



*Twin County*TM
CHAMBER OF COMMERCE
Together to Prosper

Board Policy Handbook

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Table of Contents

THE ORGANIZATION..... 3

BOARD OF DIRECTORS 3

 BOARD STRUCTURE AND MISSION 3

 BOARD RESPONSIBILITIES 3

 BOARD EXPECTATIONS 4

 BOARD MEMBER ORIENTATION 4

 BOARD MEMBER ETHICS/CONFLICT OF INTEREST 4

 OFFICERS COMMITTEE 5

 STANDING AND SPECIAL COMMITTEES 5

 APPARENT AUTHORITY 5

 MEETING AGENDAS + MINUTES 5

FINANCIAL MANAGEMENT 5

 HOW THE CHAMBER IS FINANCED..... 5

 BUDGET CONTROL 6

 CHAMBER PURCHASES..... 6

 MANAGEMENT OF FINANCES 6

 REIMBURSEMENT OF FUNDS..... 6

 MEMBER INVESTMENT REVIEW 6

MARKETING AND COMMUNICATION 6

 COMMUNICATON 6

 AFFILIATION WITH OTHER ORGANIZATIONS 7

 BRAND MANAGEMENT 7

 CHAMBER PUBLICATIONS 7

 COMMUNITY RECOMMENDATIONS 7

 PARTICIPATION IN OUTSIDE CAMPAIGNS/SOLICITATIONS/ENDORSEMENTS..... 7

DOCUMENT RETENTION/DESTRUCTION 8

CONFLICT OF INTEREST POLICY..... 9

BOARD MEMBER - CONFLICT OF INTEREST DISCLOSURE & CERTIFICATION 10

THE ORGANIZATION

The Twin County Regional Chamber of Commerce, Inc., (DBA Twin County Chamber of Commerce) is a 501(c) 6 voluntary organization of business and professional representatives who are committed to promoting the civic and economic progress of the Twin County region of Southwest Virginia.

The Twin County Chamber of Commerce is dedicated to encouraging, promoting and serving regional businesses and community services through advocacy, economic development, education and community engagement. This will be achieved through the following methods:

- Promote businesses and communities through the creation of a positive economic atmosphere.
- Develop programs that help businesses prosper.
- Provide resources and referral to citizens/businesses and services on data relevant to the Twin County region.
- Develop and promote tourism as an economic driver and development tool.
- Contribute to a positive entrepreneurial environment in a changing economic landscape.
- Promote the educational, cultural and heritage resources of the Twin Counties.
- Provide services at a reasonable cost to our members.

Our mission can be accomplished through the work of our board and our community partners.

BOARD OF DIRECTORS

BOARD STRUCTURE AND MISSION:

Serving as the policy-making body of the Chamber, its membership represents the business, service, civic, and professional leadership of the region. The twenty-one-member board consists of 4 elected officers who are among the 7 representatives from each of the following locales: Carroll County, Grayson County and the City of Galax. Terms of service are defined by the Chamber By-Laws with all representatives. All members have voting privileges/authority. The Executive Director of the Chamber serves a non-voting member of the Board of Directors.

BOARD RESPONSIBILITIES

The Twin County Chamber of Commerce Board of Directors have the following responsibilities:

- Determine and periodically evaluate the Chamber's mission, policies, and by-laws.
- Ensure that strategic plans are created and implemented, following the mission of the Chamber.
- Adopt and oversee an annual budget to support the strategic plan and closely monitor the fiscal health of the organization.
- Establish fundraising goals and assist in achieving them.
- Monitor and take responsibility for the legal, ethical, and fiscal integrity of the organization.
- Enhance the Chamber's standing in the community and advocate for its agenda.
- Recruit, elect, orient, an effective and diversified Board of Directors.
- Speak with one voice as the collective governing body of the Chamber. No individual shall speak for the body as a whole.

BOARD EXPECTATIONS

Each Board Member is expected to:

- Support and advocate for the mission of the Chamber.
- Be informed of the Chamber By-Laws, policies and budget.
- Participate in the Board's monthly meetings and planned annual meeting.
- Assess the year's activities and participate in Strategic Planning initiatives.
- Serve on at least one committee.
- Assist with Chamber fundraising activities.
- Keep abreast of the status of membership and services to our members.
- Participate in the nominating process and assist with recruiting and mentoring new Board members.

BOARD MEMBER ORIENTATION

Within one month of a new Board Member taking office, the Board President and Executive Director will provide orientation to include the following:

- The Chamber's By-Laws and history of the organization.
- Board policy manual.
- Copy of signed Conflict of Interest statement.
- Board packages for the previous 6 months, including financial statements and minutes.
- List of all Board Members, their positions, and contact information.

BOARD MEMBER ETHICS/CONFLICT OF INTEREST

Board Members must exercise their duties solely in the interest of the organization and its membership:

- Board Members are required to acknowledge and sign the Conflict of Interest Policy upon becoming a Board Member.
- Board Members should not use their positions to further the making or promotion of products or services in which they have a direct or indirect financial interest.
- No Board Member shall serve in a staff position.
- No Board Member shall use the name of the Chamber to promote the goals of, or solicit funds for, any organization without the approval of the Board.
- Board Members shall insure that fundraising is lawful, ethical and confidential.
- Board Members shall value the privacy and interests of all those affected by their actions.
- Board Members shall adhere to the value that all donor and prospect information is the property of the Twin County Chamber of Commerce.
- No list of donor's/members personal information shall be loaned, given or sold to any individual or organization.
- From time to time, the Board is required to engage in Closed Session. Those subjects are to remain confidential as part of the session.

OFFICERS COMMITTEE

The Officers Committee shall consist of the following positions: President, Vice-President, Secretary, Treasurer, and Board Attorney. The Executive Director, per the by-laws, shall be a non-voting member of the Officers Committee.

STANDING AND SPECIAL COMMITTEES

Standing and Special Committees exist to support the Chamber's programs of work and fundraising. Committees will be established by the President of the organization with the counsel and advice of the Vice-President and the Executive Director, determine the need for ad hoc committees and select all committee chair persons. Committees will consist of at least one Board member with additional members selected from the general membership or interested community participants.

APPARENT AUTHORITY

Officers and Board Directors have the authority to conduct the business of the Chamber according to the Chamber by-laws.

MEETING AGENDAS + MINUTES

The agenda will be established by the Board President in conjunction with the Executive Director and Board Secretary. Minutes are required of all official meetings and shall include:

Name of the Organization	Existence of a Quorum	Voting Results
Date/Time	Motions/Made by Whom	Time of Adjournment
Attendees/Absentees	Brief Account of Discussion	Secretary Signature

FINANCIAL MANAGEMENT

HOW THE CHAMBER IS FINANCED

The Twin County Chamber of Commerce relies on multiple sources of revenue that include, but are not limited to:

- Membership Investment
- Town of Independence
- City of Galax
- Carroll County
- Grayson County
- Fundraising
- Donations
- Paid Marketing/Advertising Opportunities

BUDGET CONTROL

An annual budget is prepared by the Executive Director in collaboration with the Officers Committee and approved by the Board of Directors.

CHAMBER PURCHASES

All Chamber Purchases will be made from a member in good standing unless said purchase is not represented in the Chamber. Purchases over \$2,000.00 will require 2 or more bids from providers (again with preference to Chamber member(s) in good standing). It is recommended that Request for Proposals and/or Request for Information be used when needed. The Officers Committee will provide advice to the Executive Director when cost basis is an issue.

MANAGEMENT OF FINANCES

The Twin County Chamber of Commerce seeks to maintain its stewardship responsibilities to the membership and to manage its funds properly. Employees should record all funds received by the Chamber. Under the direction of the Treasurer and President, all funds should be deposited in the proper Chamber accounts.

REIMBURSEMENT OF FUNDS

Board Members will follow the procedures for reimbursement to include original receipts and explanation attached to the Chamber reimbursement form. The Executive Director shall maintain design and distribution of the reimbursement form.

MEMBER INVESTMENT REVIEW

The Chamber investment schedule shall be reviewed annually (January) by the Officers Committee based on recommendations from the Member Services Committee. The investment schedule may reflect increases/decreases in any category of membership, and add or delete categories. Qualifications and terms of payment may also be under review, as needed.

MARKETING AND COMMUNICATION

COMMUNICATON

It is the policy of the Twin County Chamber of Commerce that any communications on behalf of the Chamber shall be made officially by the Board President and/or the Executive Director. No statements shall be made, either written or verbal, that conflict with the position of the Chamber organization. As a safeguard, stationery and business cards shall be for the internal use of the Chamber staff. The exception to this would be letters sent in the name of the Board upon the approval of the Board. All correspondence shall have a copy filed in the Chamber office (print or electronic). This holds true for financial documentation as well.

AFFILIATION WITH OTHER ORGANIZATIONS

The Twin County Chamber of Commerce shall maintain membership in organizations that may enhance the Chamber mission and program of work. In addition, the Chamber Director may serve on committees/boards that prove to be effective partners in the work of the Chamber.

BRAND MANAGEMENT

The Chamber's logo is developed and utilized for the promotion and marketing of the organization. No member shall use the logo on any printed or electronic materials without the expressed consent of the Board, or written authorization by the Board President or Executive Director (see brand guideline). Use of the brand will be guided by an approved brand guideline. The brand guideline will also cover the subject of Chamber sub-brand creation and maintenance. Future logos for sub-committees and internal groups will be approved by the Board of Directors upon recommendation of the Marketing Committee. If the Marketing Committee is absent in function, the Officers Committee will make this recommendation.

CHAMBER PUBLICATIONS

The Chamber may create a variety of printed materials to include specialty maps, Chamber member directories, event inserts, and etc.

COMMUNITY RECOMMENDATIONS

When someone inquires about a product or service, the names of all Chamber members that are within the requested category shall be given. Names of non-members shall not be given only when a product or service is not represented by a Chamber member.

PARTICIPATION IN OUTSIDE CAMPAIGNS/SOLICITATIONS/ENDORSEMENTS

It is the Chamber policy to welcome members representing civic/religious/political organizations and charitable entities but will not endorse the particular ideology to which said organizations may subscribe. Nonpartisan political initiatives that impact regional economies may receive Chamber endorsements.

DOCUMENT RETENTION/DESTRUCTION

DOCUMENT	REQUIREMENT
• Accounts Payable Schedules/Ledgers	7 Years
• Audit Reports	Permanently
• Bank Reconciliations	2 Years
• Bank Statements	3 Years
• Checks (Important Payments/Purchases)	Permanently
• Contracts/Notes/Leases – Expired	7 Years
• Contracts – Still in Effect	Contract Period
• Correspondence – General	2 years
• Correspondence –Legal/Important	Permanently
• Correspondence – Customers/Vendors	2 Years
• Deeds/Mortgages/Bills of Sale	Permanently
• Depreciation Schedules	Permanently
• Duplicate Deposit Slips	2 Years
• Employment Applications	3 Years
• Expense Analysis/Distributions	7 Years
• Year-End Financial Statements	Permanently
• Insurance – ALL	Permanently
• Internal Audit + Internal Review Reports	7 Years
• Inventory for Materials/Supplies	3 Years
• Invoices to Customers/ From Vendors	7 Years
• Minutes/By-Laws/Articles	Permanently
• Payroll Records	7 Years
• Personnel Files – Terminated	7 Years
• Tax Returns/Worksheets	Permanently
• Timesheets	7 Years
• Trademarks/Copyrights	Permanently
• Withholding Tax Statements	7 Years
<p>Source: Council of Non-Profits.org / <i>edits by Chamber Board and Staff</i></p> <p>All documents (paper and electronic) listed in the above table will remain in the Chamber office and maintained by the Chamber staff/Board. All other paper documents will be destroyed after 3 years. The Secretary will be briefed on those documents which have been removed.</p> <p>All database information will require backup daily and remain preserved for any audit, tax or investigative purposes.</p>	

CONFLICT OF INTEREST POLICY

The Twin County Chamber of Commerce, it's Officers, Directors, and Committee Members shall avoid any conflict or appearance of conflict of interest between their respective personal or professional interests and the interests of the Chamber.

If any Officer, Director, or Committee Member has any direct or indirect interest in, or relationship with, any individual or organization that proposes to enter into any transaction with the Chamber to include, but not limited to, transactions involving:

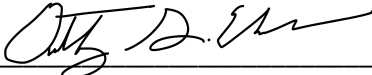
1. The sale, purchase, lease or rental of any property, or other asset with a value of \$250 or more;
2. Employment or rendition of services, personal or otherwise;
3. The award of any grant, contract or subcontract with a value of \$250 or more.

Said person shall give notice of such interest or relationship and shall refrain from discussing or voting on the specific transaction in which he/she has an interest, or otherwise attempt to influence a decision in determining the action of the Twin County Chamber of Commerce.

Board members will sign a Conflict of Interest Disclosure Statement annually.

This policy shall serve as a good business practice to prevent the appearance of impropriety or any legal challenge that may stem from an alleged conflict of interest.

Date of Adoption: August 27, 2019

Twin County Chamber of Commerce Board President: 



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BOARD MEMBER - CONFLICT OF INTEREST DISCLOSURE & CERTIFICATION

Please list any organizations, agencies or business with which you are affiliated that may present a conflict of interest.

_____	_____
_____	_____
_____	_____

I, _____, CERTIFY THAT I HAVE READ AND UNDERSTAND THE Conflict of Interest Policy of the Twin County Chamber of Commerce and agree to comply with its guidelines. I affirm that, with the exceptions listed above, I have no conflict of interest or affiliation with any organization which may have interests that suggest a conflict with the Twin County Chamber of Commerce. Should such conflicts arise, I hereby agree to refrain from participating in any deliberations, decisions or voting related to the matters.

Signature Date

Print Name/Title or Position