

## **Policy & Procedures**

### **Referral Networks**

The Business Referral Networks are proactive member groups sponsored by the Chamber whose objectives are to provide a weekly networking program to generate new business through referrals from fellow members. Each Network is administered by an Advisory Board of its members.

Membership consists of Chamber members representing non-competing businesses and organizations within a group. The Chamber maintains several groups.

1. To be eligible for membership in a Network, a member must:
  - a. be a member in good standing with the Chamber.
  - b. belong to only one Chamber Network group (companies, not individuals, may belong to more than one group for each full Chamber membership the company pays).
  - c. not be in competition with any other member of the individual Network group.
  - d. be in a position to provide referral group members with legitimate, pre-qualified referrals.
2. Applications for membership are submitted to the Advisory Board of an individual Network group for membership consideration.
3. Applicants may visit a Network group twice before submitting a membership application to the Advisory Board.
4. The applicant must provide all required information on the application, including services provided, for consideration.
5. If a Network group member wishes to expand his services after initial group acceptance, he must reapply for membership in that Group.
6. Any member may object to an applicant based on membership eligibility requirements.
7. If an applicant wishes to challenge a member objection, a written statement should be submitted to the Advisory Board.
8. The Advisory Board may deny membership to an applicant based on membership eligibility requirements.
9. If an applicant is denied membership in a Network Group, he will be placed on a waiting list, which is reviewed periodically.

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10. The waiting list is maintained by the Chamber and is available to any referral group upon request.
11. After an applicant has been approved for membership, he will become a member after payment of the membership fee and the first quarter activity fee and/or breakfast fee (if applicable).
12. All new members brought into a referral Network group are placed on a three month trial period.
13. The following items are reviewed by the Advisory Board during the trial period: payment of fees, craft talks, membership competition, attendance, number of referrals given, and commitment to the group.
14. Members are expected to furnish valid business referrals or leads on a continuing basis to other members.
15. A monthly average of one referral per week is considered the minimum standard.
16. Members, or their alternates, are expected to attend all weekly meetings.
17. A limit of five absences over a twelve month year is considered acceptable.
18. Termination is at the discretion of the Advisory Board.
19. Members are expected to present a “craft talk” about their businesses to help other members learn more about them, their companies/organizations, and possible ways to provide referrals.
20. Members are expected to pay all fees in a timely manner.
21. There is an annual membership fee of \$50 for each member of a referral network. Of the fee, \$25 is applied to Chamber administrative costs and \$25 is applied to Network operational costs including Network attendance by a Chamber staff member or any required materials such as binders, forms, record-keeping, brochures or name tags.
22. Annual fees are pro-rated for membership starting after the 1<sup>st</sup> of the fiscal year:
  - a. during 1<sup>st</sup> & 2nd qtr \$50.00
  - b. during 3<sup>rd</sup> qtr \$25.00
  - c. during 4<sup>th</sup> qtr \$12.50
23. A leave of absence is permitted as long as another competing industry member is not interested in joining the referral group.
24. If another business is interested, the current Network member will be given first right of refusal.

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25. Any group member requesting a leave of absences will be responsible to all fees and dues assessed during his leave.
26. The leave of absence can be no longer than three months.
27. Members will be billed quarterly to cover the cost of the meeting room and its related charges.
28. Fee invoices are due upon receipt.
29. Delinquent payments will forfeit the member's right to attend meetings.
30. Each referral group should consist of a minimum of twelve and maximum of thirty members.
31. It is the Network Group's responsibility to actively recruit new members as needed to satisfy the referral group's membership requirements.
32. The Advisory Board's Chairman presides over all meetings and coordinates the Advisory Board's and Network's functions.
33. The Vice-chairman assists the Chairman in the performance of Advisory Board duties. In the absence of the Chairman, the Vice-chairman presides at meetings of the Network and Advisory Board.
34. The Program Chair is responsible for arranging the weekly craft talks and organizing other activities as directed by the Advisory Board.
35. The Secretary or Treasurer of the Network Group is responsible for the monthly accounting of member attendance and referrals given which is presented monthly to the group. The Chamber liaison is responsible to advise the members about Chamber events and other information relevant to the status of the Network's members and applicants. The Secretary or Treasurer should advise the Chamber Finance Department of any new members in their group, so they may be invoiced promptly.
36. The Secretary records minutes of the Advisory Board meetings and weekly Network meetings.
37. Each Network Group may adjust the Advisory Board positions as necessary provided that each general job description is handled.
38. No Advisory Board or Network Group member may commit the Chamber to any contractual obligation without first securing the proper authority of the Chamber.
39. No Advisory Board or Network Group may take a public political position, or endanger the Chamber's non-profit status in any manner.

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40. Each member may submit annually, in writing, up to three people, including himself, to be a member of the Advisory Board.
41. The current Advisory Board selects three people as a ballot committee which tallies the submissions.
42. The submission list is given to the Chairman who announces the Advisory Board for the upcoming year.
43. The newly-elected Advisory Board members choose the Chairman, Vice-Chairman, Program Chairman, Secretary and Treasurer.
44. The new Advisory Board also may appoint a Membership, Entertainment and Publicity Chair from the general membership.
45. Ideas, suggestions, and grievances should be submitted by phone call or in writing to the Advisory Board for consideration. If appropriate, the Advisory Board will present them to the membership for input and discussion.
46. The Advisory Board cannot make decision affecting the membership without their input.
47. Deadlocks in Advisory Board actions should be discussed with the Chamber President.