Lewisville-Clemmons Chamber of Commerce

POLICIES

FOR STAFF, BOARD, and MEMBERS

Updated July 1, 2026

Mission Statement

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

1. MEMBERSHIP POLICIES

1A. Membership Types

There are seven (7) classes of membership at the Lewisville-Clemmons Chamber of Commerce defined as such:

- Base (formerly Grow) (the base level)
- Signature (formerly Create)
- Premier (formerly Influence)
- Executive (formerly Envision)
- Investor (formerly Impact)
- Visionary (formerly Elite) (the top level)
- In-Kind*

It should be noted that the Lewisville-Clemmons Chamber of Commerce does not offer a Non-Profit level of membership. Non-profit organizations may join the Chamber at any size and non-profit members of the Lewisville-Clemmons Chamber of Commerce will receive additional benefits exclusively designed for them, in lieu of a price reduction.

The business or organization is the member, rather than the individual. Individual memberships are not accepted at the Lewisville-Clemmons Chamber of Commerce, though solopreneurs are encouraged to join the Chamber with their business.

*In-kind memberships are based on the mutual exchange of membership for equitable services rendered to benefit the Chamber of Commerce. In-Kind members must complete an annual application which must be approved by the Executive Committee. In-kind memberships are reviewed and renewed annually. A list of services must be provided and updated each year. The Chamber Member should complete a tracking log of services provided, as requested, no more than two times per year.

1B. Renewals & Billing

Billing terms are Net 30 Days.

There is one primary point of contact and one billing point of contact assigned to each member; they may be the same person. Additional representatives may be copied on billing notices, as requested. It is the responsibility of the Chamber Member to notify the Chamber of new billing representatives; failure to do so may impact Chamber Membership. Billing Representatives may be updated through the primary representative's Member portal, or requested through the Chamber office.

If a Chamber Member chooses not to renew their membership, it is the responsibility of the Member to notify the Chamber in writing within 10 days of receipt of the invoice, otherwise – the renewal fees will not be canceled and payment is expected.

See full details in the Financial Controls Policies.

1C. Late Renewal Penalties
Renewals that are not paid within 30 days are subject to a 10% late fee.

If a Member does not pay their dues within the Net 30 Day terms, Member benefits will be restricted, including Leads Group participation, Monthly Chamber Meetings, participation in Chamber events, as well as Ribbon Cuttings, Business After Hours, etc. Restricted benefits are at the discretion of the Executive Director and Board of Directors.

Membership Renewals that are not paid after 60 days are subject to cancellation and a reinstatement fee.

See full details in the Financial Controls Policies.

1D. Member Cancellation
ANNUAL PAYERS: If a Chamber Member cancels their membership prior to the renewal date, no refund is given.

MONTHLY / QUARTERLY PAYERS: Monthly / quarterly payments is a matter of convenience and should not be considered a "trial." Per the monthly / quarterly payment form that is signed – the agreement is for a minimum of 12 months of cancellation. Should a monthly / quarterly payer cancel membership prior to the initial 12 months, the balance of dues is still owed to the Chamber.

See full details in the Financial Controls Policies.

1E. Event
Members of the Lewisville-Clemmons Chamber of Commerce are subject to policies for events (LINK!).

1F. Meeting with Chamber Staff
Members of the Lewisville-Clemmons Chamber of Commerce are expected to utilize courtesy and discretion when meeting with Chamber staff or other Members of our business community. Chamber Members should make every effort to be on time for meetings and accordingly, Members should cancel meetings in a timely fashion if they are sick. Chamber Members should not come to the Chamber office if they are sick, nor should they bring sick minors into the Chamber office. This is a matter of professional courtesy that is likewise extended from Chamber staff to its Members.

1G. Participation & Professi onal 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.
- 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. Members in leadership positions are subject to the Chamber's Three Strike policy, as outlined in Section 5.

1H. Political Matters, Members, & 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).

The Chamber reserves the right to restrict political activities or organizations within Leads Groups, Chamber meetings, or special events.

Members of the Lewisville-Clemmons Chamber of Commerce who run for public office may not utilize Chamber time to campaign; during Leads Group meetings, Members seeking office should maintain conversation around the business / organization for which they are a member. Political discussions may be held out of official Chamber-sanctioned functions, including one-to-one meetings.

Politicians may not present at Chamber meetings or events.

Political organizations may not present partisan viewpoints during Chamber-related functions, including Leads Groups, Chamber meetings, or special events. Any political organization or politician found campaigning or distributing campaign materials at a Chamber function will be asked to leave immediately.

1I. Online Behavior

Members of the Lewisville-Clemmons Chamber of Commerce are encouraged to behave with professionalism, even on personal social media channels, bearing in mind that views and opinions may negatively reflect on their business, organization, or employer.

While the Lewisville-Clemmons Chamber of Commerce is not responsible for the online behavior of its Members with the exception of comments and posts made within the Chamber-approved Social Media pages and groups, should online commentary between Members result in slander or inflammatory behavior that goes against the Chamber's Professional Code of Conduct, Members may be subject to membership termination, at the discretion of the Executive Director and/or Board of Directors.

See full details in the Social Media Policies.

1J. Grievance & Whistleblowing

The Chamber believes in the Open Door Policy; any questions or concerns may be addressed without fear of retaliation or punishment. Any grievance, complaints, or concerns will be investigated promptly and appropriately; matters will be kept confidential to the extent possible, however – this may not be possible in conducting a thorough investigation.

- 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.

1K. Other Membership Policies

Members reinstated after 13 months after non-payment will be considered a new member.

Members may represent multiple organizations but any business they represent at a Chamber function must be in good standing with the Chamber.

Additional representatives may be added by the primary point of contact.

2. BENEFIT POLICIES

2A. General Benefit Policies

The Lewisville-Clemmons Chamber of Commerce offers a wide-variety of benefits to its Members and benefits are offered based on Membership levels. Benefits of the Lewisville-Clemmons Chamber of Commerce are for Members in good standing, as outlined in Membership Policies.

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

Membership Benefits are subject to change, including cancellation without notice.

Membership Benefits are reviewed annually. Updates to Membership Benefits are provided by October each year, ensuring Members have ample time to review them as they consider Membership Renewals and Membership class changes.

Benefits are offered by the Chamber and are not for sale between Members, though Chamber Members may gift a la carte benefits to other Members.

2B. Benefits Categories

Chamber Benefits are outlined according to the following categories, but are subject to change, including addition or cancellation:

- General Chamber Benefits
- Business Building Benefits
- Member-Hosted Event Benefits
- Discount Benefits
- Chamber Meeting Benefits
- Networking Benefits
- Special Programs & Events Benefits
- Leadership Development / Education Benefits
- Marketing Benefits
- Branding & Recognition Benefits
- Podcast Benefits
- Partnership Benefits
- Non-Profit Benefits

Members are encouraged to schedule a Member Check-in with the Chamber's Director of Membership to ensure they understand all the benefits available to them.

2C. Voting Rights

While a Chamber Member may have more than one representative active in the Chamber, only one person per organization may vote.

Voting opportunities include:

- Bylaw updates
- Annual Board of Directors
- Annual Membership Awards
- Leads Group Leadership
- Other business matters, as determined by the Executive Director and Board of Directors

3. STAFFING POLICIES

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

3A. 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.

3B. 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.

3C. Reporting, Communication, & Confidentiality
The Executive Director reports directly to the Board of Directors.

Support staff report directly to the Executive Director.

Staff follows the same Open Door Policy as established in Membership Policies. Staff should follow the recommended chain of command to express any grievances.

The Executive Director and paid Chamber Staff are expected to maintain confidentiality of Chamber Members and proprietary information.

3D. 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.

3E. 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.

3F. Payroll

The Executive Director and Chamber Staff are paid monthly. Any changes or updates in deductions should be sent directly to the Chamber's accountant in a timely fashion.

Annual wage increases are evaluated during annual budget review and with consultation between the Treasurer, HR Committee, and Executive Committee. Salaries are approved within the annual operating budget review with the Board of Directors.

3G. Benefits

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.

3H. Attendance / Paid Time Off (PTO) / Holidays

Paid staff of the Lewisville-Clemmons Chamber of Commerce are expected to be on-time for work and scheduled meetings with other staff, board members, committee members, and Members.

The Lewisville-Clemmons Chamber of Commerce offers Paid Staff a variety of paid time off benefits, including:

3H-i. Paid Time Off

Paid Time Off (PTO) is to be used for vacations, personal days, or sick time.

The Executive Director and full-time Chamber Staff receives two (2) weeks (10 business days) 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 earn a third week per year of service after the three (3) years (15 business days). Paid Chamber staff earn a fourth week after five (5) years (20 business days).

Total PTO cannot exceed four weeks and must be used in a calendar year; it cannot be rolled over.

3H-ii. Maternity & Paternity Leave

The Lewisville-Clemmons Chamber of Commerce offers qualifying staff 12 weeks of paid leave at 100% of salary for any full-time employee who has worked for the Chamber for two+ years.

3H-iii. Bereavement Policy

The Lewisville-Clemmons Chamber of Commerce offers paid staff up to five (5) paid days off for the death of an immediate family member, including spouse, child, or parent. Paid staff may take up to one (1) paid day off for the death of extended family. The Lewisville-Clemmons Chamber of Commerce does not expect grieving employees to utilize PTO for bereavement, unless the time off requested

exceeds the bereavement time provided.

3H-iv. Sick Time Policy

Paid staff should not come to work or Chamber functions while sick with fever or other contagious condition. Staff should be fever free for 24 hours without medication before returning to work. Should a staff member be absent for two or more days due to illness, they must provide a doctor's note prior to returning for work. Chamber staff who feel up to working while sick may work from home with prior approval from the Executive Director.

3H-v. Paid Holidays

Paid holidays include the following:

- New Year's Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

While not a holiday, the Monday immediately following Clemmons Community Day is also a paid day off and the Chamber office will be closed.

3H-vi. Blackout Dates for PTO

The Executive Director makes every effort to be flexible with Chamber staff's request for time off, however – The week prior to and day of: 1) Clemmons Community Day, 2) Pickleball Tournament, and 3) Golf Tournament are considered a blackout period for PTO requests. Dates will vary by the calendar; consult with the Executive Director to determine annual dates.

3I. 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.

3J. Professionalism

Lewisville-Clemmons Chamber of Commerce Staff are expected to abide by the same Professional Code of Conduct as outlined for Members, including online and on social media. Staff of the Lewisville-Clemmons Chamber of Commerce are held to the highest standards and expected to treat Chamber Members according to the values established in the Chamber's mission, vision, and values statements, as well as the internal standards outlined in the 10 Attributes of Success.

See full details in the Chamber's Professional Code of Conduct and Social Media Policies.

3K. Employment Membership

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 must prioritize Chamber functions over side-business during working hours.

The Executive Director and Chamber Support staff are excluded from the option of an In-Kind membership.

3L. Drug & 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 in disciplinary action, including, but not limited to termination of employment.

3M. Staff Equipment

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

- 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, Chamber staff may not use their personal equipment for Chamber business. Chamber staff is expected to take care of equipment entrusted to them and may be responsible for damages or loss in the event of negligence or abuse. Equipment, namely sensitive equipment such as a computer, may not be exposed to extreme temperatures or left unsupervised. All computers must have protective cases and should be treated with respect and care.

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

3N. Gift and 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.

4. BOARD OF DIRECTOR POLICIES

4A. Roles of the Board of Directors, including Nomination and Voting

Per Lewisville-Clemmons Chamber of Commerce Bylaws, the Board of Directors may have a minimum of seven (7) Board Members and up to a maximum of 20 Board Members. The Board of Directors is made up of an Executive Committee and other Board members; there must be at least four (4) Member-at-Large positions.

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.

Any Chamber Member in good standing may apply for a board seat according to the following best practices guidelines:

- Chamber Members must be an active Member of the Chamber for one full year prior to nomination.
- Chamber Members elected to the Board of Directors should serve at least one year in a general board position before moving to an Executive Committee position.
- Chamber Members elected to Executive Committee should serve at least a two year term in most any Executive Committee position before Vice President, and then, two year term as Vice President before moving to the Presidency.

In certain circumstances, in tandem with approval from the Executive Director and VP of Human Resources, certain Executive Committee positions may be bypassed as needed.

Additional best practices for those interested in serving on the Board of Directors include a one-to-one meeting with the Executive Director prior to elections in order to review the expectations and job descriptions of the board role(s) to ensure compliance and expectations can be maintained.

Board positions are voted on by Chamber members in good standing with the Lewisville-Clemmons Chamber of Commerce, as outlined.

All Board Members of the Lewisville-Clemmons Chamber of Commerce have a job description which must be signed within 30 days of election.

Board roles may vary, depending on the needs of the Chamber, but current positions include:

- Executive Committee*:
  - President
  - Immediate Past-President
  - Vice-President
  - Secretary
  - Treasurer
  - VP of Human Resources
  - Executive Member-at-Large
- Other Board Positions:
  - VP of Community Service - Clemmons
  - VP of Community Service - Lewisville

  - VP of Leadership Development
  - VP of Education
  - VP of Hospitality
  - VP of Marketing
  - VP of Membership
  - VP of Networking
  - VP of Non-Profits
  - 3 Members-at-Large (two year term - 1; one year term - 2)
- Assigned by ED:
  - Ex Officio (non-voting, advisory role)

*Effective 2026, all Executive Committee positions are two-year terms with the exception of Immediate Past President.

Board Members are voted by Chamber peers for their respective positions and are expected to uphold the job description of their respective role. Board positions will not go into effect until the job description and Board Agreement are signed.

Board Members should be proactive, willing to step in and service / help out as needed and as capable. All Board Members are expected to serve on at least one committee; moreover, all Board Members must be an active member of a Leads Group and / or a regular attendee of the monthly Chamber meeting. Board Members should submit a volunteer hours report each month.

Board Members may be Members of other local Chambers of Commerce, but should not serve in any leadership capacity for other Chambers (i.e., other Boards, Ambassadors, or Leads Group Leadership) as potential for conflict may arise.

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.

4B. Code of Conduct for Board of Directors

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 must read and adhere to the Lewisville-Clemmons Chamber of Commerce (LCCC) Policies.

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 said Board Member may be asked not to vote on matters where a conflict is identified.
- To attend Board Meetings and Chamber functions where 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 Board Member's 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.

4C. Fiduciary Role of BOD / Insurance Coverage

Board Members agree to act in a fiduciary role, keeping the best interests of the Chamber of Commerce as a priority. The Lewisville-Clemmons Chamber of Commerce Board of Directors is expected to 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.

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

4D. BOD Meetings and Attendance Policies

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 two absences during a calendar year of service.

Board meetings are the 4th Tuesday of each month from 12 - 1 PM.

- As needed, additional meetings for the Executive Committee may be scheduled on a regular basis 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.

Board Minutes of Meetings 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

Board Meetings may include Executive Sessions. An executive session is defined as when the Board asks non-Board members and staff to leave and goes into a 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.

Anticipated Board Meeting absences should be reported to the Executive Director and Board President as soon as possible and within a reasonable timeframe. Any Director who misses two regular meetings in any calendar year may be automatically removed from office. 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.

Board Members should attend Board Meetings (and, if applicable to the Board position, the Executive Committee meetings) in person. Zoom Meetings are held in the summer months only. 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.

4E. BOD 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
- 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.

4F. General BOD Policies

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

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.

5. OTHER LEADERSHIP ROLES / VOLUNTEER OPPORTUNITIES

The Lewisville-Clemmons Chamber of Commerce is thankful for the dozens of individuals who share our vision and commitment to the community at large, including our business community. In addition to our Board of Directors, the Chamber offers Members opportunities to serve in other capacities, including Ambassadors, Member Engagement, Leads Group Leadership, and Committees.

The Lewisville-Clemmons Chamber of Commerce expects compliance and professionalism from its volunteer leaders, and effective in 2026, we have a three strikes policy. Failure to maintain Chamber policies and expectations in three or more areas may lead to the forfeit of leadership role(s).

5A. New Member Ambassadors

The New Member Ambassador program is managed by the Director of Membership, supported by the VP of Membership. The New Member Ambassadors serve as the “first friend” of new Members of the Chamber, providing support, encouragement for participation, and helping answer questions that a new Member may have. New Member Ambassadors are not expected to have all the answers, and should feel free to contact Chamber staff with specific questions. The idea of the program is to engage new Members and help them feel welcome into our business community.

Members who are interested in serving as a New Member Ambassador should contact the Director of Membership to apply for the position. Applications are reviewed annually, or as needed, and approved New Member Ambassadors will be notified via email to schedule a training session.

All New Member Ambassadors of the Lewisville-Clemmons Chamber of Commerce have a job description which must be signed within 5 days of commitment to the role and before Ambassador Assignments can be made. New Member Ambassadors is a rolling service position, and Ambassadors may join / drop at any time in the year, though the Job Description will be reviewed / re-signed each year in January. New Member Ambassadors must be approved by the Director of Membership and Executive Director of the Lewisville-Clemmons Chamber of Commerce.

New Member Ambassadors must be Members in good standing with the Chamber of Commerce and strong, excellent advocates for the Chamber. They must adhere to Chamber policies and make every effort to attend and support Chamber events. New Member Ambassadors are expected to maintain a professional code of conduct as outlined in the policies document.

The Chamber’s New Member Ambassadors are asked to participate in one New Member Ambassador Meeting per year, in conjunction with the Member Engagement Ambassadors. Additionally, New Member 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.

New Member Ambassador assignments are sent by the Director of Membership and every effort is made to assign complimentary businesses, and never match competitors. New Member Ambassadors should make three (3) touch points – either by phone, email, in-person, or some combination thereof. New Member Ambassadors should not feel discouraged if a new member does not reciprocate.

New Member Ambassadors may also serve in a dual capacity as a Member Engagement Ambassador.

5B. Member Engagement Ambassadors

Similar to the Chamber's New Member Ambassador program, the Member Engagement Ambassador program is managed by the Director of Membership, supported by the VP of Membership. The Member Engagement Ambassadors help re-engage seasoned Members of the Chamber, providing support, encouragement for participation, and helping answer questions that an inactive member may have. Member Engagement Ambassadors are not expected to have all the answers, and should feel free to contact Chamber staff with specific questions. The idea of the program is to re-engage or re-energize seasoned Members and help them feel welcome into our business community.

Members who are interested in serving as a Member Engagement Ambassador should contact the Director of Membership to apply for the position. Applications are reviewed annually, or as needed, and approved Member Engagement Ambassadors will be notified via email to schedule a training session.

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Member Engagement Ambassadors may also serve in a dual capacity as a New Member Ambassador.

5C. Leads Group Leadership

The Leads Group program is managed by the Executive Director and Director of Membership, supported by the VP of Networking. Leads Group Leaders are instrumental to the success of our Leads Groups! They must be Members in good standing as they play a critical role in the overall success of the program and are instrumental in helping our business community build strong relationships.

All Leads Group Leaders of the Lewisville-Clemmons Chamber of Commerce have a job description which must be signed by January 10th of each calendar year. Leads Group Leaders are peer-voted positions, with Chamber staff overseeing the nomination and voting process in October and November each year. Nominated Leads Group Leaders must be approved by the Director of Membership and Executive Director of the Lewisville-Clemmons Chamber of Commerce, to ensure their Membership status is compliant with the Chamber policies. Leads Group Leadership operates on the calendar year from January - December and Leaders may not serve more than two consecutive years in the same position.

Again, Leads Group Leaders must be Members in good standing with the Chamber of Commerce and strong, excellent advocates for the Chamber. They must adhere to Chamber policies and make every effort to attend and support Chamber events. Leads Group Leaders are expected to maintain a professional code of conduct as outlined in the policies document.

There are three key roles within the Leads Group Leadership Teams:

5C-i. Chair

The primary role of the Leads Group Chair is to oversee / facilitate meetings according to Chamber policies. A full checklist of responsibilities is found in the Leads Group Policies for Group Leaders.

5C-ii. Vice-Chair

The primary role of the Leads Group Vice-Chair is to support the Chair, provide group communication, and schedule presenters. A full checklist of responsibilities is found in the Leads Group Policies for Group Leaders.

5C-iii. Chamber Liaison

The primary role of the Leads Group Chamber Liaison is to keep track of attendance, referrals, closed business, and 1:1 meetings, as well as maintain the weekly tracking log. A full checklist of responsibilities is found in the Leads Group Policies for Group Leaders.

It is essential that the Leads Group Leaders follow the Chamber's Leads Group policies. While each Leads Group follows a similar structure, each group has its own "personality." Much of that is reflected in the leadership.

The Lewisville-Clemmons Chamber of Commerce is a growing organization and with growth, consistent leadership and consistent policies are expected and needed. The Lewisville-Clemmons Chamber of Commerce expects compliance and professionalism from its volunteer leaders, and effective in 2026, we have a three strikes policy. Failure to maintain Chamber policies and expectations in three or more areas may lead to the forfeit of leadership role(s). Removed leaders may maintain their seat position within a Leads Group unless they become disruptive or divisive within the group.

Should a leader be removed from their position, Chamber staff, with support from the VP of Networking, will work to replace said position from a pool of willing volunteer candidates.

5D. Committees

Committees are renewed every January and all Committee members must submit, or re-submit, their interest by January 5.

Available committees include, but are not limited to:

- Community Engagement, including sub-committees for special events and programs, such as Clemmons Community Day, Golf Tournament, Pickleball Tournament, etc
- Scholarship
- Marketing
- Meetings and Education
- Hospitality
- 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. Committee Members are expected to maintain a professional code of conduct as outlined in the policies document. Chamber Committee Members are expected to attend all Committee meetings; two absences will result in forfeiture of committee participation.

6. FINANCIAL AND CONTROL POLICIES

6A. General Financial Guidelines

The Lewisville-Clemmons Chamber of Commerce's fiscal year is from January 1 through December 31. The Chamber operates on a Cash / Dual Control Policy.

The 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.

6B. Bank Account Signers, Online Banking Access, ACH / Wire Transactions, and other Banking Related Matters

Authorized Signers include the Executive Director, Treasurer, Board President, and Immediate Past President. The annual review of authorized signers must be completed within 30 days of the fiscal year. Anyone with check signing authority must have a background check, with the exception of those employed by a bank or financial institution and for whom they have already been vetted by their employer with a background check.

Online Banking access will be provided as follows:

- Maintenance & Transactional Online Banking Privileges
    - President
    - Vice President
    - Treasurer
- Transactional Only
    - Executive Director

6C. Invoicing / Billing

The Lewisville-Clemmons Chamber of Commerce operates on annual renewals as opposed to anniversary renewals. While businesses and organizations may join the Chamber at any point in the year, there is a process to ensure all members are converted to an annual billing cycle (billed in early December for the new calendar year). The process is as follows:

- Seasoned Members are billed in December for January - December of the following year. Payment terms are Net 30 Days with termination of unpaid memberships at 60 days. Renewals that are not paid within 30 days are subject to a 10% late fee.
- New Members:
    - Pay their first year of dues in advance upon application for membership.

- At Year 2, they will receive a prorated invoice based on their membership level and join month which will cover dues from the first year anniversary through December of the calendar year.
- In December of that year, the member will be billed in December for January - December of the following year, putting them into the annual renewal cycle. Payment terms are Net 30 Days with termination of unpaid memberships at 60 days.

6D. Monthly or Quarterly Payments

Members may pay their dues via monthly or quarterly payments. There is a fee of 20% of the Membership value applied for this convenience. Payments may be made via ACH bank draft or credit card.

Monthly / quarterly payments are a matter of convenience and should not be considered a "trial." Per the monthly / quarterly payment form that is signed – the agreement is for a minimum of 12 months of cancellation. Should a monthly / quarterly payer cancel membership prior to the initial 12 months, the balance of dues is still owed to the Chamber.

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. Late payments are subject to a monthly 5% fee; returned payments are subject to all fees incurred by the Chamber. If a Member has two fee returns, they forfeit the convenience of the payment plan and must pay the Membership dues + any penalties to continue their Chamber Membership.

The Executive Director has authority to set up, delete, and manage the ACH application with Online Banking or credit card processing through the Membership portal. This will primarily include setting up ACH debits of third-party organizations (i.e. Chamber Members) for recurring membership dues payments. Any outgoing ACH transactions that are setup with fall within approval authorities laid out by the Operational Spending Limits.

6E. Refund Policy

The Lewisville-Clemmons Chamber of Commerce refund policy is as follows:

6E-i. Dues

Chamber dues are non-refundable.

6E-i. Chamber Meeting* Lunch Fees

Chamber meeting lunch fees may be refunded according to the following conditions:

- Cancellation is received before the Chamber meeting registration closes.
  - Cancellations made after registration closes may not be forwarded to another month, but may be transferred to another person / member who has not ordered / purchased lunch.
- Lunch fees paid in cash or check will be refunded via check.
- Lunch fees paid by credit card will be refunded less credit card processing fees incurred by the Chamber.

*This refund policy also applies to Lunch & Learn and Business at Breakfast workshops pending cancellation is received before registration closes. Cancellations received may not be forwarded but they may be transferred to another Member.

6E-i. Accidental / Duplicate Purchases

Accidents happen, and should a Member make an accidental or duplicate purchase, they may be refunded according to the following conditions:

- Notification is received before the Chamber event registration closes.
- Fees paid in cash or check will be refunded via check.
- Fees paid by credit card will be refunded less credit card processing fees incurred by the Chamber.

6E-i. Events

Due to the limited manpower and high costs of event production, the Lewisville-Clemmons Chamber of Commerce does not issue event refunds; cancellations may not be rolled over to future events or applied as credit. Most Chamber functions are rain or shine; the Lewisville-Clemmons Chamber of Commerce is not responsible for weather-related cancellations or poor event attendance due to weather.

6F. 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.

6G. Purchasing Priorities

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

6H. Investment Policy

Previously identified as Appendix A of the Financial Controls Policy, the Lewisville-Clemmons Chamber of Commerce's Investment Policies is as follows:

The Lewisville-Clemmons Chamber of Commerce, and its Board of Directors, have adopted the following Investment Policy Statement to assure its accountability to members, donors, beneficiaries and the community. The Investment Policy Statement time horizons for the Chamber's cash and investment funds are as follows:

a. *Operating Reserves* With regard to the amount in this division of the funds, the board elects to utilize 3+ months of the average monthly expenses for the Chamber based on the prior year's income statement. Funds should be held in financial accounts at a local bank/credit union that is transactional in nature with no limitations on transactional activity (# of checks, ACH transactions, debit card transactions, etc.)

b. *Short-Term Reserves* : The funds used here would consist of 3-5 months of average monthly expenses in order to have reserve funds readily available to support operating shortfalls when needed. There can be no prepayment penalties or fluctuations in principal balances. Funds should be held in completely liquid accounts that provide a competitive return without any risk to principal and no withdrawal penalties. Type of investment/financial accounts would include savings accounts, money market accounts, penalty free Certificate of deposits and other types of instruments where funds can be accessed with no penalties or loss of principal.

c. *Long-Term Reserves* : The funds appropriated here would consist of funds in excess of the operating and short term reserve requirements stated above. This asset bucket is where we should expand the investment options to more traditional investments managed by a wealth management firm. Including mutual funds, ETFs, bonds/fixed income securities, stocks and limited alternatives when the overall Long Term reserves balance allows for small amounts to be put in alternatives (REITS, private equity, etc.)

The purpose of this Policy Statement is to assist the Board of Directors of the Lewisville-Clemmons Chamber of Commerce in effectively supervising and monitoring its financial and investment activities. This document is set forth by the Board in order to advise all concerned of their legal and fiduciary responsibilities and to establish a clear understanding by all involved parties as to the investment goals and objectives of the Chamber. This Statement defines the powers delegated to the Executive Committee by the Chamber Board of Directors. The Board will appoint a committee member to review investment manager proposals and activities. The appointed representative will ensure the proposals are in line with financial policy statements authorized by the Lewisville Clemmons Chamber of Commerce.

This Statement represents the current consensus of the Chamber's philosophy and shall be reviewed periodically to ensure that it continues to reflect the appropriate expectations, goals and objectives for the Chamber of Commerce.

6H-i. Authority / Responsibility of the Board and Executive Committee:

The entire Board of Directors is charged with legal responsibility for the Chamber's funds. The Board of Directors empowers the Executive Committee to invest funds for the benefit of the Lewisville Clemmons Chamber. The Executive Committee sets and approves the appropriate policies for the Investment Committee members to carry out. The Executive committee also maintains the authority to make sure the following items are monitored throughout the year: *Investment Decisions: The Executive Committee will make recommendations to the Board about if systematic amounts should be invested as Chamber financials change throughout the year. An example would be if cash flow is greater than expected, the Executive Committee could make the recommendation of systematically investing monthly amounts or lump sum amounts to the Long-Term Reserve/Investment Account(s).*

6H-ii. Financial Institution Policy / Investment Consultant Section:

It will be the Chamber's policy that:

1.) The Lewisville-Clemmons Chamber of Commerce Checking/Savings/Operating Accounts will be held with a local Bank or Credit Union who is an active/current member in good standing

2.) The Lewisville-Clemmons Chamber of Commerce Investment/Brokerage Accounts will be held with a local Financial Advisor(s) who is an active/current member in good standing
3.) Upon the recommendation of the President, Executive Committee, or Board of Directors, a Banking/Credit Union, Investment Consultant or consultants, and Merchant Vendor may be hired upon approval of the Board of Directors, either for a specific project or on an annual basis.

6H-iii. Investment Mix and Investment Objective

Acceptable Ranges:

Equities

1. Large Cap: 40-55%
2. Mid Cap: 20-35%
3. Small Cap: 15- 25%
4. International: 5-20%
5. Emerging Markets: 0-10%

Fixed Income: 100% Investment Grade Credit Rating

1. The fund manager should be given discretion to invest the fixed income funds in bonds or other debt instruments that have a credit quality of BBB or better, as rated by Standard and Poor's (S & P). Fund managers can submit proposals on the duration of these funds.

Alternatives: 0-15%

1. The chamber does not allow for trades to be made on margin (loans) for levering returns. Private equity funds, or REITS, commodities, currencies would all be classified as alternatives for the sake of this report.

6H-iv. Recommendations and Reviews of Financial Advisor

The Investment Advisor will offer professional recommendations to the Board on proposed changes at semi-annual meetings. The Board will have the chance to discuss, and either approve or deny the proposals. The manager can then execute the approved strategy or offer another proposal to the board. A composite benchmark consisting of the following unmanaged market indexes weighted according to the expected target asset allocations stipulated by the Portfolio's investment guidelines:

1. US Equity: CRSP US Total Market TR USD (CRSP Large Cap Index, S&P Mid Cap 400 Index, S&P Small Cap 600)
2. Non-US Equity: FTSE Global All Cap ex-US Index, Developed international large-cap stocks represented by the MSCI EAFE Index, International small- and mid-cap stocks represented by the MSCI EAFE SMID Index, and Emerging markets represented by the MSCI EM Index.
3. Investment Grade Fixed Income: Bloomberg US Aggregate, and International bonds represented by the Bloomberg Global Aggregate Ex USD hedged index.

6H-v. Communications and Advisory Renewal

The Investment Manager and/or the Investment Advisor will be expected to make presentations to the board semi-annually, detailing how performance has measured against other indexes. They can then answer questions from the board. Discretionary trading in the accounts would not be approved. In order to keep the fiduciary agreement, the board recommends requesting proposals from additional

service providers on a periodic basis (3-5 years) demonstrating due diligence on comparing current market offerings.

6I. 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.

6J. Travel Reimbursement

The Lewisville-Clemmons Chamber of Commerce 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.

- Executive Director Travel reimbursement must be signed off by the Treasurer.
- Reimbursement for Staff will be signed off by the Executive Director.

6K. Dual Controls

When cash is being handled for transactions, two people should sign acceptance of the cash.

6L. Audit

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 that year.

7. EVENTS & PROGRAMS POLICIES

The Lewisville-Clemmons Chamber of Commerce offers a variety of events and programs to benefit its Chamber members, including public facing events, professional development, workshops, and more. With a limited staff producing these events and programs, with the support of volunteer committee members, the Lewisville-Clemmons Chamber of Commerce expects participants to adhere to the policies of each event.

7A. Events / Programs Overview

Chamber events include, but are not limited to:

- Monthly Chamber meetings
- Weekly and Monthly Leads Group / Networking Events (including Tasty Tuesday and Coffee Connections)
- Lunch & Learns / Business at Breakfast / Webinar Workshops
- Ribbon Cuttings
- Business After Hours
- Cash Mobs
- Seasonal events such as Clemmons Community Day, Pickleball Tournament, Golf Tournament
- Other events as determined by the Executive Director and Board of Directors

7B. 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.

7C. Event Cancellations

Most events are held rain or shine. However, for weekly Leads Groups, Networking, Chamber Meetings, Ribbon Cuttings, Business After Hours, etc., in the event of dangerous weather, including snow, ice, tornado, or other dangerous conditions, 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. In the event an event is canceled, Chamber staff will update the event calendar and social media channels, as well as email registered attendees.

7D. Member Cancellations / No Shows

Most events hosted by the Lewisville-Clemmons Chamber of Commerce are in limited-space facilities. Whether the event is a free or paid event, Members should make every effort to honor their reservation / commitment made, barring sickness, death, or other emergency.

7E. Refunds

Due to the limited manpower and high costs of event production, the Lewisville-Clemmons Chamber of

Commerce does not issue event refunds; cancellations may not be rolled over to future events or applied as credit. Most Chamber functions are rain or shine; the Lewisville-Clemmons Chamber of Commerce is not responsible for weather-related cancellations or poor event attendance due to weather.

Exceptions may be made for Chamber Meetings, Lunch & Learns, Business at Breakfasts should cancellations be received prior to the event registration deadline. See full details in the Financial Controls Policies / Refund Policy.

7F. Other Event Policies

Other Chamber events are subject to additional event policies.

When alcohol is served at a Chamber event:

- Members are expected to maintain professional decorum and drink responsibly. The Chamber is not liable for overconsumption and the consequences thereof.
- Chamber staff are expected to abstain from drinking while working or representing the Lewisville-Clemmons Chamber of Commerce.

8. MARKETING & BRANDING POLICIES

The Lewisville-Clemmons Chamber of Commerce reserves the right to ensure any usage of its name or logo is in compliance with its mission, vision, values statements, as well as marketing and branding policies. Any use of the Chamber's name and / or logo must be approved by the Executive Director.

8A. Logo Usage

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, Pickleball Tournament, Golf Tournament, Lunch & Learns, Business at Breakfast, Podcasts, and other events as determined by the Executive Director.

Chamber logos may not be altered in any way.

8A. Brand Colors

Any colors used to reflect the Lewisville-Clemmons Chamber of Commerce must adhere to the color scheme of the Chamber:

- PRIMARY: Purple (#552988)
- PRIMARY / ACCENT: White (#FEFEFE)
- ACCENT: Green (#5C8829)
- ACCENT: Gold (#D4992E)
- ACCENT: Rust (#883F29)

8A. Font

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

8A. 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. This policy applies to all mediums, including social media. See Social Media Policies for full details.

The Executive Director is authorized to approve marketing campaigns and enter into marketing agreements – whether print, digital, or other media.

9. IT POLICIES

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.

The Executive Director must approve any and all software subscriptions used by Chamber staff.

10. SOCIAL MEDIA AND APPS POLICIES

10A. Social Media General Guidelines

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. They 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 of 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 nor may they 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 link their personal blogs, website, or social media sites to the Chamber website without identifying their role with the Chamber of Commerce.

10B. Social Media Graphics, Videos, GIFs, Reels, Etc.

The Board of Directors, New Member Ambassadors, Member Engagement Ambassadors, Leads Group Leadership, Committees, Volunteers, and / or Members may not create independent social media graphics, Videos, GIFs, Reels, or similar on behalf of the Chamber; all social media content must be created and approved by the Chamber's Executive Director or assigned staff.

10C. Approved Social Media Channels & Authorized Pages / Groups

The Lewisville-Clemmons Chamber of Commerce maintains a presence on Facebook, Instagram, and LinkedIn. The Chamber does not authorize the use of accounts on any other social media platform. Any use of platforms other than those listed are unauthorized and should be reported to the Executive Director immediately.

Any social media page or group must originate from the Lewisville-Clemmons Chamber of Commerce office, and managed by approved staff. The Lewisville-Clemmons Chamber of Commerce must maintain administrative ownership of any page or group; volunteer leaders, including Board Members and Leads Group Leadership may be authorized as moderators upon approval by the Executive Director.

Approved social media pages and groups are as follows:

- FACEBOOK:
  - Chamber Page: https://www.facebook.com/LewisvilleClemmonsChamber
  - Member Group: https://www.facebook.com/groups/lewisvilleclemmonschambermembers
  - Community Connections: https://www.facebook.com/groups/931163682693231
  - Chamber Connections: https://www.facebook.com/groups/5620620111300853
  - Elevated Connections: https://www.facebook.com/groups/2116063205820303
  - Lewisville Connections: https://www.facebook.com/groups/896419986432179

    - Networking Connections: https://www.facebook.com/groups/4511098532482271
- INSTAGRAM: https://www.instagram.com/lewisvilleclemmonschamber/
- LINKEDIN: https://www.linkedin.com/company/lewisville-clemmons-chamber-of-commerce/

10D. Communication Platforms

The Lewisville-Clemmons Chamber of Commerce communicates via the following:

- Website
- Membership Portal
- Email, including Constant Contact
- Texting
- Social Media (Facebook, Instagram, and LinkedIn)
- Podcast

The Chamber does not authorize the use of alternative communication platforms, including GroupMe, WhatsApp, Discord, or similar. Any use thereof is done outside of the Chamber's purview and the Chamber is not responsible for any communication – accurate or inaccurate. Chamber Members should rely on authorized communication mediums for accurate Chamber communications and information.

11. INTELLECTUAL / PROPRIETARY POLICIES

The Lewisville-Clemmons Chamber of Commerce produces a variety of content, including marketing materials, membership guide and partnership menu, brochures, policies, and other forms of intellectual property – taking form in writing and video. We maintain intellectual ownership of all materials and they cannot be reproduced without express written permission by the Executive Director.

12. EQUIPMENT POLICIES

12A. Equipment Usage

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.

12B. Computer / Software Usage

Staff is expected to maintain Chamber-purchased computer equipment as outlined in the Staff Equipment policies.

Chamber Staff may utilize software (namely, Zoom and Canva) for personal use as long as the usage is not excessive, abused, used for secondary income purposes, or in conflict with working hours / Chamber objectives.

13. VISITOR / NOT-YET-MEMBER POLICIES

13A. Visitation Policies

Not-Yet-Members are encouraged to visit the Chamber of Commerce and may attend one (1) monthly meeting as a visitor. Visitors may attend up to three (3) Leads Group once 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.

14. MISCELLANEOUS POLICIES

14A. Bylaws
Bylaws are reviewed every seven (7) years and overseen by the Governance committee.

14B. Key and Office Access
Physical or electronic keyholders of the Chamber office include:

- Executive Director
- Support Staff
- Board President
- Vice President

The Executive Director may grant electronic access to other board members or members of the Chamber on a limited and restricted basis, as needed, including for conference room use / rental and / or assistance with events and programming.

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. Electronic access will be terminated immediately.

14C. 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.