

Policy Manual

This policy manual is a summary and overview of the Chamber's policies, procedures and practices.

This policy manual is subject to all applicable laws, regulations and employment contracts. Should this manual be inconsistent with any law, regulation or employment contract, the applicable law, regulation or contract will prevail.

The Chamber reserves the right to amend this manual at any time and in its sole discretion, any changes to which, the Employee agrees will not constitute a material change to their terms and conditions of employment. Any changes will be communicated to all Employees.

Violation of any of the terms of this manual can result in corrective action.

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Office Hours:

- Office hours 9:00am to 4:00pm Monday – Thursday
- Office is closed from December 24 to January 1 and for all statutory holidays.



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Attendance at MDCC Events:

- Every Director must pay to attend any Morden & District Chamber of Commerce event even if they are “working” at the event.
- The one exception is our Annual Awards Banquet.
- Where all current directors shall be invited to attend at no cost.
- MDCC Staff shall attend MDCC Events at no cost.
- Board members and other volunteers will be expected to purchase tickets or pay registration fees for events hosted by MDCC.



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Board Member Terms:

Every effort shall be made to alternate the two year terms of Board members so that half the board is elected each year. This is to ensure continuity of vision and activities and to enable effective mentoring and orientation of new board members.

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Conflict of Interest:

All Board Directors, volunteers and employees shall make every effort to avoid conflict of interest between their position with the Chamber and their employment, personal and professional lives.

It is important to note that the 'appearance of conflict of interest' is just as serious as an actual conflict of interest. The appearance of conflict of interest occurs when a reasonable person might conclude that an individual is making a decision on behalf of the Chamber that promotes his/her personal interests or those of a close friend, family member, business associate, corporation or partnership in which a volunteer holds a significant interest, or a person to whom a volunteer owes an obligation and could influence a decision and impair the individual's ability. It is not necessary that influence take place.

Conflict of Interest' includes situations:

- Where an individual's private affairs or financial interests are in conflict with his/her duties and responsibilities.
- Where an individual's actions do or could result in or lead to a perception that a conflict exists.
- Where an individual's actions compromise or undermine the trust which the members and public place in the Chamber.
- Which could impair or be perceived to impair the individual's ability to act in the Chamber's interest.

Procedures when real or perceived conflict of interest arises:

- An individual must immediately disclose a conflict of interest to his fellow board or committee members as soon as the conflict is apparent.
- The individual must absent him/herself from all discussions and votes pertaining to the matter in which they are in conflict with by leaving the room.
- The conflict and absence shall be noted in the minutes of the meeting.
- The individual shall also refrain from lobbying any member, Director, committee member, or staff member on his or her behalf.
- If in doubt about whether an individual is or may be in a conflict of interest, the Chair will make the determination.
- If an individual does not become aware of the conflict until after the transaction has been concluded, they must still make the disclosure immediately upon becoming aware of the circumstance giving rise to the conflict, and will disclose whether and to what extent the individual or any of the parties referred to in the preceding paragraph benefitted financially or otherwise, as a result of such circumstance.
- Unless otherwise directed, the Board must immediately take steps to resolve the conflict of interest or remove the suspicion that a conflict exists.
- A revote on the matter may be required.
- A Director may be removed from the board by a vote of two-thirds of the Directors in cases where the Directors determine such removal to be the appropriate action in the best interests of the Chamber.

All Employees must disclose any conflict of interest that arises in the execution of their duties to the Executive Committee for direction.

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Email Voting:

1. Purpose: This policy aims to establish guidelines for conducting email votes by boards, sessions, and committees of the Morden Chamber of Commerce.
2. Email Voting Definition: Email voting refers to the process of obtaining approval separately from all eligible board members via electronic communication, which is not considered a formal meeting.
3. Authority: This policy is derived from the guidelines set forth in the Book of Order, specifically referencing Robert's Rules of Order Newly Revised (RONR) 12th Edition.
4. Validity of Email Votes:
 - 4.1. Email votes are not considered meetings and do not satisfy the requirement of simultaneous aural communication among all participants as outlined in RONR.
 - 4.2. However, email votes can be validated through the process of ratification at the subsequent regular meeting.
 - 4.3. Ratification is necessary to transform email responses of individual approval into valid actions.
5. Simplification of Email Votes:
 - 5.1. To ensure clarity and effectiveness, only a single item should be addressed in an email vote.
 - 5.2. Simplicity minimizes confusion since there is no opportunity for simultaneous aural communication equivalent to the one-room or area rule.
6. Unanimous Consent:
 - 6.1. Resolutions addressed via email vote should ideally seek unanimous consent.
 - 6.2. Unanimous consent eliminates the need for deliberation since there is no minority to protect.
 - 6.3. If any member votes "no" or objects, the resolution must be deferred to a proper meeting for deliberation and voting.
7. Treatment of Abstentions:
 - 7.1. Abstentions are permissible in email voting.
 - 7.2. Abstaining members do not affect the validity of the email vote, provided there are no objections or "no" votes.
 - 7.3. An abstention signifies the decision not to vote at all, as per RONR.
8. Implementation and Compliance:
 - 8.1. This policy shall be implemented immediately upon approval.
 - 8.2. All boards, sessions, and committees of the Morden Chamber of Commerce are required to adhere to these guidelines.
 - 8.3. Any deviation from this policy must be duly justified and documented.
9. Date of Effectiveness: This policy is effective from June 20, 2024.

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Elected Public Office:

- A director shall be required to take a leave of absence from the board to seek elected public office (Federal Parliament, Provincial Legislature, Municipal Council or School Board), and, if appointed or elected, shall be deemed to have resigned from the MDCC Board of Directors upon taking office.
- A candidate for election to the Board of Directors shall not be an elected representative (Federal Parliament, Provincial Legislature, Municipal Council or School Board).

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Board Orientation:

I have participated in Board Orientation and reviewed the following:

- By-Laws
 - By-Laws cover such foundational items such as mission statement, membership, nominations & elections, board structure, AGM and voting procedures. They can only be amended by the membership and as a board we must follow them.
- Strategic Plan
 - Strategic Plan
 - Mandate, Mission Statement, long & short term goals
- Financial Report & Budget
- Policy Manual
 - Received copies of:
 - Duties of the Board of Directors
 - Duties of Chair
 - Duties of Vice Chair
 - Duties of Treasurer
 - Duties of Executive Committee

The By-Laws and Policy Manual are kept in the Executive Directors office and are available to review at any time.

I understand it is my responsibility to allocate necessary time to attend board meetings or let the Executive Director know if I am unable to attend a meeting. I will review material and be prepared to participate in board meetings. In order for Board Meetings to remain monthly (or less) it is important that communications by email be responded to in a timely manner.

Date

Name

Signature

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Board Orientation:

The chair with the assistance of the executive director is responsible for completing a board orientation for new board members after election to the board. Ideally orientation should take place prior to the new board members first board meeting or shortly thereafter.

Items to review:

- All current promotional material & website
- Calendar of events
 - MDCC Events
 - MDCC Board/Committee etc. meetings
 - Third Party Events
- Financial Statements & Budget
 - Explain our main sources of revenue
 - Explain how our building ownership works & the MEC Board
 - Review the current budget
- Strategic Plan Review
- Policy Manual
 - Quick review of all policies
 - More in depth review of the Duties section
- By-Laws
 - Indicate that it covers foundational items such as mission statement, membership, nominations & elections, board structure, AGM & voting procedures. We must follow the by-laws & they can only be amended by a vote of the membership. Explain a copy can be found in Executive Director Office.
- Committee Orientation
 - Review of Each Committee description & their purpose along with a copy of the business plan which sets out the goals for each committee.
 - Each board member will be assigned to a committee
 - Committee Meeting notes if available will be provided

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Data Protection & Backup:

The Morden Chamber of Commerce is dedicated to ensuring the privacy, security, and integrity of any sensitive data entrusted to us by our members and stakeholders. This policy outlines the guidelines and procedures for data protection and backup, leveraging Microsoft 365 security features and an onsite physical back-up.

1.0. Data Protection:

- 1.1. Sensitive Data and Important Documents Identification. Identify and classify sensitive data, including member information, financial records, and proprietary documents. Identify documents important to the operation and record keeping of the Chamber.
- 1.2. Access Control. Implement controls within Microsoft 365 to ensure that only authorized personnel have access to sensitive data.
- 1.3. Encryption. Utilize encryption mechanisms provided by Microsoft 365 to protect sensitive data and important documents.
- 1.4. Data Loss Prevention (DLP). Configure DLP policies in Microsoft 365 to prevent unauthorized sharing or leakage of sensitive data.

2.0. Backup Procedures:

- 2.1. Regular Backups. Schedule regular backups on onsite back-up drives including emails, documents, and collaboration tools. Examine existing equipment to ensure it is working and for compliance with policies and procedures.
- 2.2. Backup Retention. Backups will be retained for one year, except for data and such other records which may be retained for longer periods, if so required and in accordance with applicable laws and regulations in effect.
- 2.3. Geographic Redundancy with Microsoft 365. Utilize Microsoft 365's automated network of geo-redundant datacenters for off-site backup storage to ensure data resilience and disaster recovery capabilities.

3.0. Compliance with Robert's Rules of Order:

- 3.1. Transparency. Ensure transparency in decision-making processes related to data protection and backup by documenting discussions and decisions in meeting minutes.
- 3.2. Accountability. Designate individuals responsible for implementing and enforcing data protection and backup procedures.
- 3.3. Approval Process. Adhere to Robert's Rules of Order for any decisions or resolutions related to data protection and backup policies.

4.0 Training and Awareness:

- 4.1. Training Programs. Provide training sessions for Chamber staff and volunteers on data protection best practices, backup procedures, and the proper use of Microsoft 365 security features.
- 4.2. Awareness Campaigns. Conduct regular awareness campaigns to educate members about the importance of data protection and backup and their role in safeguarding their own data.

5.0. Policy Review and Updates:

- 5.1. Regular Review. Review this policy every two years to ensure its effectiveness and relevance in the ever-evolving landscape of data security and compliance.
- 5.2. Updates. Make updates to the policy as necessary to reflect changes in regulations, technology, or organizational requirements, following the appropriate approval process.

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6.0. Compliance Monitoring and Enforcement:

6.1. Monitoring. Regularly monitor compliance with this policy through audits, assessments, and usage reports provided by Microsoft 365 security features.

6.2. Enforcement. Enforce consequences for violations of this policy in accordance with Chamber disciplinary procedures and applicable laws.

7.0. Document Control: This policy shall be maintained and updated by the Chamber Board of Directors. Any revisions or updates to the policy shall be documented and communicated to all relevant parties.

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Strategic Plan & Business Plan:

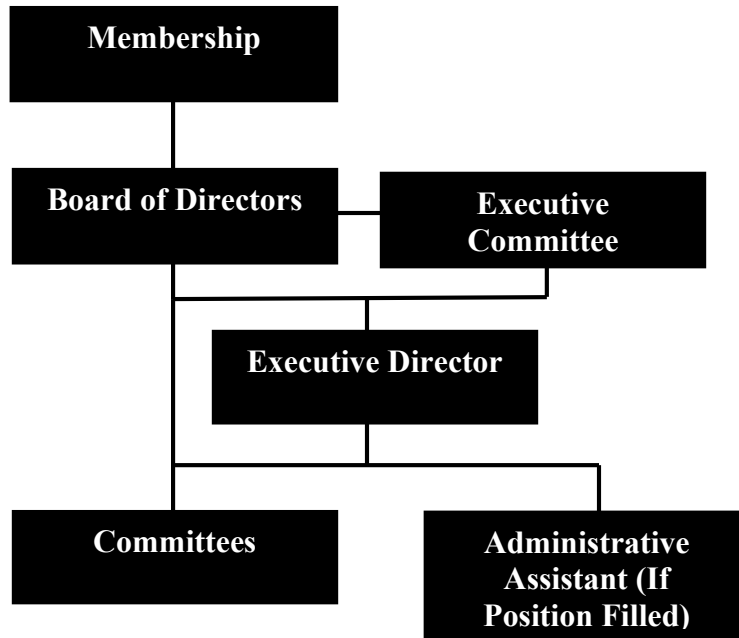
The MDCC board and staff have a shared responsibility to ensure there is a Strategic Plan and corresponding Business Plan in place with strategic priorities identified relating to the MDCC Mission. These plans provide overall direction, common goals and a focus of energy and resources. These plans shall be reviewed semi-annually, at minimum, with a full update at least every three years.

It is recommended that a third party facilitator be used to guide the Strategic Planning and goal setting process. Annual goals/timelines/responsibilities should be outlined in the Business Plan based on the Strategic Plan.

Execution and annual review of these plans is also a shared responsibility of the board and staff.

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Organizational Chart:



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Code of Conduct:

Violation of this policy can result in corrective action up to, and including, termination for cause.

All Board Directors, volunteers and Chamber employees shall maintain the highest standard of legal and ethical conduct; act with fairness, integrity and respect and in a manner not detrimental to the interest of the public or the Chamber.

All employees, volunteers and directors shall:

- Support the objectives and uphold the reputation of the Chamber.
- Treat all members of the Morden & District Chamber of Commerce fairly and equitably.
- Respect the confidentiality of members, personnel and any other matters specifically determined by Board motion to be matter of confidence.
- Foster a safe working environment, free from discrimination, harassment or abuse; respect confidentiality, obligations and privacy policies regarding personal/non-public information for all contacts.
- Conduct all business transactions in a fair and honest manner.
- Maintain a non-partisan approach when acting on behalf of the Chamber.
- Publicly support all Board decisions.
- Recognize that only the Executive Director, Chair or their designate shall be the spokesperson for the Chamber.
- Maintain a Duty of Care: Exercise reasonable care when making decisions on behalf of the Chamber.
- Maintain a Duty of Loyalty: Act in the best interests of the Chamber and not for personal gain; declare conflict of interest when necessary.

Maintain a Duty of Obedience: To be faithful to the organization's mission and not act in a way that is inconsistent with the central goals of the Chamber.

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Chamber Spokespeople:

- The Chair of the Board and Executive Director are the official spokesperson for the Board and the Chamber.
- No other person has the authority to speak on behalf of the Board or the Chamber unless the Board has delegated this authority to some other person in some special case or circumstance.

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Communications:

- Requests to communicate with members and those on the Chamber email, Facebook, Twitter and other communication groups will be subject to these policies.
- Events, meetings & information will be communicated through any or all of the above media for our members. Choice of the media is at the discretion of the Executive Director.
- Grand openings and/or open house events of Chamber members will be advertised through any or all of the above media. Choice of the media is at the discretion of the Executive Director.
- Solicitation of products or services will not be provided using our email list.
- Advertising for non-members may be considered if it is deemed to be of benefit to the Chamber members.

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Duties of the Board of Directors:

- To make every effort to attend all meetings of the Board.
- To be prepared for and ready to discuss all items being presented at meetings and help the Chair conduct a timely meeting.
- To honor your commitment and endeavor to complete tasks volunteered for or assigned to them.
- To serve on at least one Committee or Task Force.
- To inform the Executive Director of changes and events in the business community (New businesses, new ownership, grand openings, expansions, anniversaries, awards etc.).
- To consider and approve the annual budget.
- Promote and recruit membership.
- Support and promote the programs, services and events of the Chamber.
- To be aware of the missions statement, benefits of Chamber membership, By-Laws, Strategic plan, policies and all other governing documents for the organization.
- To continually monitor and assess Chamber documents, programs, services, and be responsible for the governance of the Chamber.
- To work together to monitor the organizations overall health, vibrancy and effectiveness.
- To determine and give approval for the program of work and activities of the Chamber.
- To be cognitive of the fact that the authority of the Board is vested in the whole and not in any one individual.
- Represent the organization as a cohesive group and work for the good of the organization.
- To explore all sides of an issue or concern.
- Discussions during board and committee meetings must be treated as confidential.
- Although differences of opinion are expected at board meetings, discussions should be kept respectful and inclusive and board members will publically support a position taken by the board.
- To acknowledge that the Chair or designate is the spokesperson for the Board.

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Duties of the Chairperson:

- To set the agenda with input from other board members and from staff.
- To conduct and chair meetings as a neutral person, keeping order, momentum & to gain consensus.
- To provide leadership and management.
- To involve all members in discussions, actions and decision making.
- To referee – wear the “stripes” as it were in conflict resolution.
- Follow meeting rules and be familiar with *Robert’s Rules of Order*.
- To speak on behalf of the board.
- To keep the full board informed and apprised of upcoming events and/or issues that affect the organization.
- To act as a liaison to the community at large.
- To act as a liaison to the Executive Director from the board.
- To prepare responses on behalf of the board.
- To have signing authority for the board in financial matters.
- Oversee the effective operation through the Executive Director and meet regularly with the Executive Director.
- Provide annual orientation to all board members including a review of:
 - By-Laws
 - Policies
 - Strategic Plan
 - Mission Statement
 - Board Member Duties
 - Budget
 - Overview of the Morden & District Chamber of Commerce services, programs and committees.
- To Chair the Executive Committee.

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Duties of the Vice Chairperson:

- Shall have the authority to assume the responsibilities of the Chair if they are unable or unwilling to fulfill his/her duties.
- Assist the Chair as requested.
- To be a member of the Executive Committee.

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Duties of the Treasurer:

- Financial transaction oversight – be knowledgeable about who has access to the organization’s funds, and any outstanding bills or debts owed, as well as developing systems for keeping cash flow manageable.
- Keep, or cause to be kept, full and accurate books of account in which shall be recorded all revenues and expenses.
- Present at all board meetings the most recent financial statements showing the financial results and the financial position.
- Keep the board regularly informed of key financial events, trends, concerns and assessment of fiscal health of the Chamber.
- Oversee the development and observation of the organization’s financial policies.
- Develop the annual budget in conjunction with the Executive Director as well as comparing the actual revenues and expenses incurred against the budget.
- Present at the Annual General Meeting the third party Financial Statements and financial position.
- To be a member of the Executive Committee.

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Executive Committee – Terms of Reference:

Purpose

To provide leadership and guidance to the Board of Directors in fulfilling its oversight and strategic planning responsibilities.

Duties

- Act on behalf of the full Board when an issue arises and the full Board cannot meet in time to deal with it as a whole.
- Provide leadership to the organization.
- Provide signing authorities to conduct business on behalf of the organization.
- Act as a personnel committee to deal with all staffing related matters, including hiring, dismissals and performance evaluations.
- Perform an annual review of Committee & Board performance.
- Recommend to the Board a process for the development of a Strategic Plan and ensure that the Board is given the opportunity to monitor the implementation of the Board-approved plan on a regular basis.
- Perform such tasks as outlined in the Corporate By-laws, Strategic Plan or as requested by the Board. Provide advice and support to all Committee Chairs ensuring consistency and alignment across all Committees on issues of common interest.
- Provide the Treasurer with a proposed draft budget, on items assigned to the Committee, in advance of annual budget planning.

Membership

- Chairperson, Vice-Chairperson & Treasurer.
- The Executive Director may be invited to attend meetings as a non-voting member.

Meetings

- Meetings will occur at least quarterly, and if required more frequently at the call of the Chairperson.

Quorum

- A majority of the Committee members shall constitute a quorum at meetings of the Committee. Each matter before the Committee, unless otherwise specified in the organizations by-laws, shall be decided by a majority of the votes cast on the matter.

Authority/Scope of Action

- The Committee is created by and responsible to the Board of Directors of the Morden Chamber of Commerce.
- The Committee can exercise the full powers of the Board in matters of urgency, reporting every action to the Board within 24 hours.
- To make recommendations to the Board for approval and implementation.
- To act upon tasks delegated to the Committee by the Board.
- Conducts preparatory work leading up to Board decisions.
- May expend financial resources within the approved budget for the Committee.

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Accountability

- The Committee shall report its discussions to the Board by maintaining minutes of its meetings and providing an oral report at the next Board meeting.
- To provide an annual Committee Report to be used at our Annual General Meeting.

Chairperson Responsibilities

- Committee Chairperson is the Board Chairperson and in their absence the Board Vice-Chairperson.
- Reviews the terms of reference and mandate of the Committee as outlined by the Board.
- Calls Committee meetings and develops agendas with the input of members.
- Guides the Committee through its meetings to fulfill the Committee's purpose.
- Delegates appropriate tasks to individual Committee members.
- Ensures meeting minutes and other relevant information are recorded and filed.
- Provide a verbal committee report at Board meetings or appoint a delegate.

Review Date: September 2023

Reviewed By: Board of Directors & Executive Committee

Next Review Date: September 2025

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Advocacy & Governance Committee – Terms of Reference:

Purpose

Advocacy: To act as the voice of business for issues affecting businesses in the Morden area through an engagement with our Members on areas of concern or opportunity.

Governance: To assist the Board of Directors to ensure that the Morden Chamber of Commerce has an effective framework that enables the Board to be as effective as possible in carrying out its responsibilities.

Duties

- Work with all levels of government to advocate for improvements in business climate on behalf of our Members.
- Develop policy resolutions for consideration by the Manitoba and/or Canadian Chambers of Commerce.
- Oversee the annual activation of a Nominating Committee in December of each year:
 - The Nominating Committee (composed of two members appointed by the Board of Directors) shall ensure that there is at least one member named as a candidate for any vacancy on the Board of Directors, at any given time. The Nominating Committee shall put forward a nomination list to the Board of Directors at least one meeting prior to the Annual General Meeting or any meeting at which a vacancy of the Board of Directors is to be filled. [By-Law Section 5.01].
 - The Board will direct the Nomination Committee regarding the sectors they wish to be represented, and skills and strengths they might wish to add to the Board, etc.
 - The Nominating Committee will review the expiring Board terms and contact each of these directors regarding their intentions to serve another term. The committee will seek to implement the Board Member Terms policy.
 - The Nominating Committee will follow the Nominating Committee Recruitment Process (attached) to approach suitable candidates to invite them to allow their name to be put forward for election to the Board.
 - The Nominating Committee will present their slate of candidates to the Board one meeting prior to the Annual General Meeting. The Board will vote to decide which candidates will be put forward as the final slate of nominees for election at the Meeting.
- Oversee the process of recruiting new Board members to vacant terms between the Annual General Meetings, as necessary.
- Oversee the Annual General Meeting, including the election, to ensure compliance with our By-Laws [Article VII] and Member obligations.
- Responsible to review By-Laws, Policies and committee Terms of Reference on a periodic basis. Further, to be responsible for the approval process and implementation of revisions to the above.
- Act upon the Board delegated Strategic Plan action items within the indicated timelines (see addendum).

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- Provide the Treasurer with a proposed draft budget, on items assigned to the Committee, in advance of annual budget planning.
- Work in collaboration with other Committees on areas of shared interest or responsibility.

Membership

- The Chairperson of the Advocacy & Governance Committee will be appointed by the Board Chairperson and is to be a member of the Board of Directors. The members of the committee are selected by the committee chairperson and can be a combination of Board members and general Chamber members. Volunteers from the general public may be utilized for specific tasks.
- The Executive Director will join the committee as a non-voting member.
- Minimum of three people (Board members or general Chamber members), plus the Executive Director.

Meetings

- Meetings will occur at least quarterly, and if required more frequently at the call of the Committee Chairperson.

Quorum

- A majority of the Committee members shall constitute a quorum at meetings of the Committee. Each matter before the Committee, unless otherwise specified in the organizations by-laws, shall be decided by a majority of the votes cast on the matter.

Authority/Scope of Action

- The Committee is created by and responsible to the Board of Directors of the Morden Chamber of Commerce.
- To act upon tasks delegated to the Committee by the Board.
- To make recommendations to the Board for approval and implementation.
- Conducts preparatory work leading up to Board decisions.
- May expend financial resources within the approved budget for the Committee.

Accountability

- The Committee shall report its discussions to the Board by maintaining minutes of its meetings and providing an oral report at the next Board meeting.
- To provide an annual Committee Report to be used at our Annual General Meeting.

Chairperson Responsibilities

- Reviews the terms of reference and mandate of the Committee as outlined by the Board.
- Calls Committee meetings and develops agendas with the input of members.
- Chairs Committee meetings.
- Guides the Committee through its meetings to fulfill the Committee's purpose.
- Delegates appropriate tasks to individual Committee members.
- Ensures meeting minutes and other relevant information are recorded and filed.
- Provide a verbal committee report at Board meetings or appoint a delegate.

Review Date: September 2023
Reviewed By: Board of Directors, Advocacy & Governance Committee
Next Review Date: September 2025

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Networking, Events & Promotions Committee – Terms of Reference:

Purpose

To connect our Members with each other and our community. To promote participation and engagement with the Chamber and amongst our Members through networking opportunities and Chamber hosted events. To communicate with Members on issues of importance.

Duties

- Implement methods to promote our Members and bring business and community together.
- Create opportunities for business networking and collaboration.
- Prepare and organize an annual Business Awards event.
- Explore and implement opportunities to highlight and appreciate the efforts and contributions of our Members.
- Explore and implement opportunities to create new events that will benefit our Members and align with our strategic priorities.
- Explore and implement opportunities to expand our outreach to our Members.
- Plan, promote and conduct networking and educational events.
- Act upon the Board delegated Strategic Plan action items within the indicated timelines (see addendum).
- Provide the Treasurer with a proposed draft budget, on items assigned to the Committee, in advance of annual budget planning.
- Work in collaboration with other Committees on areas of shared interest or responsibility.

Membership

- The Chairperson of the Networking, Events & Promotions Committee will be appointed by the Board Chairperson and is to be a member of the Board of Directors. The members of the committee are selected by the committee chairperson and can be a combination of Board members and general Chamber members. Volunteers from the general public may be utilized for specific tasks.
- The Executive Director will join the committee as a non-voting member.
- Minimum of three people (Board members or general Chamber members), plus the Executive Director.

Meetings

- Meetings will occur at least quarterly, and if required more frequently at the call of the Committee Chairperson.

Quorum

- A majority of the Committee members shall constitute a quorum at meetings of the Committee. Each matter before the Committee, unless otherwise specified in the organizations by-laws, shall be decided by a majority of the votes cast on the matter.

Authority/Scope of Action

- The Committee is created by and responsible to the Board of Directors of the Morden Chamber of Commerce.
- To act upon tasks delegated to the Committee by the Board.

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- To make recommendations to the Board for approval and implementation.
- Conducts preparatory work leading up to Board decisions.
- May expend financial resources within the approved budget for the Committee.

Accountability

- The Committee shall report its discussions to the Board by maintaining minutes of its meetings and providing an oral report at the next Board meeting.
- To provide an annual Committee Report to be used at our Annual General Meeting.

Chairperson Responsibilities

- Reviews the terms of reference and mandate of the Committee as outlined by the Board.
- Calls Committee meetings and develops agendas with the input of members.
- Chairs Committee meetings.
- Guides the Committee through its meetings to fulfill the Committee's purpose.
- Delegates appropriate tasks to individual Committee members.
- Ensures meeting minutes and other relevant information are recorded and filed.
- Provide a verbal committee report at Board meetings or appoint a delegate.

Review Date: September 2023

Reviewed By: Board of Directors. Networking, Events & Promotions Committee

Next Review Date: September 2025

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Member Services Committee – Terms of Reference:

Purpose

To attract and retain Members to the Morden Chamber of Commerce by promoting the benefits of membership, ensuring quality of all Chamber non-event based programming and services while communicating with Members and non-Members. Its function is to broaden the membership, encourage engagement, and increase membership numbers.

Duties

- Develop, implement, and effectively monitor the programs, services, and benefits of Chamber membership.
- Develop, implement, and monitor a membership recruitment and retention strategy.
- Act as Chamber ambassadors in the community and to ensure all Board members are informed ambassadors as well.
- Monitor membership numbers and levels of engagement.
- Conduct an annual membership survey, or more frequently, if required.
- Oversee the Awards portion of the annual Business Awards event, specifically the nomination and adjudication process.
- Identify to the Board additional actions, initiatives, programs, etc. that could be of benefit to our Members and that would be within the scope of the Chamber's strategic plan.
- Create a learning environment and share information with Members about opportunities to enhance their knowledge base.
- Highlight and celebrate the contributions that our Members make to our community.
- Act upon the Board delegated Strategic Plan action items within the indicated timelines (see addendum).
- Provide the Treasurer with a proposed draft budget, on items assigned to the Committee, in advance of annual budget planning.
- Work in collaboration with other Committees on areas of shared interest or responsibility.

Membership

- The Chairperson of the Member Services Committee will be appointed by the Board Chairperson and is to be a member of the Board of Directors. The members of the committee are selected by the committee chairperson and can be a combination of Board members and general Chamber members. Volunteers from the general public may be utilized for specific tasks.
- The Executive Director will join the committee as a non-voting member.
- Minimum of three people (Board members or general Chamber members), plus the Executive Director.

Meetings

- Meetings will occur at least quarterly, and if required more frequently at the call of the Committee Chairperson.

Quorum

- A majority of the Committee members shall constitute a quorum at meetings of the Committee. Each matter before the Committee, unless otherwise specified in the organizations by-laws, shall be decided by a majority of the votes cast on the matter.

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Authority/Scope of Action

- The Committee is created by and responsible to the Board of Directors of the Morden Chamber of Commerce.
- To act upon tasks delegated to the Committee by the Board.
- To make recommendations to the Board for approval and implementation.
- Conducts preparatory work leading up to Board decisions.
- May expend financial resources within the approved budget for the Committee.

Accountability

- The Committee shall report its discussions to the Board by maintaining minutes of its meetings and providing an oral report at the next Board meeting.
- To provide an annual Committee Report to be used at our Annual General Meeting.

Chairperson Responsibilities

- Reviews the terms of reference and mandate of the Committee as outlined by the Board.
- Calls Committee meetings and develops agendas with the input of members.
- Chairs Committee meetings.
- Guides the Committee through its meetings to fulfill the Committee's purpose.
- Delegates appropriate tasks to individual Committee members.
- Ensures meeting minutes and other relevant information are recorded and filed.
- Provide a verbal committee report at Board meetings or appoint a delegate.

Review Date: September 2023
Reviewed By: Board of Directors & Member Services Committee
Next Review Date: September 2025

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Nominating Recruitment Process:

Nominee:

Introduce yourself and let the potential candidate know that you are on the MDCC Nominating Committee and you are putting together a slate of candidates for the MDCC Board of Directors. Express to them why their name came up as a potential nominee (quoting their strengths, experience, community involvement, what made us think they'd be a good fit etc.).

Determine their interest in MDCC

Inform the potential candidate about the organization including:

The Morden Chamber of Commerce is the bridge that connects business, community & government for the common goal of growing all local business. We strive to be a powerful voice, a strong connection and a valued resource for business in Morden and area.

4 key areas of membership:

- Network – We're all about making connections.
- Promotion – Let us help you stand out and get noticed.
- Source of Information – A reliable source of information & training opportunities.
- Voice of Business – We are a credible voice of business.

of Members we have and that our members include Not for Profit Organizations, Retail, Manufacturers, Service Sector, Home Based Business & Professional Services to name a few.

Highlight some of our events. Inform them of a few plans for the next year/Strategic Plan. Share why you've enjoyed your participation with the Chamber of Commerce.

Ask if there is a certain area of the Chamber that interests them? Are they interested in the work that the Chamber of Commerce does?

Determine their Board Experience & Availability of Time

Explain to them how our board works.

- 7-9 Board Members
- 2 Year term
- One Full time Executive Director
- Part Time Administrative Assistant
- We have at least 7 Lunch Time Board meetings/per year, typically 1.5 hrs
- Board members support and promote membership and the programs/services of the Chamber this includes being on one of the committees.

Ask if they've ever served on a board before? In what capacity? Which Boards?

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Ask if they can see this fitting into their schedule?

- Make sure to answer any questions they have about MDCC.
- Give them time to think about it and let them know when you will follow up to determine if they're interested in letting their name stand as a nominee.
- If they say yes explain that their name will be included in a slate of nominees presented to the board for their acceptance. The final slate of nominees is brought to the Annual General Meeting (Let them know the date/time so they can attend) to be voted on by the membership. Upon election to the Board there will be a Board Orientation.



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Remembrance Day:

- Chamber will purchase and lay a wreath for the Remembrance Day Ceremony. Tickets will be purchased for a representative of the chamber and guest (or alternate) to attend and bring greetings at the Remembrance Day banquet.

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Award Guidelines:

- Selection Committee: Executive Committee of the Morden Chamber of Commerce (Chair, Vice-Chair & Treasurer), Mayor of Morden and Reeve of the RM of Stanley.
- A business/individual/organization is not eligible to be nominated in any category if they have been an award recipient in the previous five years. A business/individual/organization is not eligible to be nominated in any category if they have been an award finalist in the previous three years.
- A business/individual/organization may self-nominate or be nominated by another party. In the event that a business/individual/organization is nominated in more than one category, the selection committee will determine which category is best suited. The selection committee may also move the nominee to a different category. All nominees will be required to complete a Nominee Information Form to finalize their nomination.
- Nominees must have been in operation a minimum of 3 years and be located and operate in Morden.
- The recipient for the Entrepreneur of the Year and the Community Builder: Organization (Non-Profit), Community Builder: Business, Community Builder: Individual will be announced prior to the Morden Chamber of Commerce Awards Banquet, nominees will not be announced.
- Three finalists for the Business Excellence Award will be announced prior to the Morden Chamber of Commerce Awards Banquet and the recipient will be announced at the Banquet.
- The Chamber of Commerce will award a Lifetime Achievement Award to a business of their choice. This announcement will be made prior to the Morden Chamber of Commerce Awards Banquet.
- The Selection Committee may use their discretion regarding these award guidelines.

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Financial:

- The following shall have authority to sign on behalf of the organization: Chair, Vice-Chair, Executive Director, and Treasurer; any 2 may sign; 2 signatures are required. Blank cheques are not to be signed in advance by any signing officer.
- A budget shall be set annually and approved by the Board of Directors by February 28 of the budget year.
- Non-budgeted expenditures must be approved by the Board prior to incurring the expense.
- Any approved expenses incurred by the Board or staff on behalf of the organization will be reimbursed. Reimbursement for mileage will be provided for travel done on behalf of the organization. The rate of reimbursement will be set by the Board as required. A claim for reimbursement must be made with a receipt or written note.
- Approval of the Board shall be required for the organization to go into debt. Every attempt shall be made to avoid going into debt.

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Surplus Funds Policy:

Each year, following the annual financial review and prior to May 1st, any annual surplus funds will be transferred as outlined below:

50% to the Sustainability Fund. This fund would sustain the operations of the Chamber in the event of an unexpected reduction of revenue or increased expenses. The board will review and approve amounts from this fund to be transferred to the operating budget to cover current year deficits. All expense reducing and revenue enhancing options should be explored.

20% to the Innovation Fund. This fund will be used to fund upgrades to technology, including but not limited to new computer, equipment, programs, software and website upgrades. The board will review and approve requests for 'Innovation' funds; requests should include 2 quotes.

20% to the Special Projects Fund. This fund will be used for financially funding those projects that are not continuous, ongoing activities or events. Funding the same activity or event for more than two continuous years would not be allowed as the project should form part of the operating budget by the third year. The board will review and approve all requests for 'Special Projects' funds; requests should include a description of the project, rationale for the Chamber's involvement, time commitment and financial budget.

10% to General Savings. This fund will be used at the discretion of the board.

These funds shall be invested to allow for liquidity in the event funds are needed to be withdrawn to support the purpose of each fund. Examples of appropriate investments include, but are not limited to the following: Savings Account, Guaranteed Investment Certificates, Money Market Funds.

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Purchasing:

- Preferential consideration will be given to Chamber members when the organization is purchasing goods and services. Purchases may be made from non-members for reasons of availability, cost or other considerations.

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Cancellation Policy:

- The MDCC maintains a 48 hour or (2 business day) minimum cancellation policy for all Chamber Events.
- Cancellations made with less than 48 hours notice are not eligible for a refund. Unpaid registrations will be invoiced.
- This includes but is not limited to Chamber luncheons, Golf Tournament, Awards Banquet, and/or any other function where payment is required.
- Refunds will not be given after this period. If you are not able to make it to an event and have missed the cancellation period, we encourage you to send someone else.



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Affiliate Membership:

- Each additional listing or business owned by the same individual, partnership or corporations may join as an Affiliate at a discount of half the cost of the applicable membership level with the primary membership being the largest of the businesses memberships.
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Membership Fees:

- Membership fees are to be billed by January 15 of each year.
 - Members that have not renewed will receive an invitation to do so by March 1. Members that remain outstanding will receive a final notice by May 1.
 - Membership fees outstanding as of June 30 shall result in cancellation of the membership and corresponding privileges.
 - The first year of paid membership for any new members will be prorated for the remainder of the calendar year.
-

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New Member Communication Policy:

Month 1:

Welcome letter & package which includes a free ticket to the next chamber luncheon mailed or delivered. All new members announced in monthly email communication.

By Month 3:

Personal visit by staff or board member using this check list:

- Explain the benefits of Chamber membership & answer any questions they may have.
- Review affinity programs. Would they like to know more about Chamber Group Insurance or First Data Merchant Services?
- Make them aware of upcoming events and where to find them on mordenchamber.com, also follow Morden Chamber & Myra Morden on Social Media.
- Have they used their free ticket to a Chamber Luncheon? How was it or remind them to use it.
- Are they receiving Chamber emails? Are there other employees that should be added to our email list?
- Ask them about challenges their business faces; is there anything the Chamber can do to help?

By Month 8:

Phone call by staff to thank them for their membership, review the above checklist, ensure they've used their complimentary luncheon ticket and answer any questions they may have.

Month 12:

Membership renewal letter and invoice mailed or delivered.

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Sick & Personal Leave Policy:

Full time Employees are entitled to seven (7) days of sick leave, with pay, during each full year of employment (and a pro-rated amount for part-time employees). Unused sick leave may not be carried forward into the following year and shall not be paid out on termination, for whatever reason.

Sick leave may be used for legitimate personal illness, caring for an ill child, spouse, parent, grandparent, medical appointment or funeral.

Notice of absence must be provided, by the employee, to the Executive Director, or in the case of the Executive Director, the Chair of the Chamber's Board of Directors. It is not acceptable for someone other than the employee to provide a notice of absence except in extenuating circumstances.

The Chamber may require a medical note where the employee has been absent for three or more days or where it has reasonable grounds for doing so.

When an employee has used all of their sick leave, the Chamber may approve the use of vacation or unpaid time off, which shall be in the Chamber's sole discretion.

Violation of this policy can result in corrective action up to, and including, termination for cause.

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Bereavement Leave:

Following the death of the employee's "immediate family member" the employee will be granted the following days off with pay.

The immediate family includes the following relatives of the employee:

- a. Current spouse; as defined by current provincial legislation;
 - b. Children; own child, step---child, grand---child, foster child;
 - c. Parents; step parents, foster parents, current spouse's parents
 - d. Siblings; brother, sister, including step or half;
 - e. Siblings' Current Spouse; brother---in---law, sister---in---law;
 - f. Siblings' Children; niece or nephew;
 - g. Current Spouse's Siblings; brother---in---law, sister---in---law, including step or half;
 - h. Aunt or Uncle; current spouse's aunt or uncle; Parents; step parents, foster parents, grandparents, great grandparents, current spouse's parents or grandparents
-
- a) Five (5) working days:
 - i. Current spouse
 - ii. Children
 - iii. Parents
 - b) Three (3) working days:
 - i. Siblings
 - ii. Grand---child
 - iii. Siblings' Current Spouse
 - iv. Current Spouses Siblings
 - c) Two (2) working days:
 - i. Siblings' Children
 - ii. Grandparents, current spouse's grandparents;
 - d) One (1) working day:
 - i. Aunt or Uncle: current spouse's aunt or uncle;
 - ii. Great grandparents, current spouse's great grandparents;

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Compassionate Care Leave:

Compassionate Care Leave allows an employee to take unpaid leave up to 8 weeks to provide care or support to a family member with a serious medical condition with significant risk of death within 26 weeks.

- Any employee who has been employed for longer than 30 calendar days is eligible. The leave may be used for your current spouse, child (own, step or foster), or parent (own, step, foster or current spouse's parent). The leave may be split; no period of leave can be less than one week.
- Compassionate Care Leave, entitles employees to a leave from work without pay. During this time, the employee may qualify for Employment (EI) benefits.
- In order to qualify, the employee must obtain a letter from the attending physician, stating that they believe there is a high risk of death within 26 weeks. Employees are required to provide the letter to MDCC as soon as possible.
- Employees wanting to take the Compassionate Leave should provide 2 weeks' notice, or as much time as circumstances allow.
- When the employee wishes to return to work, they must provide no less than 48 hours notice prior to returning.



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Bring Your Own Device (BYOD) - Cell Phone Reimbursement:

The Executive Directors role requires the use of a cell phone. This policy allows the Executive Director to opt to use their personal cell phone a work device and receive reimbursement.

The Executive Director on the BYOD program assumes all responsibility for any charges, fees or costs associated with their device including data charges, voice minutes, overages, damages and loss.

The Executive Directors on the BYOD program will be reimbursed a set fee of \$65.00 per month which is based on reasonable and expected charges. Reimbursement occurs on the last pay period of the month. Only ongoing fees are eligible for reimbursement. Hardware fees or other similar fees are not eligible.

Bring Your Own Device Agreement

Morden & District Chamber of Commerce will reimburse the Executive Director for the use of their cell phone for MDCC work. The Executive Director must review and accept this agreement in order to participate.

I, _____ agree to participate in the BYOD program.
First Name, Last Name

I have read and understand the **Bring your own device – cell phone reimbursement policy**.

I understand, that if I leave the program for any reason, including ending employment, that:

- a) All payments related to BYOD will end.
- b) Morden & District Chamber of Commerce has the right to remove MDCC data (including email) from my device.

I understand that I am responsible for all charges, costs and fees associated with use of this device.

To compensate me for the use of my device for business purposes, MDCC will reimburse me monthly a fixed amount based on the policy.

Agreement Effective _____
dd/mm/yyyy

Total Monthly Reimbursement: \$65.00

Executive Director

Chairperson



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Travel Policy:

Employees may be required to use their vehicle in connection with their employment duties. The Chamber may reimburse Employees for any pre-approved mileage incurred in connection with the actual provision of services to the Chamber, in accordance with the applicable National Joint Council rates.

In order to obtain reimbursement, Employees are required to submit to the Chamber receipts/records for incurred mileage.

National Joint Council rates can be obtained online at: <http://www.njc-cnm.gc.ca/en>



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Pay Schedule:

Pay cheques or electronic payroll are issued semi-monthly on the 15th and the last day of the month.



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General Holidays:

General Holidays will be provided in accordance with The Employment Standards Code. An employee who works on a General Holiday shall be paid their General Holiday pay and time and one-half their regular wage rate for all hours worked on the General Holiday.

Where a General Holiday falls on a Saturday or Sunday which is not a workday for the employee, the employee shall be given a day off, with General Holiday pay, on the Employee's first workday after the holiday.

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Vacation Policy:

Vacation entitlement will be set out in the Employee's contract of employment. Vacation pay may be paid throughout the year on an Employee's regular pay cheque. In the event that an Employee receives their vacation pay in this manner, they are not entitled to additional vacation pay when they take their actual vacation time.

Vacations will be scheduled at a mutually agreed upon time, subject to the Chamber's operational considerations. In the absence of agreement, vacations will be scheduled by the Chamber, in its sole discretion.

Vacation must be used by December 31 of the year in question. Unused vacation may not be carried over in the next year.



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Professional Development:

The Chamber supports the growth of its Employees through professional development opportunities. Employees interested in pursuing any such professional development opportunities are encouraged to discuss same with the Chamber, in order to determine any time requirements for attending the professional development opportunity and whether the Chamber may provide full or partial funding for the opportunity. Approval of time off and/or funding for the opportunity shall be in the sole discretion of the Chamber.



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Benefits:

Employees may be entitled to participate in the benefits plan provided by the Chamber. The Chamber reserves the right to unilaterally revise the terms of the benefit plan. Benefits pursuant to the plan will be provided in accordance with the formal plan documents or policies and any issues with respect to entitlement or payment of benefits under those plans will be governed by the terms of such documents or policies. 50% of the premiums will be covered by the Chamber, while the remaining 50% shall be paid by employee by way of deductions from employees pay cheque.

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Discipline & Termination:

If Employees are not meeting expectations, their performance may require adjustment or improvement. The Chamber supports corrective action in order to assist Employees in becoming successful and productive members of the Chamber's team. However, where corrective action is unsuccessful, the Chamber may be required to consider terminating the employment relationship, for cause.

While, in the normal course, corrective action may include the following steps, the Chamber is not limited to following any particular step and may take any action deemed necessary, including immediate termination of the employment relationship for cause:

- Step 1 – Verbal Warning;
- Step 2 – First Written Warning;
- Step 3 – Additional Written Warnings; and
- Step 4 – Termination of Employment for Cause.

Where the Chamber is providing a warning, whether verbal or written, it will strive to advise the Employee of the improper behavior/action; why that behavior/action is improper (i.e. why they didn't meet the standard in question); what behavior/action is acceptable (i.e. what is an acceptable standard of conduct); and where applicable, ways in which the Employee can meet the standard in question.

The Executive Committee will handle any corrective action regarding the Executive Director.

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Performance & Salary Reviews:

The Chamber shall endeavor to conduct annual performance reviews for all Employees through the Executive Director or, in the case of the Executive Director, the Executive Committee of the Chamber's Board of Directors. During the performance review, the Chamber shall attempt to address areas where the Employee is performing well, in addition to areas for growth and improvement. The Chamber shall also endeavor to perform a salary review in conjunction with the performance review. However, whether any such salary review shall result in a change in the Employee's remuneration shall be within the sole discretion of the Chamber.

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Confidentiality:

The Chamber will comply with all applicable privacy legislation as it relates to the protection of the personal information of its Employees.

Employees may be making use of, acquiring or adding information about certain matters and things which are the Chamber's trade secrets and/or confidential and proprietary information, which includes without limitation any future or planned products or services; product designs, developments and discoveries, third party database information; projections; sales and marketing information, including reports, strategies, techniques, plans, contracts, contacts, sales volume, profitability information, credit histories; inventions, improvements, data, reports and manuals; pending projects and proposals; research and development strategies, confidential personnel information, financial information and pay administration information; Chamber strategies, and projections and future plans (collectively, the "Confidential Information").

As a result, Employees shall not, except with the prior written consent of the Chamber, or except if they are providing services on behalf of the Chamber solely for the benefit of the Chamber in connection with the Chamber's business and in accordance with the Chamber's business practices and policies, at any time during or following their employment with the Chamber, directly or indirectly, disclose, divulge, reveal, report, publish, transfer or use for any purpose any of the information which has been obtained or disclosed to the Chamber as a result of their employment with the Chamber, including any of the Confidential Information.

Violation of this policy can result in corrective action up to, and including, termination for cause.

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HARASSMENT & VIOLENCE PREVENTION:

1.0 Statement of Belief

The Chamber believes every worker is entitled to a workplace free of abusive conduct, harassment and violence. Any act of abusive conduct, harassment or violence committed by or against a worker or member of the public is unacceptable and will not be tolerated. Any worker engaging in abusive conduct, harassment or violence will be subject to a range of disciplinary procedures up to and including dismissal. Similarly, management personnel who are aware of abusive conduct, harassment or violence that is occurring but who fail to take appropriate action may be subject to discipline, up to and including termination for cause.

The Chamber is committed to:

- (a) ensuring, so far as is reasonably practicable, that no worker is subjected to abusive conduct, harassment or violence in the workplace;
- (b) taking corrective action respecting any person under the Chamber's direction who subjects a worker to abusive conduct, harassment or violence;
- (c) treating all complaints as confidential; and
- (d) ensuring that the abusive conduct, harassment and violence prevention policy is not intended to discourage or prevent any complainant from exercising any other legal right he or she may have pursuant to any other law.

2.0 Purpose

The purposes of this policy are:

- (a) to maintain a working environment that is free from abusive conduct, harassment and violence;
- (b) to alert the Chamber, and its employees to the fact that abusive conduct, harassment and violence in the workplace are offences under the law and that corrective action will be imposed;
- (c) to set out the types of behaviour that may be considered offensive and unacceptable;
- (d) to establish a mechanism for receiving complaints and to provide a procedure by which the Chamber will deal with those complaints;
- (e) to encourage employees subjected to abusive conduct, harassment or violence in the workplace, to access any assistance they may require to pursue a complaint;
- (f) to ensure employees are advised of available recourse if they are subjected to, or become aware of, situations involving abusive conduct, harassment or violence; and
- (g) to provide an example of the steps a responsible Chamber can take towards maintaining a working environment in which all who work there treat each other with mutual respect; and
- (h) outlining controls and procedures should an instance of violence occur in the workplace.

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3.0 Process

This policy was developed with the Chamber's workplace safety and health obligations in mind.

4.0 Application

This abusive conduct, harassment and violence policy applies to all workers, employees, customers, clients, and guests of the Chamber. For the purposes of this policy, the types of behaviour which constitute abusive conduct, harassment or violence means any such conduct which occurs:

- (a) in the working environment; or
- (b) anywhere else as a result of employment responsibilities or the employment relationship.

It includes but is not limited to abusive conduct, harassment or violence at or outside the workplace, at workplace-related social functions, in the course of work assignments outside the workplace, at work-related conferences or training sessions, during work-related travel and over the telephone, by email or other electronic means of communication.

4.1 Retaliation

For the purposes of this policy, retaliation against an individual for having:

- (a) invoked this policy (whether on behalf of oneself or another individual);
- (b) participated or cooperated in any investigation under this policy; or
- (c) been associated with a person who has invoked this policy or participated in these procedures,

will be treated as harassment. Retaliation may occur against a Complainant, as defined in Article 10.0 herein, for having invoked the policy or against individuals who take part in an investigation. In cases where the Respondent, as defined in Article 10.0 herein, has, in addition, retaliated against the Complainant, more severe disciplinary action will be taken than in the case of abusive conduct, harassment or violence alone.

4.2 Additional Action

In addition to any complaint filed under this policy, a worker has the right to exercise any legal right he or she has under any other law. A worker has the right to file a complaint with the Manitoba Human Rights Commission and/or the formal legal system, even when steps are being taken under this policy.

5.0 Definitions

“abusive conduct” includes violent or threatening physical or verbal outburst or abuse, sarcastic or derogatory comments or actions which undermine, demean, belittle or humiliate an individual or his or her ability or intelligence, yelling, screaming, swearing or similar behavior aimed at or

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having the effect of bullying, intimidating, frightening, coercing or offending those at whom it is directed. Such behaviour may occur as an abuse of authority. It may also occur among peers.

“conduct” includes a written or verbal comment, a physical act or gesture or a display, or any combination of them.

“harassment” occurs in the workplace and includes:

- (a) engaging in a course of vexatious comment or conduct against a worker that is known or ought reasonably to be known to be unwelcome;
- (b) A course of abusive and unwelcome conduct or comment undertaken or made on the basis of any of the following characteristics:
 - ancestry, including colour and perceived race; nationality or national origin; ethnic background or origin; religion or creed, or religious belief, religious association or religious activity; citizenship; age; sex, including pregnancy, the possibility of pregnancy, or circumstances related to pregnancy; gender-determined characteristics or circumstances other than those included in the previous category; sexual orientation; gender identity or expression; marital or family status; source of income; receipt of public assistance in housing; record of offences; political belief, political association or political activity; physical or mental disability or related characteristics or circumstances, including reliance on a dog guide or other animal assistant, a wheelchair, or any other remedial appliance or device;
- (c) objectionable and unwanted behaviour with no legitimate purpose and which is not based on any of the foregoing prohibited grounds but which constitutes a clear pattern of mistreatment that would reasonably be perceived to be severe enough to create a hostile, intimidating, or humiliating environment;
- (d) sexual harassment, as defined in Article 5.0 herein;
- (e) objectionable conduct that creates a risk to the health of a worker; or
- (f) severe conduct that adversely affects a worker’s psychological or physical well-being.

For the purposes of clarity, harassment is broad enough to include harassment prohibited under *The Human Rights Code* (Manitoba), psychological harassment or personal harassment.

The following do not constitute harassment within the meaning of the foregoing definition:

- (a) The reasonable exercise of supervisory and management responsibilities in the direction of workers or the workplace, including but not limited to coaching, performance reviews, work evaluation and disciplinary action; or
- (b) Voluntary or consensual sexual contact between workers.

“objectionable” is defined as conduct based on any of the enumerated characteristics under the definition of harassment.

“severe” is defined as conduct which could reasonably cause a worker to be humiliated or intimidated and is repeated, or in the case of a single occurrence, have a lasting, harmful effect on a worker.

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“**sexual harassment**” occurs in the workplace and includes:

- (a) unwelcome sexual solicitations, comments or advances;
- (b) a sexual solicitation or advance made by a person who is in a position to confer any benefit on, or deny any benefit to, the recipient of the solicitation or advance, if the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome; or
- (c) an express or implied promise of reward or threat of reprisal for rejecting a sexual solicitation or advance.

“**violence**” includes:

- (a) the attempted or actual exercise of physical force by any person against a worker, in a workplace, that causes or could cause physical injury to the worker; and/or
- (b) a statement or behaviour that gives a worker reasonable cause to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

For the purposes of clarity, violence may include domestic violence which may enter the workplace but does not include accidental situations.

“**worker**” for the purposes of this policy, shall mean an employee of the Chamber.

“**workplace**” means any land, premises, location or thing at, upon, in or near which the Chamber works. For the purposes of this policy, workplace shall also include anywhere else a worker is located as a result of employment responsibilities, such as workplace-related social functions, work-related conferences or training sessions, during work-related travel and over the telephone, by email or other electronic means of communication.

6.0 Confidentiality

The Chamber understands that it is difficult to come forward with a complaint of workplace abusive conduct, harassment or violence and recognizes a Complainant’s interest in keeping the matter confidential. The Chamber will not disclose the name of a Complainant or Respondent or the circumstances related to the complaint to any person except where disclosure is:

- (a) necessary to investigate the complaint or take corrective action with respect to the complaint;
- (b) required by law.

Where any personal information is disclosed under Article 6.0, the Chamber will only disclose the minimum amount of personal information necessary for the stated purpose.

6.1 Records

All records of complaints, including notes and memoranda of meetings, interview, results of investigations and other relevant material will be kept confidential by the Chamber, except where disclosure is required as part of the investigation process, by disciplinary or other remedial processes or there is a legal obligation to disclose. Information will be placed on an individual’s

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personnel file only in the event that the investigation results in disciplinary action. Where the Executive Director is the subject of the complaint, all documentation will be provided to the Chair of the Chamber's Board of Directors and will then be housed at the offices of the Chamber's labour lawyer.

7.0 Employer Responsibilities

The Chamber has the responsibility to eliminate or minimize the risk of abusive conduct, harassment and violence in the workplace. To do so the Chamber will:

- (a) review this policy on an annual basis, at a minimum;
- (b) ensure this policy is readily available to all workers, including posting a copy in the workplace;
- (c) ensure workers are aware of what constitutes abusive conduct, harassment or violence;
- (d) conduct hazard risk assessments, implementing measures and procedures to control risks identified therein;
- (e) allow for the reporting and investigation of abusive conduct, harassment or violence as outlined in this policy;
- (f) provide measures and procedures for summoning immediate assistance, as outlined in this policy - as set out in Appendix "A" attached hereto;
- (g) provide adequate information, supervision, direction and instruction to workers in the safe performance of their duties;
- (h) provide training to minimize the risk of violence to workers including specific training for supervisors in meeting their responsibilities under this policy, ensuring supervisors are competent;
- (i) notify any workers who may be exposed to violence, of the nature and extent of the risk;
- (j) ensure that corrective action is taken respecting any person under the Chamber's direction who subjects a worker to violence;
- (k) ensure that any prescribed measures and procedures under this policy are followed;
- (l) provide for the purposes of diagnosis or treatment, upon request, information in the possession of the Chamber to a legally qualified medical practitioner, or other prescribed individual, in the event of a medical emergency; and
- (m) provide assistance and co-operation to a health and safety representative/committee carrying out their functions; and
- (n) take every reasonable precautions for the protection of the worker.

8.0 Supervisor Responsibilities

Supervisors have the responsibility of ensuring their workers are properly trained to perform their work without abusive conduct, harassment or risk of violence. To do so the Supervisor(s) will:

- (a) work in a manner consistent with the obligations of this policy and ensure workers work in a manner consistent with the obligations of this policy;
- (b) take every reasonable precaution for the protection of the worker;
- (c) inform workers of the nature and extent of any known risk of violence;

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- (d) ensure that corrective actions are taken in response to incidents of abusive conduct, harassment and violence; and
- (e) ensure that the abusive conduct, harassment and violence report form and/or a number to call to make an oral complaint is readily available.

9.0 Employee Responsibilities

All workers have the responsibility of complying with this policy. In doing so, all workers have the responsibility to:

- (a) abide by the terms of this policy, treating each other with respect, and to speak up if they or someone else is being subjected to abusive conduct, harassment or to violence;
- (b) report abusive conduct, harassment and violence to the appropriate person, including concerns that domestic violence may enter the workplace;
- (c) respect the confidentiality of anyone involved in a complaint under this policy; and
- (d) report actual or potential hazards in the workplace to a supervisor or the Chamber.

10.0 Complaint Procedures

If a worker wishes to report an incident of abusive conduct, harassment or violence, the following procedures should be followed.

However, even where a worker does not wish for any steps to be taken under this policy, in certain circumstances, the Chamber may still be required to do so in order to protect a worker.

10.1 Informal Resolution

Where appropriate, a worker who believes that he/she has been subjected to abusive conduct, harassment or violence (the “Complainant”) should take direct action to make his/her discomfort and/or disapproval known immediately to the individual making the comments or performing the actions (the Respondent). Complainants should keep a written record of the date, time and nature of the conversation along with the name of any witnesses who were present.

In the event that the Complainant takes such steps, and the abusive conduct, harassment or violence (collectively, for the purposes of this Article 10.0, the “Harassment”) does not stop, or in the event that the Complainant is not comfortable confronting the Respondent, then the Complainant may contact the appropriate Chamber representative to request that the issue be raised with the Respondent.

For the purposes of this policy, the “appropriate Chamber representative” shall be the Executive Director, and if the complaint is against the Executive Director, then the appropriate Chamber representative will be the Chair of the Chamber’s Board of Directors.

It is at this informal complaint stage that the parties may rely on the process of Cooperative Resolution, with that being defined as any form of resolution that is entered into voluntarily by both the Complainant and Respondent; that is reached through direct cooperative interaction

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between the parties involved; and that is satisfactory to all parties. The purpose is to eliminate and prevent the reoccurrence of the perceived Harassment with no or minimal disruption to the persons involved and to the work environment. Cooperative Resolution may include any of the following options, the choice of which remains in the sole discretion of the Chamber:

- (a) The appropriate Chamber representative speaking to the parties separately and the Respondent agreeing to cease engaging in such behaviour.
- (b) The appropriate Chamber representative bringing the parties (and a support person where either party requests it) together to discuss the incident(s) with a view to achieving a mutually acceptable outcome. Such outcome should be reduced to writing with a copy being provided to each party.
- (c) The appropriate Chamber representative referring the complaint to a mutually acceptable external third party for engagement in a mediation process.

10.2 Initiating a Formal Complaint

If the Harassment does not cease or if the Harassment has been such that the Complainant nevertheless wishes to proceed with a formal complaint, then the employee may elect to either file a complaint under this policy, pursue litigation or complaint, where appropriate, in the civil courts or under the provisions of *The Human Rights Code*. Regardless of the election that is made, the Complainant should take such action on a timely basis.

A sample complaint form is attached hereto as Appendix "B".

10.3 Processing of Formal Complaints under this Policy

The Chamber will normally require that a Complainant file a written complaint prior to an investigation being launched. The complaint, which shall be filed with the appropriate Chamber representative, should set forth complete particulars of the alleged Harassment.

Where a supervisor or other management representative learns of an allegation of Harassment that has not been brought forward by the affected Complainant, then such person will, after having spoken with the affected Complainant, document the essence of the allegation. The Chamber will then address the allegation, either by way of a disciplinary investigation or by way of having it advanced as a complaint under the terms of this policy.

Where a formal complaint is filed, the appropriate Chamber representative, either alone or in consultation with other Chamber representatives, will first determine whether the incident(s) on which the complaint is based could amount to a breach of the policy. If there is a question as to whether such is the case, the appropriate Chamber representative may consult with the Complainant to determine if the complaint, while appearing to be deficient, can or should be amended to better state the essence of the complaint. If the complaint cannot be appropriately amended so as to possibly constitute abusive conduct, harassment or violence within the meaning of those terms, then the Complainant will be advised that the complaint does not amount to a breach of the policy and as such will not be processed under the terms of the policy.

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10.4 Investigation

If the incident(s) referred to in the complaint could be considered to amount to a breach of this policy, then the following procedures will apply:

- (a) The Chamber will advise the Respondent of the complaint that has been received and, except where inappropriate, will provide the Respondent with a copy of the complaint and a copy of this policy. The Respondent may but need not file a written response to the complaint.

Exceptions where it may not be appropriate to disclose the name of the Complainant would include circumstances where the personal safety of the Complainant or others could be put at risk by such disclosure.

- (b) The Respondent shall be advised that if he/she wishes to discuss the complaint or related matters with the Complainant, then that shall be done only in the presence of a representative designated by management.

The Respondent shall also be advised that an express or implied threat or promise that is made for the purpose of discouraging the filing of a complaint, or any interference with the conduct of an investigation, including any attempt to have a Complainant withdraw the complaint, or any retaliation or threatened retaliation, whether express or implied, against the Complainant or a witness, is strictly prohibited and will result in disciplinary action. When any of the foregoing conduct is engaged in by a person who appears to be doing so on behalf of the Respondent, then such conduct or interference shall be presumed to have been taken with the knowledge and approval of the Respondent.

- (c) The Executive Director will designate a person to conduct an investigation into the complaint. The Investigator may be either an employee of the Chamber or an independent third party retained by the Chamber to conduct such investigation. In doing so, the Executive Director will, where possible, appoint an Investigator who is acceptable to both parties, but the ultimate appointment shall remain in the sole discretion of the Chamber.
- (d) All complaints will be handled in confidence in accordance with the provisions of Article 6.0 of this policy. Similarly, workers who are interviewed as part of any investigation conducted pursuant to this policy shall treat all information discussed or disclosed during the interview in a confidential manner. A worker who breaches this confidentiality obligation may be subject to discipline.
- (e) During the course of an investigation, the Investigator will generally interview the Complainant and the Respondent along with any witnesses that may have information relevant to the investigation. The Complainant and the Respondent may elect to have a representative present during their interviews. Witnesses shall not be entitled have a representative present during their interviews.

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- (f) At the conclusion of the investigation, the Investigator shall prepare a report that will set forth the nature of the complaint, the essence of the Respondent's formal or informal reply (if any), the Investigator's assessment of relevant evidence related to the complaint, and the Investigator's findings with respect to the complaint.

In arriving at a determination, the Investigator shall determine, on a balance of probabilities, whether the Harassment as alleged did or did not occur. Alternately, the Investigator may conclude that the evidence obtained during the investigation was insufficient to draw a conclusion.

- (g) The Investigation Report may, where appropriate, make recommendations for remedial action of an educational nature.
- (h) Copies of the Investigation Report will be provided to the Complainant, the Respondent, and the Executive Director (or if appropriate, to the Chair of the Chamber's Board of Directors). The Executive Director shall also be provided with copies of all documentation in accordance with Article 6.1 of this policy.

10.5 Disposition of the Complaint

If the Executive Director (or in the case of the Executive Director, the Chair of the Chamber's Board of Directors) concludes that there has been a breach of this policy, then the Executive Director (or if appropriate, the Chair of the Chamber's Board of Directors) shall decide on and initiate an appropriate course of action which may include discipline ranging from a warning up to and including termination, as well as other non-disciplinary steps intended to ameliorate the impact of the breach or to minimize the likelihood of a further breach. The resolution shall be subsequently communicated in writing to the Complainant and the Respondent.

For the purposes of clarity, whether any Remedy or Corrective actions should be taken, and determination of the nature of that action, is within the sole discretion of the Chamber.

- (a) Remedies available to the Complainant may include, but are not limited to:
- i. an oral or written apology;
 - ii. reimbursement of lost wages;
 - iii. a job or promotion that was denied;
 - iv. compensation for any lost employment benefits; and/or
 - v. compensation for any hurt feelings.
- (b) Corrective action for the Respondent may include, but is not limited to:
- i. a written reprimand;
 - ii. a suspension, with or without pay;
 - iii. a transfer, if it is not reasonable for the people involved to continue working together;
 - iv. a demotion;
 - v. a dismissal; and/or

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- vi. notification to law enforcement.

A Complainant who makes a complaint under this policy that is subsequently not substantiated shall not be disciplined for making the complaint except in circumstances where the complaint was made in bad faith or is frivolous, vexatious or malicious. In such circumstances, the Complainant will be subject to the same penalties as a Respondent.

10.6 Right to Appeal

A Complainant who is dissatisfied with the outcome of an investigation may proceed with an appeal to the Chair of the Chamber's Board of Directors. Similarly, a worker who has been disciplined as a result of a complaint investigation may advance an appeal to the Chair of the Board of Directors, as appropriate.

10.7 Other Matters

Where warranted, and until a complaint has been resolved by the Chamber, the Chamber may take steps to avoid the Complainant having to work directly with the Respondent.

The Chamber may arrange supportive counseling for the Complainant where necessary, the determination of which shall be within the sole discretion of the Chamber. Additionally, workers may wish to access the Chamber's Employee Assistance Program. Should workers wish to engage this service, the number is included within Appendix A of this policy.

If a worker has been harmed as a result of violence in the workplace, the worker is advised to consult their health care provider for treatment or referral, if appropriate.

A Complainant who has been physically assaulted by an individual should consider reporting such assault to the appropriate policing authority at the earliest possible opportunity.

11.0 Conclusion

The Chamber has developed this policy because all of its workers have the right to work in an environment free from abusive conduct, harassment and violence. Anyone found guilty of abusive conduct, harassment or violence contrary to this policy is liable to be disciplined, up to and including termination of employment for cause.

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Appendix “A” - Summoning Immediate Assistance

Should any abusive conduct, violence or harassment occur which would require immediate assistance, the Chamber has compiled a list of some commonly used numbers which you may call:

SERVICE	NUMBER
Emergency Police/Paramedic/Fire	911
[Draft Note: include other emergency numbers, such as for supervisors, managers, landlord etc.]	
EAP	
Human Rights Commission (Manitoba)	
Workplace Health and Safety	

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Appendix "B" - Sample Complaint Form

Complainant Name: _____

Respondent Name(s): _____

Date(s) of Events: _____

Description of Events (including identification of witnesses): _____

Do you wish to pursue an Informal Resolution (unless a resolution is reached, this does not preclude pursuing a Formal Complaint at a later time)? _____

Do you wish to pursue a Formal Complaint/Investigation? _____

Desired Outcome: _____

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The Policy Manual was reviewed in full by the Advocacy & Governance Committee in 2024. All revisions were approved by the Board of Directors on June 20, 2024.

The Policy Manual is subject to next review in 2026.