

ROANOKE VALLEY
CHAMBER OF COMMERCE



**POLICY & PROCEDURES
HANDBOOK**

Revision 3/2/09

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FORWARD

This manual outlines many of the standard policies and practices of the Roanoke Valley Chamber of Commerce. It describes certain procedures to be followed, standards of conduct, working conditions, facilities and many of the benefits that the organization may make available to its employees. Not all policies and procedures of the Roanoke Valley Chamber of Commerce are included. It is not a contract of employment and is subject to revision, as the Chamber deems appropriate.

The mission of the Roanoke Valley Chamber of Commerce – the cornerstone of our organization – is as follows: The Roanoke Valley Chamber of Commerce is a non-profit organization representing the interests of over 600 businesses in Halifax and Northampton Counties. The mission of our organization is to promote the business, industrial, and economic development of the Roanoke Valley. We act as an advocate, supporter, facilitator, and resource for the Roanoke Valley's business community. The RVCC provides services to help businesses thrive and grow. In assisting our businesses to develop, we boost the Roanoke Valley community's quality of life.

This statement guides every aspect of our Chamber's activities. It is at the core of everything we do, focusing each of our individual efforts on a team mission. Teamwork is an essential part of achieving that mission, including the operations and administration of the Chamber.

If you have any questions regarding these or other issues relating to employment with the Chamber, please feel free to contact me.

Welcome aboard!

Allen Purser, President/CEO

ORGANIZATIONAL BACKGROUND

You should know something about the type of organization for which you are working. We want you to know about it, and to share the pride in it that is held by all that have worked successfully in the chamber of commerce field.

A chamber of commerce is primarily an organization of business and professional men and women as well as other interested members of the community, who have joined together to work for the solution of their mutual business and community problems and the realization of their mutual business and community opportunities.

Basically, a chamber of commerce has two functions; one (1), it acts as spokesman for the business community and translates into action the group thinking of its constituency; and, two (2), it renders specific services to its membership and to the community designed to improve the economic well being and quality of life of the area.

A capable staff is essential to such work, but the true effectiveness of a Chamber is measured by the extent to which the members provide leadership and carry their share of the workload. An important measure of the effectiveness of any staff member, therefore, is how well that staff member can encourage such participation of members in the program.

There are problems and opportunities common to all businesses and to all the citizens of the Roanoke Valley area that create a need for a central organization to help solve these problems and capitalize on the opportunities in the area – hence, the Roanoke Valley Chamber of Commerce .

The modern chamber of commerce is an outgrowth of the early efforts of business to organize, beginning in the fairs and guilds of medieval Europe. Chambers of commerce in America was originally designed almost exclusively as trade bodies. In more recent years, they have come to be looked upon not only as agencies of trade promotion but also of general economic and community development.

The Program of Work, approved by the Board of Directors, is the guiding document for work to be done by the Chamber.

WHAT YOU CAN EXPECT FROM THE CHAMBER

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

It is the policy of the Roanoke Valley Chamber of Commerce to provide equal employment opportunity to all qualified persons without regard to race, color, age, religion, sex, sexual orientation, national origin, or disability. This policy applies to all phases of employment with the Chamber including, but not limited to, employment, placement, promotion, termination, rates of pay, or other forms of compensation.

TERMS OF EMPLOYMENT

Nothing contained in the Chamber's Employee Handbook is intended to be or may be interpreted to be a contract of employment. The Chamber may terminate the employment relationship at any time, with or without cause and with or without notice.

ANTI-HARASSMENT

It is the policy of the Roanoke Valley Chamber of Commerce that all persons who work here for the Chamber shall not harass any other employee based upon a person's race, sex, sexual orientation, religion, national origin, or for other unlawful reason. Any such harassment will not be tolerated.

Each employee is personally responsible for implementing this policy and for setting an example with respect to his or her conduct. It is important to understand that a violation of this policy can lead to termination of employment.

Harassment encompasses a broad range of physical or verbal behavior, which may include, but is not limited to, physical or mental abuse, racial, sexual, religious or ethnic insults or slurs, and unwelcome sexual advances. It can occur as a result of a single incident or a pattern of behavior where it creates a hostile, offensive or intimidating work environment.

While all forms of unlawful harassment will not be tolerated, it is the Chamber's policy to emphasize that sexual harassment is strictly prohibited. Such conduct may include, but is not limited to: unwelcome acts involving sexual language, jokes, innuendo, flirtations, touching, advances or propositions; verbal abuse of a sexual nature; graphic or suggestive comments about an individual's dress or body; sexually degrading words to describe an individual, and the display in the work place of sexually suggestive objects or pictures.

Any implication or threat that a person's cooperation or refusal to participate in sexual involvement or discriminatory activity will have any effect on the individual's employment, assignment, compensation, advancement, career development or any other condition of employment will not be tolerated.

If an employee believes that he or she has been the subject of harassment in violation of this policy, that employee must immediately report the matter to either their supervisor or the president. No employee will be retaliated against for properly reporting any such harassment.

All complaints will be promptly investigated and necessary corrective action taken. Such investigation will be impartial and as confidential as possible. A person making a complaint will be advised of the findings and conclusion.

SUBSTANCE ABUSE

The Chamber is committed to the highest standards of integrity and professionalism in its work, and, for that reason, the health and safety of its employees are of paramount concern.

The illegal use, sale or possession of narcotics, drugs, or controlled substances while on the job or Chamber property may result in discharge. The illegal sale of narcotics or controlled substances off duty and off Chamber premises may also result in discharge. Use of illegal drugs or controlled substances off duty and off Chamber premises is unacceptable because it affects an employee's on-the-job performance and the public's confidence in the Chamber.

Violation of this policy may result in disciplinary action up to and including termination. Law enforcement officials will be notified whenever illegal drugs are found.

CONSUMPTION OF ALCOHOL AT CHAMBER FUNCTIONS

No matter what the occasion, it behooves all of us to act responsible in our consumption of alcohol and to take responsibility for preventing anyone who may have overindulged from endangering himself or others by driving. Driving while intoxicated is not acceptable behavior.

INTERVIEWS

The President/CEO will interview prospective employees.

ORIENTATION

In an effort to familiarize new employees with each area within the Chamber and how it works to achieve the organization's mission, your supervisor will arrange for an orientation schedule for you.

The orientation of new employees is the primary responsibility of the President/CEO to whom all staff members are ultimately responsible.

PERSONNEL RECORDS

The President or designee maintains employee personnel files, which shall include copies of the following: (a) employment application or resume (b) reference replies (c) personnel reviews (d) salary progression record while employed by the organization (e) papers and correspondence relating to the employee and (f) termination record. These records are kept on a confidential basis and may be inspected only by permission of the President/CEO.

RESIGNATION

The Chamber requests that any employee who resigns his or her employment provide a notice of resignation. The Chamber requires a two-week notice from clerical, administrative and support personnel and a four-week notice from manager(s), directors and the president.

WORK SCHEDULE

All employees are expected to report promptly to work. The Chamber cannot function properly if you are not regularly present and on time for work. You should not let your absences or late arrivals become excessive. Excessive absenteeism or tardiness in itself may be considered sufficient reason for termination.

The Roanoke Valley Chamber of Commerce is closed to general business on Saturdays, Sundays, designated holidays, and after 5 p.m. on weekdays. If you find it necessary to be at the office at any of these times, it is your responsibility to see that all lights are off, except those left on for night watch, all doors are locked, and the building is secure before leaving. Non-exempt employees will not be in the office outside of normal hours unless directed by management.

Employees should report to work on time, not abuse lunch hour schedules, and remain in their work area to the end of the business day. Flexibility in the work schedule may be permitted at the discretion of the President/CEO.

Full Time Employee

A fulltime employee works 37.5 hours per week. The Chamber recognizes that the employee may terminate his/her position at any time and the Chamber retains the same right. These employees earn sick leave and vacation time, as well as receive pay for holidays not worked, and participate in employee insurance and benefit programs.

Part Time Employee

A part time employee works less than 37.5 hours per week. The Chamber recognizes that the employee may terminate his/her position at any time and the Chamber retains the same right. These part time employees do not earn sick leave and vacation time, nor receive pay for holidays not worked, and participate in employee insurance and benefit programs.

Temporary Employee

A temporary employee is someone hired into a position expected to last fewer than nine months of a twelve month period regardless of hours worked per week. The Chamber recognizes that the employee may terminate his/her position at any time and the Chamber retains the same right. These temporary employees do not earn sick leave and vacation time, nor receive pay for holidays not worked, and participate in employee insurance and benefit programs.

HOLIDAYS

We celebrate ten (10) days each year as holidays with pay for regular full-time employees. These holidays are as follow: (1) New Year's Day (2) Martin Luther King Day (3) Good Friday (4) Memorial Day (5) Independence Day (6) Labor Day (7) Thanksgiving Day (8) Day After Thanksgiving (9) Christmas Eve Day (10) Christmas Day (When any of these holidays fall on a Saturday or Sunday, the Chamber will follow the example of the business community in determining whether or not to grant an alternate day off from work. However, the Visitor Center may be open on certain high-traffic holidays).

VACATION LEAVE

Annual vacations are authorized for regular employees. The Chamber does not grant paid vacation to part-time and temporary employees. The Chamber encourages employees to take vacations each year as they are earned. To provide periods of paid time off based on length of services to afford employees an opportunity for personal time, rest and relaxation. Employees are expected to take vacation annually.

GUIDELINES:

- A. Vacation Earned: Salaried employees accumulate vacation from date of hire based on years of service in accordance with the following schedule:

Completed Service	Vacation Earned
0-3 Years	75 hours (10 days)
4-9 Years	112.5 hours (15 days)
10 or more Years	150hours (20 days)

Note: The business day for the Chamber is 7.5 hours.

- B. Eligibility: Vacation benefits are based on the employee's years of service. A year of service extends from the employee's date of hire to his or her anniversary date. New hired or rehired employees must work three (3) continuous months before being eligible for vacation pay. Vacation days will be provided at the beginning of the year for the convenience of the employee. If the employee does not work the entire year, then he or she is only eligible for the vacation earned through that time period from the beginning of the year to the effective date of resignation.
- C. Scheduling: Vacation should be scheduled as far in advance as possible, so the Chamber may properly discharge its responsibilities as well as satisfy employee request. Vacation scheduling is subject to the approval of the Chamber President based on a number of factors including business needs and staffing requirements.

There is no limit to the amount of vacation that may be taken at one time, provided the employee's services can be spared and he or she has earned the necessary vacation time. Vacation should be taken in day (7.5 hour) increments for a salaried employee unless the employee is working an abnormal schedule. Exceptions to this increment can be made at the discretion of the Chamber President.

Holidays and days of bereavement occurring during vacation periods will not count as part of the vacation.

Vacation is taken at the convenience of the organization and supervisory approval is required. Vacation leave can be accumulated from year to year, not to exceed eighty (80) hours. Employees are not entitled to unused vacation leave upon termination of employment, whether voluntary or otherwise. Any consideration of paying unused vacation will be a decision made by the President/CEO.

SICK DAYS

The Chamber provides paid time off for a employee's illness or that of an immediate family members in the employee's household which is earned after the 90 day trial period for employment.. The application of this benefit to a family member is at the discretion of the President. Sick leave will be provided to help protect employees against economic hardship due to injury or illness.

POLICY:

Sick leave benefits will be extended under specific terms and conditions as explained below:

- A. Only regular, full-time employees are eligible.
- B. Sick time will accumulate at a rate of 7.5 hours per full calendar month to a maximum of 225 hours (30 working days).
- C. Sick time may not be used until after the employee has completed 90 days of employment.
- D. Sick time will be paid at the employee's base hourly rate at the time the sick days are used.
- E. Sick time cannot be advanced before it has accumulated.
- F. Sick time will not be paid on top of holiday or vacation pay.
- G. Sick time forms will be turned into the President or a designee for approval and will be maintained by the Administrative Assistant.
- H. Sick time hours accumulated will appear on your bi-weekly paycheck.
- I. The President or a designee may request a physician's statement to verify an employee's fitness to return to work.
- J. It is the employee's responsibility to call in and report illness to the President or a designee before the scheduled start time, or as soon as possible, thereafter. The employee should advise the supervisor on a timely basis of the duration of absence. Failure to provide this notice may result in loss of paid sick time.
- K. If an employee's medical leave exhausts available sick time hours, vacation time may be used.
- L. If an employee does not have any sick time benefits, the time away from work for illness will be without pay.
- M. Accumulated sick time will be forfeited upon termination of employment.

FUNERAL LEAVE

The Chamber authorizes up to three days paid leave due to a death in the employee's immediate family. "Immediate family" is defined as spouse, child or stepchild, son/daughter-in-law, grandchild, brother or sister, parent or stepparent, spouse's parent, brother or sister,

spouse's grandparent, and any relative who regularly lives with the employee. The employee's department head must approve funeral leave.

LEAVE OF ABSENCE

Military Service

Military Leave - For Regular Full-Time Employees Only

An appropriate military leave of absence will be granted to full-time employees for the following types of military duties:

1. Weekend drills or summer training duty – Any regular full-time employee of the Chamber of Commerce who is also a member of the National Guard and who is required to attend the customary two week summer training program, will not have this time charged against their vacation or sick leave. Further, upon receiving a certificate from their commanding officer, the Chamber will augment their pay to the extent that their total pay for the training period will be equivalent to the base pay which would be received from the Chamber.

2. Active Duty – Employees who leave their position at the Chamber to perform military service on an involuntary basis shall be granted a leave of absence to perform such service. While on leave of absence, employee will not accumulate additional vacation and/or sick days. USERRA (Uniform Services Employment and Reemployment Rights Act of 1994) establishes the cumulative length of time that an individual may be absent from work for military duty and retain employment rights.

Upon return from active military duty, benefits will be implemented pursuant to the rules of USERRA (Uniform Services Employment and Reemployment Rights Act of 1994).

Disability

Should you become ill, have an accident, or are otherwise unable to report to work you must notify your supervisor. If you are unable to contact your supervisor, the President should be contacted as soon as possible. If the employee is unable to return to work after six weeks, he or she may submit a written request for an extended leave of absence without pay. All requests for leave or an extension of leave shall be made in writing, to the President. The Chamber reserves the right to review the medical examination records in determining the disability and consult with the employee's Doctor. Employees who fail to return to work when they are no longer disabled will be terminated and may be rehired only if positions are available.

Personal

The Chamber realizes that from time to time, employees may have personal reasons requiring them to take extended time away from their job. Should a situation arise where you need such a leave, you should feel free to discuss the need with your supervisor or the President. The Chamber may, in its discretion, grant an employee leave (with or without pay as determined by the

President); provided, however, that no such leave shall be granted for the purpose of engaging in gainful employment.

PAYDAY

Regular employees are paid every two weeks. When a payday falls on a holiday, payroll will be distributed on the previous working day.

Your compensation package is considered confidential. Discussion of or attempts to secure information relating to salaries, raises, or other compensation among employees, therefore, is prohibited. Failure to comply with this policy could lead to severe consequences up to and including termination.

WITHHOLDING

Federal and state laws require the Roanoke Valley Chamber of Commerce to deduct from the salaries of employees specified amounts to be paid to the government and credited against the employee's income tax. The practice is to keep tax payments as up-to-date as possible so the employee will not have to pay a large sum at the end of the year. The amount of this tax deduction is based on your salary and the number of exemptions you claim. If you should wish to change the number of exemptions you claim, or your marital or personal status changes, you should contact the President.

OVERTIME

Any non-exempt employee who works more than forty (40) hours in a week is paid for that overtime at an hourly rate of one and one-half. The President must approve overtime in advance.

BUDGET, EXPENDITURES & EXPENSE ACCOUNTS

Budget

The President in consultation with the Treasurer prepares the annual budget. It is reviewed and approved by the Executive Committee who, in turn, will submit it to the Board of Directors for final action.

Expenditures

All purchases require the permission of the President. The cooperation of every staff member is solicited in keeping expenditures to a minimum. Every effort should be made by all employees to get the most from every dollar expended. The approval of the President must be gained in advance on all financial commitments of the Chamber even if the money is budgeted.

Payment of Bills

The Chamber seeks to maintain its credit standing at the very highest grade at all times. This can only be accomplished by the prompt payment of bills. The President will approve all bills before payment.

Travel Expense Policy and Guidelines

This is a general policy covering normal business travel, entertainment and planned meeting expenses for chamber employees. The statements in this commentary are Chamber policy unless specifically identified as a suggested guideline.

General Policy

The President prior to any financial commitment being made must approve all travel. Approval in the budget process **does not** authorize travel. It is the Chamber's policy to reimburse necessary and reasonable expenditures made by employees in connection with travel, entertainment or meeting incurred on the Chamber's behalf. Employees should make every effort to plan travel well in advance to facilitate effective cost savings through advanced bookings of travel arrangements.

Use Of Personal Automobiles For Business

The authorized mileage allowance for personal cars covers all personal car mileage, tolls and parking charges when being used for Chamber purposes will be set by the President.

Lodging

Employees are expected to stay in safe, comfortable and conveniently located facilities with reasonably priced rates. Business events may sometimes dictate that pricing exceptions be made.

Meals

The Chamber will reimburse employees for reasonable costs while traveling. There are occasions for more expensive meals to arise, but they should not be a regular occurrence.

Entertainment

The Chamber does not encourage extravagant or unnecessary entertainment. It is recognized that there is a need for a reasonable amount of entertainment for clients and other persons in connection with the proper handling of Chamber business. Entertainment expenditures should not be incurred unless the President authorizes the particular entertainment.

INSURANCE

The Chamber will provide health insurance for full time employees or may provide compensation for health and dental insurance. This will be determined by the President.

OPEN DOOR POLICY

The Chamber maintains an open door policy, which means that you may discuss any concerns you have about your employment with the President. The President will hold these discussions in the strictest confidence. All employee issues should be addressed with the President. Any employee taking issues out of the office, (to Membership/Executive Committee or Board of Directors or etc.) without addressing them with the President may be terminated from employment.

SMOKING

There is no smoking permitted in the offices of the Chamber. Smoking is allowed in designated areas only.

COMPUTER USE POLICY

Computer Software (Unauthorized Copying)

It is illegal to duplicate Chamber computer software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the users' right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a Federal crime. Penalties include fines of as much as \$250,000, and jail terms of up to five years.

1. The Chamber licenses the use of computer software from a variety of outside companies. Regardless of whether or not the Chamber owns this software or its related documentation, the Chamber and its employees do not have the right to reproduce it, unless authorized by the software manufacturer,.
2. With regard to use on local area networks or on multiple machines, the Chamber employees shall use the software only in accordance with the license agreement.
3. The Chamber employees learning of any misuse of any software or related documentation within the company shall immediately notify the President.
4. According to Federal copyright law, illegal reproduction of software can be subject to civil damages and criminal penalties, including fines and imprisonment. The Chamber employees who make, acquire or use unauthorized copies of computer software are subject to disciplinary action up to and including immediate dismissal without warning.

Email

Email sent to and from the Chamber and its employees is the sole property of the Chamber. The Chamber and management reserve the right to read, monitor, or duplicate email and any other communication, electronic or otherwise, with or without prior notification.

Encryption

Employees can use encryption software supplied to them by the system's administrator for purposes of safeguarding sensitive or confidential business information. Employees who use encryption on files stored on a company computer must provide their supervisor and President with a sealed hard copy record (to be retained in a secure location) of all the passwords and/or encryption keys necessary to access the files.

Internet Usage

Employees are allowed and encouraged to use the internet in the performance of their jobs. Personal use of the internet is permitted only during employee breaks, including the lunch hour, and must not interfere with the execution of duties.

Participation in Online Forums

Employees should remember that any messages or information sent on company-provided equipment to one or more individuals via an electronic network – for example, Internet mailing lists, bulletin boards, and online services – are statements identifiable and attributable to the Chamber.

The Chamber recognizes that participation in some forums might be important to the performance of an employee's job. For instance, an employee might find the answer to a membership problem by consulting members of a news group devoted to member services.

Remote Access to Computer Network

It is the policy of the Chamber for employees to request approval before connecting their home computers to the organization's server. Employees may not allow anyone to access the organization's network under their password. Employees must sign a Remote Access Agreement.

Security/Appropriate Use

Employees must respect the confidentiality of other individuals' electronic communications. Except in cases in which explicit authorization has been granted by company management, employees are prohibited from engaging in, or attempting to engage in:

1. Monitoring or intercepting the files or electronic communications of other employees or third parties;
2. Hacking or obtaining access to systems or accounts they are not authorized to use;
3. Using other people's log-ins or passwords; and
4. Breaching, testing or monitoring computer or network security measures.

No e-mail or other electronic communications can be sent that attempt to hide the identity of the sender or represent the sender as someone else.

Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.

Anyone obtaining electronic access to other companies' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify or forward copyrighted materials except as permitted by copyright owner.

Violations

Any employee who abuses the privilege of their access to the Chamber computer network, e-mail, or the internet is in violation of this policy will be subject to corrective action, including possible termination of employment, legal action, and criminal liability.

WEAPONS

The Chamber prohibits all persons from carrying a handgun, firearm, or prohibited weapon of any kind onto the Chamber property or in the course and scope of performing their job whether or not they are on Chamber property at the time and whether or not they are licensed to carry a weapon. This policy applies to all employees, volunteers, members, tenants and their associates or visitors on the property. The only exception to this policy is police officers, security guards or other persons who have been given written consent by the Chamber to carry a weapon. Prohibited weapons include any form of weapon or explosive restricted under local, state or federal regulation. If you have a question about whether an item is covered by this policy, please contact the President/CEO or manager as you are responsible for making sure that any potentially covered item you possess is not prohibited by this policy.

WHAT THE CHAMBER EXPECTS FROM YOU

CONFIDENTIAL MATTERS

Since the Roanoke Valley Chamber of Commerce is an institution to which many matters of a confidential nature and privileged information are entrusted, you must keep in strictest confidence whatever information you may acquire concerning the matters being handled by the Chamber. The Chamber is not to be a rumor mill.

DEPORTMENT

Ethical conduct and genuine courtesy toward the public and fellow workers should be observed at all times. The Roanoke Valley Chamber of Commerce is a business organization whose effectiveness is judged to a great extent by its personnel. The conduct of every employee must be above reproach off duty as well as on duty.

POLITICAL ACTIVITY

As a Chamber staff member, you work for a business organization representing a diversity of political beliefs. You will refrain from **active** participation in partisan political matters of any nature that would reflect upon the Chamber.

SERVICE

Pleasant and courteous treatment of callers and prompt, intelligent and complete service is required of you as an employee of the Roanoke Valley Chamber of Commerce . Ours is a service organization and our members and others expect us to help answer their questions. Remember that quality service to our members is an integral part of our mission.

Abrupt or discourteous behavior in dealing with the public or in answering inquiries by telephone is a serious violation of organizational policy and may result in disciplinary action.

TEAMWORK

The Roanoke Valley Chamber of Commerce places great importance on recognizing that teamwork is fundamental to an efficient operation and pleasant work environment. Teamwork is essential within the Chamber. There are occasions when you may have a slack period and can afford to give assistance to others who need it. When this happens you are expected to lend your services graciously knowing that the same will be done for you whenever the situation is reversed. When any individual is confronted by a situation, which requires assistance, all employees must stand ready to cooperate.

DRESSCODE

As an employee of the chamber, you are expected to maintain the highest standards of personal cleanliness and grooming and present a neat, professional appearance at all times during working hours.

SOLICITATIONS

Solicitation and distribution of literature on behalf of members is a function of the Chamber of Commerce. Direct solicitation is not allowed unless approved by the President. Distribution of materials regarding unions and support thereof are strictly prohibited.

QUALITY

While neatness in personal and office appearance is absolutely essential, it is also expected that painstaking care be given to all letters, mailings and other documents sent from the Roanoke Valley Chamber of Commerce to assure their attractiveness, accuracy and the "proper Chamber image". Specifications for various Chamber correspondence and documentation will be distributed to all new employees and should be followed by all. Quality is an essential component of every facet of Chamber business.

ENDORSEMENTS

The Chamber of Commerce gives no letters of endorsement to companies or individuals without approval of the President. The rule also applies to committee personnel and to staff members writing on official stationery. No "To Whom It May Concern" letters are authorized without express approval of the President. The Chamber depends on donations for its existence; therefore, the Chamber cannot make any monetary donations to other entities regardless of the cause.

MAIL AND CORRESPONDENCE

Most of the correspondence of the Chamber is sent in the name of the Chairman, the President or a committee chairman. No fixed rule can be established to determine whose name should be signed. In general, it is a matter, which must be left to the judgment of the person preparing the correspondence, with the guidance of the President. It should be remembered, however, that in organization work the development of leadership outside the paid-staff is important and in some cases the use of an officer or a chairman's name on letters is a means of tying him/her into the program. You should always gain approval of the individual whose name is used, and a copy of the correspondence should be sent to that individual, unless the President has the permission of the individual in order to save time.

In most cases when a matter relates to the policies and general program of the entire organization, the Chairman of the Board should sign communications. If it is with reference to the policies and general program of the committee, the committee chairman should sign it.

When the Chairman of the Board's name is signed to a communication of any nature, approval in advance by the President is MANDATORY. One copy of the communication should be filed with the President. The President must approve communications to the Board of Directors in advance.

PUBLICITY

All publicity on Chamber activities should be handled through the President. Every member of the staff should cooperate continually to ensure an adequate flow of information to the membership on Chamber of Commerce activities. The Chairman or the President is the official spokesman for the Chamber. The President must approve Media contact/interviews by other staff members in advance.

Any statement to be made public concerning Chamber activities, policies or programs, through press releases, radio programs, magazine articles or other media shall not be made without the complete knowledge and understanding of the President.

In general, news stories of committee activities shall have the committee chairman as the authority. Names of staff members shall be used only when the connection of their name with the activity will help facilitate the project.

RECORDS

The maintenance of accurate records is fundamental to the successful operation of our Chamber. The office staff will maintain an adequate and systematic set of files, which will provide ready access to records.

STAFF MEETINGS

As a Chamber employee you are expected to attend staff meetings as called by the President.

SUPPLIES AND EQUIPMENT

All standard supplies are maintained in the Chamber and are not for personal use. Any special supplies or equipment involving more than a nominal expenditure require approval of the President before the order is placed.

TELEPHONE

All telephone calls should be promptly answered. When answering the telephone, every courtesy should be shown to the caller. Your accessibility is the first essential component to total customer satisfaction. While personal calls are often necessary, every effort should be taken to minimize them. Any personal long distance calls should be charged to your personal phone or credit card.



Roanoke Valley Chamber of Commerce Policy and Procedures

Concisely stated, the Chamber's mission is:

The Roanoke Valley Chamber of Commerce is a non-profit organization representing the interests of over 600 businesses in Halifax and Northampton Counties. The mission of our organization is to promote the business, industrial, and economic development of the Roanoke Valley. We act as an advocate, supporter, facilitator, and resource for the Roanoke Valley's business community. The RVCC provides services to help businesses thrive and grow. In assisting our businesses to develop, we boost the Roanoke Valley community's quality of life.

EMPLOYEE ACKNOWLEDGEMENT

**I have received and read a copy of the Roanoke Valley Chamber of Commerce's
Policy and Procedures Manual.**

This is not a contract of employment and is not to be construed as such.

Signature: _____ **Date:** _____