member and personal or professional life. If such a conflict arises, such conflict(s) should be declared to the Board of Directors and I may be asked not to vote on matters where a conflict is identified.
 - To attend Board Meetings and Chamber functions where my presence is required, especially to establish a quorum for a vote. If unable to attend a meeting or function, Board Member will give reasonable notification to the Executive Director and Board President.
 - To partake in discussions during Board meetings, where appropriate, and vote accordingly; Board Members agree to publicly support the Board's decisions and policies.
 - To practice good judgment regarding information discussed during Board Meetings and treat such information as privileged or confidential.
 - Board Members agree to contribute their time, participation in Chamber events, and financially (when possible) to the work of the Chamber.
 - To not publish, distribute, communicate, disclose, or divulge information of a confidential nature during my term of service on the Board of Directors, or afterward, except as may be contemplated in connection with usual Board service and activities (such as when contacting Members, planning special events, meetings with consultants, and other routine Board activities) or as may be approved by the Board of Directors.

3B. General

- Board Members are expected to be fully supportive of the Chamber's mission, purpose, goals, and leadership.



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- Board Members are nominated in October; voted for in November; and announced in December; Board roles function from January through December of the calendar year.
- Board orientation will occur in December.
- Board Members should avoid conflicts of interest between position as a Board Member and personal or professional life. If such a conflict arises, such conflict(s) should be declared to the Board of Directors; where conflict of interests are noted, Board Members may be asked not to vote on conflicting matters.
- Board Members are expected to publicly support the Board's decisions and policies.

3C. Participation / Attendance

- Board Meetings require a 50% attendance of the Board in order to establish a quorum for voting.
- Board Members are expected to attend all Board Meetings and may only have three absences during a calendar year of service.
 - Board meetings are the 4th Tuesday of each month from 12 - 1 PM.
 - An additional meeting for the Executive Committee takes place on the 3rd Tuesday of each month from 12 - 1 PM.
 - Information to be shared to the Board of Directors and / or Executive Committee should be received within 3 business days of the meeting to allow for time to review.
 - Anticipated absences should be reported to the Executive Director and Board President as soon as possible and within a reasonable timeframe.
 - If attendance of Board Meetings (and, if applicable to the Board position, the Executive Committee meetings), the Board Member may be removed from the Board of Directors.
 - Any Director who misses three regular meetings in any calendar year may be automatically removed from office.
 - Board Members should attend Board Meetings (and, if applicable to the Board position, the Executive Committee meetings) in person. However, recognizing that emergency and extenuating circumstances may not always allow for in-person meetings, Board Members may exercise Zoom attendance no more than 3 times per year. Zoom participation must be approved, in advance, by the Board President.
- Board Members should make every effort to attend and support Chamber events, and (when possible) support the Chamber financially.

3D. Confidentiality

- Board Members must sign an annual confidentiality agreement.
- Members of the Board of Directors may have access to confidential and proprietary information. It is the responsibility of Board Members to keep such information strictly confidential. Such information may include, but not be limited to:
 - Financial statements and other financial information
 - Information submitted to Board Members for Committee meetings
 - Information about Members and Prospective Members



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- Methods of operation
- Fees and charges
- Dealings / negotiations with Members, municipalities and other entities
- Human resources
- Marketing decisions
- Business strategies and plans
- Special events
- Sponsors and sponsorships
- Other information pertaining to the business and affairs of the organization.
- Board Members should practice good judgment regarding information discussed during Board Meetings and treat such information as privileged or confidential.
- Board Members may not publish, distribute, communicate, disclose, or divulge information of a confidential nature during their term of service on the Board of Directors, or afterward, except as may be contemplated in connection with usual Board service and activities (such as when contacting Members, planning special events, meetings with consultants, and other routine Board activities) or as may be approved by the Board of Directors.

3E. Positions and Responsibilities

- Board Positions may include:
 - Executive Committee Members:
 - President
 - Immediate Past President
 - Vice-President
 - Treasurer (two-year term)
 - Secretary
 - Executive Member-at-Large
 - Board Roles:
 - VP of Community Service (2 positions – Lewisville representative and Clemmons representative)
 - VP of Meetings
 - VP of Education
 - VP of Leadership Development
 - VP of Marketing
 - VP of Human Resources
 - VP of Membership
 - VP of Non-Profits
 - VP of Networking
 - Member at Large (3 positions; one serving in a two-year term)
 - Ex-Officio (advisory; non-voting role)
 - Other roles as determined by the Executive Committee
- Position responsibilities are outlined in the job descriptions and updated annually.
- Board Members are voted by Chamber peers for their respective positions and are expected to uphold the job description of their respective role.



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- Board positions will not go into effect until the job description and Board Agreement are signed.
- All Board Members are expected to serve on at least one committee.
- Board Members should be proactive, willing to step in and service / help out as needed and as capable.
- Board Members should submit a volunteer hours report each month
- The Board President and Vice-President are office key holders; the Treasurer is a keyholder to the financial drawer
 - All keys must be returned at the end of tenure and within two (2) business days

3F. Fiduciary Role

- Board Members agree to act in a fiduciary role, keeping the best interests of the Chamber of Commerce as a priority.
- Adhere to the following:
 - Duty of Care
 - Good business judgment at all times.
 - Due diligence in decision making.
 - Duty of Loyalty
 - Avoid conflicts of interest.
 - Maintain confidentiality.
 - Duty of Obedience
 - Faithful to the mission and goals.
 - Follow the governing documents and all applicable laws, regulations, and reporting requirements.

3G. Meetings

- Board Minutes must include the following:
 - Name of organization
 - Date / Time of meeting
 - Board Members in attendance as well as excused and absent
 - Existence of Quorum
 - Motions made and by whom
 - Brief account of discussion
 - Voting results
 - Reports and documents introduced
 - Time meeting ends
 - Secretary signature

3H. Executive Session

- An executive session is defined as when the Board asks non-Board members and staff to leave and goes into closed door session. It is noted in the minutes that the Board went into executive session, but detailed minutes are not needed during this time.

3I. Insurance Coverage



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- Because the Board has a fiduciary duty to protect the organization and to minimize risks at all times, there shall be insurance coverage as follows:
 - General Liability Insurance
 - Directors and Officers Liabilities (D&O)
 - Workers Comps Insurance
 - Keyman Policy



4. OTHER CHAMBER ROLES & COMMITTEE POLICY

4A. Ambassadors

- The Chamber Ambassador program is managed by the VP of Membership.
- Chamber Ambassadors must be Members in good standing with the Chamber of Commerce.
- Chamber Ambassadors must make every effort to attend and support Chamber events.
- Chamber Ambassadors are expected to maintain a professional code of conduct as outlined in section 1D.
- Chamber Ambassadors must attend one of the Biannual Ambassador / Leads Group meeting per year.
- Chamber Ambassadors encouraged to attend at least one (1) of the quarterly “Maximize Your Membership” workshops annually.
- Chamber Ambassadors are encouraged to participate in Leads Groups where there are open seats in their industry, as it will enable them to stay connected with other Chamber members and give opportunity to guide new members and guests.

4B. Leads Group Leaders

- The Chamber Leads Group program is managed by the VP of Networking.
- Chamber Leads Group Leaders must be Members in good standing with the Chamber of Commerce.
- Chamber Leads Group Leaders must make every effort to attend and support Chamber events.
- Chamber Leads Group Leaders are expected to maintain a professional code of conduct as outlined in section 1D.
- Chamber Leads Group Leaders must attend one of the the Biannual Ambassador / Leads Group meeting per year.
- Chamber Leads Group Leaders are encouraged to attend at least one (1) of the quarterly “Maximize Your Membership” workshops annually.
- Each Leads Group is managed by three leaders serving in three distinct roles:
 - Chair
 - Vice-Chair
 - Chamber Liaison
- Leads Group leaders should adhere to the attendance policies of Leads Groups including the following guidelines:
 - **General Guidelines**



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- The Chamber Leads Group program is managed by the VP of Networking.
- Each term of service is for one calendar year (January - December).
- Leaders may serve up to two consecutive years.
- Leads Group Leadership should be voted according to the following schedule and terms:
 - October: Nominations for leadership
 - November: Secret ballot voting
 - Leads Group members must be a member of the group for a minimum of one month in order to vote.
 - If a Leads Group Leader must be replaced mid-term, the process and timing is at the discretion of the leadership team.
- Leads Group Leadership must document attendance each week / meeting.
- Leads Group Leadership is also responsible for tracking and documenting weekly referrals, closed business, and one-on-ones.
- Members who have a grievance are encouraged to seek resolution through the leadership team. If resolution cannot be achieved, the Chairperson will take the matter to the VP of Networking. If the VP of Networking cannot resolve the matter, he or she will present the situation to the Chamber Board for final resolution. These guidelines are in place to provide guidance and direction for our members and the leadership team. At times, we may have situations that are not clearly defined by this guideline. When these situations arise, the leadership team, in conjunction with the VP of Networking, will determine what is fair and equitable in these specific situations.
- **Leads Group Membership and Attendance**
 - Chamber Members wishing to join a Leads Group must submit an application.
 - Leads Group seats are based on industry, though when possible, Leads Group Leaders and Leads Group Members are encouraged to find creative solutions for similar businesses.
 - Leads Group leaders are required to maintain the Open Seats document.
 - Chamber Members who wish to join a Leads Group must be in good standing with the Chamber of Commerce.



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- Chamber Members who fail to attend a Leads Group for four (4) consecutive weeks, or less than 50% during a three-month period, will forfeit their seat.
- Leads Group members can only represent the business for which they are a member.

4C. Committee Members

- Committee are renewed every January and all Committee members must submit, or re-submit, their interest by January 5.
- Available committees include:
 - Long Range Plan (LRP)
 - Community Engagement, including sub-committees for special events and programs, such as Clemmons Community Day, Golf Tournament, etc
 - Scholarship
 - Marketing
 - Meetings and Education
 - Membership and Networking
 - Information Technology and Innovation
- Any Chamber Member in good standing may participate in committees. However, only Board Members may serve on the following committees due to sensitive, proprietary, and confidential information that is discussed and shared:
 - Governance
 - Finance
 - Human Resources
- The Executive Director is a member of every Chamber Committee; Chamber staff may be assigned to committees at the direction of the Executive Director.
- Chamber Committee Members must be Members in good standing with the Chamber of Commerce.
- Chamber Committee Members are expected to maintain a professional code of conduct as outlined in section 1D.
- Chamber Committee Members are expected to attend all Committee meetings; two absences will result in forfeiture of committee participation.



5. FINANCIAL CONTROLS POLICY

5A. General Financial Guidelines

- The Lewisville-Clemmons Chamber of Commerce's fiscal year is from January 1 through December 31.
- Cash: Dual Control Policy
 - Executive Director and the Treasurer have access to petty cash.
 - Petty Cash should not exceed \$100 without discussion and agreement with the Treasurer.
- The Chamber should consistently maintain Financial Reserves of three (3) months of operating expenses.
 - Monies exceeding three (3) months of operating expenses should be processed through the investment policy, unless finances are earmarked for large event expenses, such as Clemmons Community Day, etc.

5B. Bank Account Signers, Online Banking Access, ACH/Wire Transactions and other Banking Related Matters

- Authorized Signers
 - Anyone with check signing authority must have a background check.
 - Exception: those employed by a bank or financial institution and for whom they have already been vetted by their employer with a background check.
 - Authorized signers include:
 - Executive Director
 - Treasurer
 - Board President
 - Immediate Past President
 - The annual review of authorized signers must be completed within 30 days of the new fiscal year.
- Online Banking access will be provided to the following:
 - Maintenance & Transactional Online Banking Privileges
 - President, Vice President & Treasurer
 - Transactional Only
 - Executive Director
 - ACH Online Application
 - Executive Director will have full authority to set up, delete and manage the ACH application with Online Banking. This will primarily include setting up ACH debits of third-party organizations (i.e. Chamber Members) for recurring membership dues payments. Any outgoing ACH



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transactions that are setup with fall within approval authorities laid out by the Operational Spending Limits.

5C. Operational Spending Limits

- The Executive Director may make financial decisions on behalf of the Chamber of Commerce accordingly:
 - Up to \$999, no second level approval.
 - It is considered good practice to advise the Executive Committee of non-budgeted expenditures.
 - Expenditures between \$1000 - \$4999 require approval from the Board President and Treasurer.
 - Expenditures equal to or exceeding \$5000 require Board approval.

5D. Purchasing Priorities

- In as much as it is possible, the Chamber staff should prioritize purchases / spending with Chamber Members over Non-Chamber Members.

5E. Investment Policy

- Investment Policy is laid out in Appendix A of the Financial Controls Policy.

5F. Write Offs

- The Executive Director is authorized to write off bad debts up to \$500. Bad debts exceeding \$500 must be approved by the Board of Directors.

5G. Travel Reimbursement

- The LCCC shall reimburse all approved travel expenses for paid staff that relate directly to the operation and improvement of the organization. Reimbursement for meals, supplies, etc will be dollar for dollar whereas reimbursement for mileage will be paid at the current mileage rate set forth by the IRS.
 - For ED Travel reimbursement, signed off by Treasurer.
 - Reimbursement for Staff will be signed off by ED.

5H. Dual Controls

- When cash is being handled for transactions, two people should sign acceptance of the cash (Ambassador Member or Board of Director representative).

5I. Audit



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- The Finance Committee will be required to perform an internal audit on an annual basis in order to validate that financial activities for the prior year met all requirements laid out in the financial policy. This Audit should be completed in the first quarter of the next fiscal year and presented to the Board no later than the April Board meeting of such year.



6. EVENTS POLICY

6A. Events

- Chamber events include, but are not limited to:
 - Monthly Chamber Meetings
 - Leads Groups
 - Lunch & Learns
 - Lunch with Leaders
 - Business Before / After Hours
 - Ribbon Cuttings
 - Cash Mobs
 - Maximize Your Membership
 - Seasonal Events, including:
 - Clemmons Community Day
 - Golf Tournament
 - Lewisville Family Game Night
 - EntreLeadership Simulcast
 - New Member Reception
 - Economic Forum
 - Other events as determined by the Executive Director and Board of Directors.

6B. Presentations

- The views and opinions expressed by Members, Speakers, and Presenters who present to the Chamber of Commerce Members and Guests are those of the speaker and do not necessarily reflect the views or positions of the Lewisville-Clemmons Chamber of Commerce, the Executive Director, Staff, or Board of Directors.

6C. Cancellations

- The Lewisville-Clemmons Chamber of Commerce defers to the guidance of the Winston-Salem Forsyth County Schools closure policy during inclement weather. Travel to any event or networking group on days of inclement weather should be based on personal judgment. The Lewisville-Clemmons Chamber of Commerce waives any responsibility or liability for incidents relating to travel in inclement weather.

6D. Refunds

- In the event of event cancellation, Chamber Members may roll over any monies paid to a future event or apply the credit to another event or paid benefit.



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- Non-Chamber members may roll over any monies paid toward Chamber Membership, a future event, or apply the credit to another event or paid benefit.
- If a refund is requested by Chamber Members or Non-Chamber Members, the refund will be issued according to the following:
 - If no benefit was received, a full refund will be issued.
 - If a benefit was received, no refund will be issued.
- Refunds must be requested in writing within three (3) business days of a canceled event or program.

6E. Other Event Policies

- When alcohol is served at a Chamber function, paid Chamber staff may not consume alcohol during the event.



7. MARKETING & BRANDING POLICY

7A. Use of the Lewisville-Clemmons Chamber Logo

- The use of the Lewisville-Clemmons Chamber of Commerce logo must be requested in writing and approved by the Executive Director.
 - This policy applies to event logos, including Clemmons Community Day, Golf Tournament, Lunch & Learns, Young Professionals, Podcasts, and other events as determined by the Executive Director.
- The logo may not be altered in any way.
- Any colors used must adhere to the color scheme of the Chamber of Commerce:
 - PRIMARY: Purple (#552988)
 - PRIMARY / ACCENT: White (#FEFEFE)
 - ACCENT: Green (#5C8829)
 - ACCENT: Gold (#D4992E)
 - ACCENT: Rust (#883F29)

7B. Fonts

- All marketing materials should utilize the following fonts:
 - PRIMARY: DM Sans; acceptable variations include:
 - Bold
 - Medium
 - Regular
 - Italics may be used sparingly
 - ACCENT: Hurricane Regular

7C. Advertising and Promotions

- While Chamber members are encouraged to promote and advocate for the Chamber, all advertising collateral must originate from the Lewisville Clemmons Chamber of Commerce office, Marketing Committee, or approved by the Executive Director.
- The Executive Director is authorized to approve marketing campaigns and enter into marketing agreements – whether print, digital, or other media.



8. IT & SOCIAL MEDIA POLICY

8A. Social Media & Online Behavior

- Paid Chamber Staff and the Board of Directors are expected to maintain a professional presence on social media, including personal profiles and activity in groups.
- Paid Chamber Staff and the Board of Directors may not make derogatory comments about the Chamber of Commerce, Staff, Board of Directors, Vendors, or other Chamber Members on social media; doing so may result in termination or employment, suspension of Board role, as well as termination of Chamber membership.
- Paid Chamber Staff and the Board of Directors may not reveal confidential information about the Chamber of Commerce on social media.
- Paid Chamber Staff and the Board of Directors may not link their personal blogs, website, or social media sites to the Chamber website without identifying their role with the Chamber of Commerce.
- Paid Chamber Staff and the Board of Directors may not represent themselves as a spokesperson for the Chamber when expressing personal views and opinions on social media.
- Paid Chamber Staff and the Board of Directors may not create independent social media graphics on behalf of the Chamber; all social media content must be created and approved by the Chamber's Executive Director or assigned staff.
- When online or on social media, paid Chamber Staff and the Board of Directors are held to the same professional expectations and code of conduct as outlined in 1D.

8B. Passwords, Email, and Electronic Files

- Passwords, email, and electronic files are the property of the Chamber of Commerce; professionalism and integrity are expected.
 - Personal files and communications should not take place on Chamber accounts or equipment.



Lewisville-Clemmons Chamber of Commerce Policies Document

9. EQUIPMENT POLICY

9A. Purchases

- All equipment purchased by and for the Chamber of Commerce is the property of the Lewisville-Clemmons Chamber of Commerce.
- Chamber resources, including equipment, may be loaned to Chamber Members in good standing with a security deposit, at the discretion of the Executive Director.
 - Chamber Members must sign a lending agreement and return in the same condition when borrowed.
 - Should Chamber equipment be damaged, the Chamber Member is responsible for replacing or repairing the equipment / resource.



Lewisville-Clemmons Chamber of Commerce Policies Document

10. VISITOR / NON-MEMBER POLICY

- Non-Members are encouraged to visit the Chamber of Commerce and may attend one (1) monthly meeting as a visitor.
- Visitors may attend each Leads Group twice before being asked to join the Chamber.
- Select events are open to non-members, including: Clemmons Community Day, Golf Tournament, Lunch & Learns, Economic Forum, and other events as determined by the Executive Director.



11. MISCELLANEOUS POLICIES

11A. Key

- Keyholders of the Chamber office include:
 - Executive Director
 - Support Staff
 - Board President
 - Vice President
- Key logs are signed and updated:
 - In January at the start of the fiscal year.
 - In the event of resignation or termination of Chamber Staff, Board President or Vice President.
 - Office Keys must be returned to the Executive Director or Board President within two (2) days of resignation or termination.

11B. Bylaws

- Bylaws are reviewed every three (3) years and overseen by the Governance committee.

11C. Document Retention

- Board Meeting records, including minutes and votes, must be retained for a minimum of twelve (12) months.
- The Lewisville-Clemmons Chamber of Commerce maintains digital records of paperwork; any hard copies of sensitive documents must be shredded.