



# National City Chamber of Commerce

# POLICIES AND PROCEDURES MANUAL

(Revised 12/13/2016)

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## **ADMINISTRATIVE POLICIES**

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### **GENERALLY**

#### **Service is Our Business**

The work of the Chamber of Commerce is serve to its members and the community. Therefore, the top priority, of each chamber's officer, each board director, each staff member, and volunteer (herein after, collectively referred to as "The Chamber") is to provide efficient service to its members and the community in carrying out its duties. Every effort will be made by The Chamber to provide the best service possible, without favoritism, the appearance of favoritism, prejudice or unwarranted delay (hereinafter "Professionalism"). The Chamber's existence depends upon its members, who deserve and expect the highest degree of Professionalism from The Chamber.

### **PUBLICITY AND AFFILIATIONS**

#### **Media**

The President/ CEO and/or Chairman ("Designee"), will be responsible for the approval of all publicity referring to The Chamber. Staff or volunteers shall not release any information about the Chamber to the media without prior written clearance from the Designee.

#### **Contact with the Public**

The official spokesperson for the Chamber is the President/ CEO and/or Chairman. Occasionally others within the organization will be called on to speak for the Chamber when it is deemed appropriate by the President/ CEO or the Chairman of the Board. To ensure consistency and ensure that there will be no confusion on the part of the media or public, no public statements will be issued without the permission of the Chairman.

#### **Partisan Politics**

No Chamber member or volunteer shall use the "National City Chamber of Commerce" name, nor the name "The Chamber" in reference to the National City Chamber of Commerce, nor the name of any of committees of the National City Chamber of Commerce, nor any other name commonly used in reference to the National City Chamber of Commerce, when making personal political endorsements or any other personal endorsement. The Chamber, collectively as a 501(c)6 organization, may not contribute, support, endorse (directly or indirectly) or appear in any material of any candidate for office in the City of National City.

The above "Partisan Politics" policy is not to be construed as an effort to limit or discourage the political activity of any member of the Chamber, in any way, but only to limit the use of the chamber of commerce name and the name of any National City Chamber of Commerce committee, by any member, volunteer or associate of the Chamber. Neither is the policy construed to mean that political candidates are

prohibited from using the chamber of commerce name as a part of civic activities or organization memberships in campaign literature, advertising or editorial matter. However, no member of the Chamber may allow any candidate for any office in National City to use his or her name in association with the National City Chamber of Commerce. In the event that the name or likeness of any Chamber member appears on any candidates website in affiliation with the NCCC or promotional literature, the Chamber member shall immediately demand removal and provide proof that the demand was made. The purpose of this provision is to avoid the appearance of any impropriety of any Chamber member in the use of the National City Chamber of Commerce name.

### **Advertising**

Advertising by the Chamber will generally be limited to economic development and special promotions. Institutional advertising in yearbooks, programs, etc., is not considered proper use of chamber funds. The President/ CEO shall submit and obtain any approval of any advertising to the Board before it is used.

### **Affiliation with Other Organizations/Publicity**

Board and staff members shall consult with the President/ CEO before accepting any offices, making any public statements, or otherwise taking any actions that might affect the Chamber. The President/ CEO shall consult with the Board of Directors before accepting any offices, or otherwise taking any actions that might affect the Chamber. Where matters require immediate attention, the President/ CEO shall use their discretion and best judgment to make decisions that will not affect the credibility of the Chamber, or otherwise violate the Chamber's policies and procedures.

### **Contributions and Memberships**

Except as may be approved by the Board of Directors, the use of Chamber funds for general philanthropy, philanthropic purposes or promotional events or contributions to any other civic organizations, are not authorized by the National City Chamber of Commerce nor by its Board of Directors. Payment of membership dues is generally limited to such related organizations as the American Association of Chamber of Commerce Executives, Western Association of Chamber Executives (W.A.C.E.), California Chamber of Commerce, United States Chamber of Commerce and professional improvement groups from whose services the Chamber directly benefits.

The Chamber will pay membership dues in business or service organizations as provided for in the Chamber budget and approved in advance by the Board of Directors.

No funds of the Chamber shall be used for any political event or political candidate, unless such funds are authorized by the President/CEO and approved by vote of the National City Chamber of Commerce, Board of Directors.

### **Solicitors**

The Chamber shall not purchase program advertising or tickets for social events without the approval of the Board, or as approved in the budget.

## **MEMBERSHIP REFERRALS AND OTHER RESOURCES**

### **Referrals**

Since the Chamber is supported by various businesses that are in competition with each other, referrals of products, services, companies are to be handled as equitably as possible. When any person, business entity or its agent inquires about a product or service, staff shall give the names of all chamber members that sell that particular product or service in that category.

### **Mailing List**

Membership mailing labels are available for sale to Chamber members at the price established by the Chamber from time to time. Membership lists sold to non-members should have the approval of the President/ CEO. Non-members will pay a higher rate than members.

### **Use of Offices by Other Organizations**

The Chamber conference room is available for individuals or organizations within certain limitations and for a fee specified by the President/ CEO as approved by the Board. Room priority is granted first to Chamber related activities. Persons using the facilities must complete the contract and assume responsibility for any damage or injury that may take place. The Facility shall not be used for political events or fundraisers of any candidate for office in National City, unless authorized by the President/CEO and approved by vote of the Board of Directors, of the National City Chamber of Commerce.

## **MEETINGS AND PERSONNEL**

### **Committee Management**

Generally, a staff member will be assigned to work with one or more standing committees of the board of directors. Standing committees, as a matter of general practice, arrange for regular meetings at least once a month. The committee chairperson calls for additional meetings when necessary.

Committees shall not undertake projects involving expenditure of money nor solicit funds for special activities, without board approval, except those for which funds have been allocated in a board approved budget.

The staff member responsible for the committee or committees shall:

- (1) Confer with the chairperson before meetings are scheduled to set dates, procedures and agendas.
- (2) Send out meeting notices to all members of the committee.
- (3) Reserve meeting facilities.
- (4) Arrive at meeting site.
- (5) Insure that minutes are written by Secretary & approved by the Committee Chairperson.

- (6) Offer advice and counsel when needed and/ or requested.
- (7) Write reports on committee activity when committee action is warranted.
- (8) Handle publicity for committee activities.
- (9) Submit committee resolutions for Board of Directors approval to the Chairman before Board meetings.

### **Handbook Administration**

The President/ CEO shall monitor the application of the Employee Handbook. Regarding questions of intent of the Employee Handbook, requests by staff for interpretations should be directed to Insperity, which interpretation will be final. The Employee Handbook will be reviewed periodically in the discretion of the board of directors, but approximately every two years and amended as deemed necessary. Each employee shall be provided a copy of the Employee Handbook, which the employee will acknowledge receipt in writing, and which said copy shall be kept on file in the Employee's personnel file. Any employee who has not received a copy should inform Insperity immediately. It is the employee's responsibility to understand the Employee Handbook.

The Chamber board reserves the right to amend, modify, and eliminate any of the policies, rules, procedures, and benefits at any time, in consultation with Insperity other than the at-will policy, with 30 days notice to affected employees.

## **ADMINISTRATION/ACCOUNTING**

### **Contracts**

Only the President/ CEO and/or the Chairperson, subject to resolutions adopted by the Board of Directors from time to time, are authorized to sign contracts or agreements obligating the Chamber. Staff and volunteers are not authorized to commit Chamber funds or enter into binding agreements. If a contract amount exceeds \$3,000, then the contract must be co-signed by at least two (2) authorized signers of the organization including The President/ CEO, and countersigned by an officer who has been authorized by the Board of Directors. All contracts must be reviewed for compliance with applicable laws.

### **Fiscal Year**

The Chamber shall operate fiscally as follows: The financial year shall be a calendar year from January 1 through December 31.

### **Budget Control**

The Chamber operations are geared to anticipated annual receipts and expenditures. Income estimates are made at least two months prior to the beginning of each year. Expense estimates for the operation of programs are also made at the same time. From these estimates an annual budget is prepared by the President/ CEO, which he/she shall submit to the Executive Committee for review and approval, then to the board of directors for review and adoption no later than the December meeting.

In order to stay within budgetary limitations, all Chamber expenditures must have advance approval before any commitment is made. Staff members and/or volunteers are not authorized to commit or expend Chamber revenues unless otherwise approved by the President/ CEO.

**Financial/Accounting Procedures**

There shall be a proper segregation of duties among all staff with respect to receipts, disbursements, and recording of all income, expenses and assets of the Chamber as part of an effective internal control policy. In addition, the President/ CEO and the board of directors (or delegated officers) shall from time to time adopt other proper internal accounting controls and procedures with respect to the same. Accordingly, staff shall strictly follow all such controls and procedures at all times. In the event a staff becomes aware of any variance from such controls and procedures, he and/or she shall report the same to the President/ CEO or the Chairperson.

With respect to disbursements, upon approval of the budget as provided for above, the President/ CEO is authorized to make disbursements on account of expenses provided for in the budget without additional approval. Disbursements shall be by check that shall be signed by the President/ CEO for payments not to exceed \$3,000.00 or established by resolution of the Board of Directors. All other checks shall be signed by the President/ CEO and countersigned by an officer who has been authorized by the Board of Directors or by two officers.

Selection of bank and the other depositories of funds shall be upon the recommendation of the President/CEO and Treasurer and approval of the Executive Committee at any time.

An income/expense report shall be furnished to directors each month. An audit shall be conducted at least every 3 years, and a financial review shall be conducted annually by a board approved accounting firm in accordance with the generally accepted accounting principals approved by the state of California. The accounting firm shall report directly to audit committee, and then to the board of directors.

**Miscellaneous**

These policies shall be reviewed annually by the President/ CEO and the board of directors. Suggestions for changes should be approved by the full board of directors.

**Signed and adopted this 13th day of December 2016 by the Board of Directors of the National City Chamber of Commerce.**

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Chairman of the Board

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Secretary of the Board