

**BYLAWS OF**  
**Laona Area Chamber of Commerce**  
**A Wisconsin Corporation**  
**Originally adopted January 9, 2018**

**Article I. The Corporation**

- Section 1.01 Name. The name of the non-profit corporation shall be the Laona Area Chamber of Commerce, hereinafter referred to in this document as "The Chamber" or "the Corporation."
- Section 1.02 The principal business office of The Chamber shall be maintained in the Town of Laona, County of Forest, and State of Wisconsin.
- Section 1.03 Purpose. The purposes of The Chamber shall be to adhere to The Chamber's mission statement and other purposes approved by the Board of Directors or Members and authorized by chapter 181 of the Wisconsin Statutes. The Chamber's mission statement is as follows:

*The mission of the Laona Area Chamber of Commerce is to help bolster, promote, and maintain the economic progress and quality of life in the Laona community and its surrounding communities and to foster a climate in which education, commerce, industry and agriculture will flourish.*

**Article II. Meetings**

- Section 2.01 The general membership of The Chamber shall hold an annual meeting in the first quarter of each year at a time and place to be designated by the Board of Directors. At such annual meeting, the newly-elected officers may be installed, reports of the Officers of The Chamber may be considered and any other business may be transacted.
- Section 2.02 Special Meetings. Special meetings of the Members for any purpose may be called by the Board or by any Member in a written request signed by at least one-tenth of all current Members of The Chamber.
- Section 2.03 Place of Meetings. All annual and special meetings will be by notice and the Board will designate the location.
- Section 2.04 Notice of Meeting of Members. The Secretary/Treasurer or other designated board member shall send written notice to all current Members stating the place, day, hour, and a description of the matter(s) for which the meeting has been called. Such notices shall be delivered not less than fourteen (14) nor more than sixty (60) days before the date of the meeting. Notices shall be delivered either personally, by first class or registered U.S. mail, or by email to the Member's address on file with The Chamber. It shall be the responsibility of each Member to inform The Chamber of any change in address. Meeting agendas shall be posted publicly in such time, place and manner as the Officers shall determine.
- Section 2.05 Membership List. Before any business is conducted at any meeting of the Members, the Vice-President or other designated board member shall present a complete alphabetical list of the Members, current as of the date of the meeting. This list will include contact information unless a Member has requested in writing to keep such information private. The membership list so provided by the Vice-President shall be available for inspection by any Member 2 business days after notice is given of the meeting, and shall be available for circulation to all Members during the meeting, for the purposes of the meeting.
- Section 2.06 Quorum and Voting. A majority of the annual members, as defined in Section 3.01 herein, shall constitute a quorum at any meeting of the Members. If a quorum is present, the affirmative vote of a majority of the Members present shall be the act of the membership unless the affirmative vote of a larger percentage for any particular purpose is required by the articles of incorporation, these bylaws, or

applicable law. Each Member shall be entitled to one vote upon each matter submitted for a vote at any meeting of the Members. The Board may determine a method of absentee voting. All voting shall be done in person or via absentee ballot. Proxy voting shall not be permitted. Voting agreements shall not be permitted.

- Section 2.07 Meeting Chair. The President, or if absent, the Vice-President, or in the absence of both, any person chosen by the Members present, shall call the meeting of the Members to order and shall act as Chair of the meeting. The Secretary, or if absent, any person chosen by the Chair, shall act as Secretary of the meeting.
- Section 2.08 Meeting Procedure. At any meeting the meeting chair shall operate under consensus development and/or Robert's Rules of Order (latest edition). Should the meeting chair determine a consensus cannot be attained, he/she shall revert to Robert's Rules of Order.

### **Article III. Membership**

- Section 3.01 Annual Membership. An individual paying membership dues (cost of dues will be determined at the annual meeting each year) will be eligible for Membership in The Chamber. Membership is divided into three separate categories:
- (a) Business Membership.
    - a. This category is reserved for all businesses.
  - (b) Individual Membership.
    - a. This category is reserved for individuals who do not own businesses but who wish to be an active, involved part of the Chamber and the local communities.
  - (c) Honorary Membership.
    - a. This membership category is reserved for organizations ineligible to pay dues for membership (e.g., National Associations); members in this category are awarded all rights given to other membership categories.
- Section 3.02 Honorary Lifetime Membership Award. The Board, with a unanimous vote, may grant an Honorary Lifetime Membership Award. Honorary Lifetime Memberships shall be awarded only to those who accept the honor. Once accepted, the award and rights granted are irrevocable except by the affirmative vote of eighty percent (80%) of the then-current membership for behavior detrimental to The Chamber's mission.
- Section 3.03 Acceptance of Membership. No person shall be admitted as a Member without that person's consent. A person certified for any type of membership may accept and shall be deemed to have accepted membership either by attending the annual meeting next following the person's certification or by submitting an absentee vote at such meeting in the manner determined for such purpose by the Board pursuant to Section 2.06 herein.
- Section 3.04 Expulsion and Suspension. Annual Members may be suspended or expelled from membership for behavior detrimental to The Chamber mission, or when dues have not been received by returning members by December 31; a final notice shall be sent no later than January 5 with a grace period of January 31 of the new year. A two-thirds majority of both the Members and the Board shall be required to revoke or suspend a membership.
- Section 3.05 Member Benefits. Each Member shall have:
- (a) The right to vote at annual and special meetings as defined by these bylaws;
  - (b) The right to run for The Chamber Board of Directors;
  - (c) The right to run for an Officer position on The Chamber Board of Directors; and
  - (d) The right to call special meetings in accordance with procedure defined in these bylaws.
- Section 3.06 Member Responsibilities. Each member shall be expected to:

	<ul style="list-style-type: none"> <li>(a) Vote when called upon to do so;</li> <li>(b) Serve as a Chamber ambassador to the community;</li> <li>(c) Support the mission, goals, and work of The Chamber.</li> </ul>
Section 3.07	Membership Resignation. Resignation of membership must be submitted to the Board in writing.
<b>Article IV.</b>	<b>Directors</b>
Section 4.01	Qualification. A member of the Board (hereinafter a "Director") must be a Member. If the number of Member candidates is fewer than the number of open Director seats, the membership shall determine qualifications for candidates for the remaining seat(s).
Section 4.02	Number and Tenure. <ul style="list-style-type: none"> <li>(a) The Board shall consist of no less than seven and no more than thirteen Directors: Member-elected Directors, which includes the Officer positions of President, Vice-President, and Secretary/Treasurer.</li> <li>(b) Directors elected at the Annual Meeting shall serve a term of one year.</li> <li>(c) No limit shall be placed on the number of successive terms an individual may serve as a Director.</li> </ul>
Section 4.03	Powers <ul style="list-style-type: none"> <li>(a) The first duty of the Board shall be to meet and elect Officers within ten days after the annual meeting of the Members.</li> <li>(b) The Board shall have the authority to manage The Chamber to the extent provided by Wisconsin law and to delegate its authority under the terms of these bylaws.</li> </ul>
Section 4.04	Vacancies. Any vacancy occurring on the Board more than four months prior to the annual meeting of the Members shall be filled for the unexpired portion of the term by the Members at a special meeting called by the Board in accordance with Section 2.02 herein. Any vacancy occurring on the Board fewer than four months prior to the annual meeting of the Members shall be filled until the annual meeting by the affirmative vote of a majority of the Directors then in office.
Section 4.05	Meetings. <ul style="list-style-type: none"> <li>(a) Annual Meeting. The Annual Meeting of the Board shall be held within ten (10) days after the Annual Meeting of the Members.</li> <li>(b) Regular Meetings. The Board may provide by resolution the time and place within the State of Wisconsin for the holding of Regular Meetings.</li> <li>(c) Special Meetings. Special Meetings will be held at the time and place designated by the person or persons calling the Special Meeting.</li> <li>(d) Notice of all meetings of the Board shall be given to Directors in person, by mail, or by email not less than two days nor more than 15 days before such meeting.</li> <li>(e) Electronic attendance at meetings of the Board shall be permitted in accordance with Section 181.0820, Wisconsin Statutes.</li> </ul>
Section 4.06	Quorum. Except as otherwise provided by law, or by the Articles of Incorporation, or these bylaws, a majority of the Directors shall constitute a quorum for the transaction of business at any meeting of the Board. If at any time during the meeting, fewer Directors than required for a quorum are present, no other business may be conducted.
Section 4.07	Voting. The act of the majority of the Directors at a meeting at which a quorum is present shall be the act of the Board unless the act of a greater number is required by law or by the Articles of Incorporation or these bylaws.
Section 4.08	Conduct of Meetings. The President, or if absent, the Vice-President, or in the absence of both, any Director chosen by the Directors present, shall call meetings of the Board to order and shall act as Chair

of the meeting. The Chair of the meeting shall abstain from all voting unless a tie-breaking vote is required. The Secretary/Treasurer shall act as Secretary of all meetings of the Board, but in the absence of the Secretary, the Chair of the meeting may appoint any other person present to act as Secretary of the meeting.

- Section 4.09 Compensation. Directors shall serve without compensation but shall be entitled to reimbursement of out-of-pocket Chamber-related expenses as approved by the Board.
- Section 4.10 Presumption of Assent. At all meetings of the Board or Board committees, there shall be a presumption of assent unless a Director specifically requests a notation of dissent.
- Section 4.11 Action Without Meeting. Any action of the Board may be taken without a meeting in accordance with Section 181.0821, Wisconsin Statutes.
- Section 4.12 Conflict of Interest. Directors shall not conduct private business in any manner which places them at a special advantage because of their association with The Chamber. In case of a clear conflict of interest, the Director will be excused from voting on an item so constituted. The Board may adopt a separate conflicts of interest policy if the Board determines, in its sole and absolute discretion, that such a policy is in the best interests of The Laona Area Chamber of Commerce; see Addendum I for expanded conflict of interest policy as set forth by The Chamber.
- Section 4.13 Removal. Any Board member may be removed for dereliction of duty through the following three-step process: (1) An affirmative two-thirds vote of the Board recommends removal of the Board member. (2) The Board schedules a special meeting of members per bylaws, Article II, to occur between fourteen and thirty days after informing membership of the recommendation to remove. (3) At the special meeting of members, a two-thirds vote of members present affirms removal. All members including all Board members are eligible to vote.
- Section 4.14 Adherence to Board of Directors Document. All board members, including officers, must adhere to the Board of Directors document as described and set forth in Addendum II.

## **Article V. Officers**

- Section 5.01 Number. The Officers shall be a President, a Vice-President, a Secretary/Treasurer, each of whom shall be elected by the Board. One person may not hold more than one of the above offices.
- Section 5.02 Qualification. Any Member-elected Director, as provided in section 4.02(a) herein, may be elected as an Officer.
- Section 5.03 Election and Term of Office. The Officers shall be elected by the Directors at the first meeting of the Board held after each annual meeting of the Members. Each officer shall hold office for a term of one year and shall continue to serve until such time as a successor has been duly elected, or until such Officer's removal or resignation. No limit shall be placed on the number of successive terms a Director may serve as an Officer.
- Section 5.04 Removal. Any Officer may be removed by the affirmative two-thirds vote of the Board whenever in the judgment of the Board such removal would serve the best interests of The Chamber.
- Section 5.05 Vacancies. A vacancy in any Office shall be filled by the Board for the unexpired portion of the term.
- Section 5.06 Duties. The duties of each office shall include, but not be limited to, duties prescribed by law and those additional duties set forth below. The Board may assign additional duties to any Officer as the Board deems appropriate.
- (a) President. The President shall be The Chamber's Chief Executive Officer and shall generally manage the day-to-day operations of The Chamber subject to the direction of the Board. The President shall preside at all meetings of the Board and Members.
  - (b) Vice-President. The Vice-President shall exercise the duties of the President

in the absence or incapacity of the President. If the President should die, resign, or be removed from office, the Vice-President shall succeed to the office of President. The Vice-President shall also:

- (i) Be responsible for maintaining the Membership Lists (Annual, and Honorary); and
- (ii) Perform such other duties as may be assigned by the Board.

(c) Secretary/Treasurer. The Secretary/Treasurer shall keep and maintain all records of The Chamber, shall have custody of the funds of The Chamber, shall keep and maintain all financial records of The Chamber, and shall prepare minutes of all meetings of the Board and Members. The Secretary/Treasurer shall also:

- (i) See that all notices are duly given in accordance with the provisions of these bylaws or as required by law; and
- (ii) Make monthly reports to the Board;
- (iii) Report to the Members on the financial status of The Chamber;
- (iv) Maintain The Chamber's bank and other financial accounts; and
- (v) Perform such other duties as may be assigned by the Board.

Section 5.07 Compensation. The Officers shall serve without compensation but shall be entitled to reimbursement of out-of-pocket Chamber-related expenses as approved by the Board.

## **Article VI. Staff**

- Section 6.01 The Board of Directors shall have the power to appoint a Chief Executive Officer (C.E.O.) or other staff position/s to conduct the day-to-day business of The Chamber. No person shall have the right to vote on matters before the Board of Directors when holding the position of Chief Executive Officer (C.E.O.) or staff.
- Section 6.02 The Chief Executive Officer (C.E.O.), subject to the approval of the Board of Directors, shall sign all contracts and obligations of The Chamber and shall assist in the formulation and promotion of the general activity program of The Chamber.
- Section 6.03 The Chief Executive Officer (C.E.O.) shall be the chief administrative and executive officer. The Chief Executive Officer (C.E.O.) shall serve as - or appoint - the Secretary to the Board of Directors and Secretary of the Chamber and cause to be prepared notices, agendas and minutes of the Board.
- Section 6.04 The Chief Executive Officer (C.E.O.) shall serve as an advisor to the President and Executive Committee on program planning, and shall assemble information and data and cause to be prepared special reports as indicated by the program of The Chamber.
- Section 6.05 The Chief Executive Officer (C.E.O.) shall be an ex-officio, non-voting member of the Board of Directors, the Executive Committee, all divisions, task forces, committees or study groups.
- Section 6.06 With the assistance of the Divisional Chairpersons, the Chief Executive Officer (C.E.O.) shall be responsible for the administration of the Program of Work in accordance with the policies and procedures of the Board of Directors.
- Section 6.07 The Chief Executive Officer (C.E.O.) shall be responsible for hiring, discharging, directing and supervising all other employees in accordance with Federal & State Law provisions and the Employee Handbook.
- Section 6.08 With the cooperation of the Treasurer and members of the Finance Division, the Chief Executive Officer (C.E.O.) shall be responsible for the preparation and operation of budgets covering all activities of The Chamber, subject to the approval of the Board of Directors. The Chief Executive Officer (C.E.O.) shall insure all expenditures within approved budget allocations.
- Section 6.09 Compensation. Staff may be compensated for their services. Any compensation offered shall be determined by the Member-elected Directors.

<b>Article VII.</b>	<b>Contracts, Loans, Investments, Checks and Deposits, Reimbursements</b>
Section 7.01	Contracts. The Board must approve all contracts entered into on behalf of The Chamber.
Section 7.02	Loans. The Board must by resolution approve all loans or indebtedness contracted on behalf of or in the name of The Chamber.
Section 7.03	Investments. The Board must approve all investments of Chamber funds.
Section 7.04	Checks, Drafts, Etc. All checks, drafts or other orders for the payment of money, notes or other evidence of indebtedness issued in the name of The Chamber shall be signed by the President, Treasurer or other designee. Two signatures are required for all of the above transactions.
Section 7.05	Deposits. All funds of The Chamber not otherwise employed shall be deposited from time to time to the credit of The Chamber in such banks, trust companies or other depositories as may be selected under the authority of a resolution of the Board.
Section 7.06	Reimbursements. The Board receives no compensation other than reasonable expenses approved for reimbursement by two-thirds vote of the current Board of Directors following Reimbursement Procedure as detailed in Addendum III.

<b>Article VIII</b>	<b>Committees</b>
Section 8.01	The President of the Board of Directors shall designate Committee assignments, determine appropriate size, and make committee appointments as necessary. The President will appoint committees and respective committee chairs at the beginning of his or her term. Each committee shall report regularly to the Board of Directors. The Chairman of each committee, with the advice and consent of the President, may select other members of his or her committee. The President shall be an-ex officio member of all committees except the Nominating Committee.
Section 8.02	The standing committees of The Chamber shall be: <ul style="list-style-type: none"> <li>(a) Executive Committee – The Executive Committee shall consist of the Officers of the Board of Directors. The managing staff position shall serve as an ex-officio non-voting member of the Executive Committee. The Committee shall meet upon the call of the President and shall take such steps as are necessary to fulfill the aims and purposes and to carry out the authorized activities of The Chamber; however, the Executive Committee shall not have the power or authority to do any of the following matters without prior express approval of the Board of Directors:               <ul style="list-style-type: none"> <li>(i) Amend or repeal any resolution of the Board of Directors which by its terms cannot be amended or repealed except by action of the Board;</li> <li>(ii) Dissolve, merge or consolidate The Chamber;</li> <li>(iii) Elect, appoint or remove Directors;</li> <li>(iv) Amend the Articles of Incorporation;</li> <li>(v) Amend or repeal bylaws or adopt new bylaws;</li> <li>(vi) Sell, lease, mortgage, pledge, hypothecate, transfer or exchange any real property of The Chamber or any personal property with a value in excess of \$1,000;</li> <li>(vii) Borrow funds or otherwise incur any obligation for The Chamber valued in excess of \$5,000.</li> <li>(viii) Enter into contracts for The Chamber valued in excess of \$10,000.</li> <li>(ix) All actions taken by the Executive Committee on behalf of The Chamber will be reported to the Board of Directors at the next meeting thereof.</li> </ul> </li> </ul>

- (b) Finance Committee – The Finance Committee shall consist of the Treasurer who shall serve as Chair, and at least two additional members of the Board of Directors appointed by the President of the Board of Directors. The fiscal and budgetary affairs of The Chamber shall generally be directed by the Finance Committee. The Finance Committee shall have authority over and responsibility for the preparation of the annual budget, present the budget to the Executive Committee and Board of Directors for approval and adoption and perform such other duties as may be assigned to this committee by the Board of Directors.
- (c) Nominating Committee – The Nominating Committee shall nominate candidates for the Officers of The Chamber. A proposed slate of officers shall be presented to the Executive Committee not less than thirty (30) days prior to the date set for the election of Officers.
- (d) Membership Committee – The Membership Committee shall review membership statistics and trends in membership, establish new membership categories as needed, review and recommend new member services, identify potential new sources for membership, identify mechanisms for membership retention and promotion.
- (e) Public/Community Affairs Committee – The Public/Community Affairs Committee shall serve to promote chamber members and the community at large, develop materials that will inform the community the value of membership, and shall be responsible for such other duties as may be assigned it by the President or Board of Directors.
- (f) Economic Development Committee – The Economic Development Committee shall undertake initiatives to improve economic growth in the Laona area through partnerships with public and private economic agencies, educate and update members on economic development issues and programs, serve as an advocate for new and existing businesses through special projects that advance development for our area and work with the area communities to provide effective, high-quality services that foster the safety, quality of life and economic vitality throughout the area, and shall be responsible for such other duties as may be assigned it by the President or Board of Directors.
- (g) Special Events/Recognition Committee – The Special Events Committee/Recognition Committee shall oversee individual event subcommittees, assists in the planning, execution, and post production follow-up of each event. Duties such as promoting the events, finding volunteers, set-up and break-down, assisting with participation, etc., recognizes several members throughout the year for various accomplishments and shall be responsible for such other duties as may be assigned it by the President or Board of Directors.
- (h) Business Professionals' Organization (BPO) – The Business Professionals' Organization shall be responsible for providing marketing, business development, and customer service education and training to businesses wishing to improve upon these categories; the BPO will also be in charge of constructing, editing, revising, maintaining, and reporting on the Chamber's Business Plan.

Section 8.03: The President may establish such other committees as he or she may deem necessary.

## **Article IX      Additional Policies**

Section 9.01: *Non-Discrimination Policy.* Laona Area Chamber of Commerce Inc. does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors,

and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

- Section 9.02: *Code of Ethics*. Laona Area Chamber of Commerce Inc., its board of directors, employees, and volunteers agree to abide by, uphold, and enforce the Laona Area Chamber of Commerce Inc. Code of Ethics as described in Addendum IV (Code of Ethics Policy).
- Section 9.03: *Whistleblower Policy*. Laona Area Chamber of Commerce Inc., its board of directors, employees, and volunteers agree to abide by, uphold, and enforce the Laona Area Chamber of Commerce Inc. Whistleblower Policy as described in Addendum V (Whistleblower Policy).
- Section 9.04: *Records Retention and Destruction*. Laona Area Chamber of Commerce Inc., its board of directors, employees, and volunteers agree to abide by, uphold, and enforce the Laona Area Chamber of Commerce Inc. Records & Retention Policy as described in Addendum VI (Records & Retention Policy).

## **Article X      Continuity and Recovery Plan**

- Section 10.01: *Organization Continuity and Recovery*. Laona Area Chamber of Commerce Inc., its board of directors, employees, and volunteers agree to abide by, uphold, and enforce the Laona Area Chamber of Commerce Inc. Continuity and Recovery (Disaster) Plan as described in Addendum VII (Continuity and Recovery Plan).

## **Article XI      Amendments**

- Section 11.01: Any amendment or repeal of these bylaws shall require adoption by the affirmative vote of eighty percent of the then-current Members present at the Annual Meeting defined in Section 2.01 herein.

Bylaws Originally Drafted July 28th, 2017 by Phillip J. Adamczyk, Corporate Secretary; Secretary/Treasurer

Bylaws Re-Drafted January 7th, 2018 by Joshua Jameson, Director

Board Revisions: Bylaws Amended and Approved January 9th, 2018

by Phillip J. Adamczyk, Corporate Secretary; Secretary/Treasurer

Board Revisions, January 14th, 2018:

- Update to Article III, Section 3.01, addition of subcategory c – Honorary Membership;
- Update to Article III, Section 3.04 – expanded explanation of suspension/expulsion, inclusion of final notice and grace period until January 31;
- Update to Article IV, Section 4.02, subcategory a – minimum and maximum number of board members;
- Update to Article IV, Section 4.12 – addition of reference for Addendum I, Conflict of Interest Policy;
  - Addition of Addendum I – Conflict of Interest Policy;
- Addition to Article IV – Section 4.14: Adherence to board of directors document, reference for Addendum II;
  - Addition of Addendum II – Board of Directors Document;
- Edit to Article VII – Addition to title of Reimbursements;
- Addition to Article VII – Section 7.06: Reimbursements, reference to Addendum III;
- Addition of subcategory h to Article VIII, Section 8.02 - BPO.

By Phillip J. Adamczyk, Corporate Secretary; Secretary/Treasurer

Board Revisions, February 11, 2019:

- Article IX: Amendments changed to Article XI: Amendments
- Added Article IX: Additional Policies, Sections 9.01 (Non-Discrimination Policy), 9.02 (Code of Ethics), 9.03 (Whistleblower Policy), and 9.04 (Records Retention and Destruction Policy)
- Added Article X: Continuity and Recovery Plan
- Addendum IV (Code of Ethics Policy)
- Addendum V (Whistleblower Policy)
- Addendum VI (Records & Retention Policy)
- Addendum VII (Continuity and Recovery Plan)

By: Phillip J. Adamczyk, Corporate Secretary; Secretary/Treasurer

## ADDENDUM I — NONPROFIT BYLAW PROVISION: CONFLICTS OF INTEREST

### Article I Purpose

The purpose of the conflict of interest policy is to protect this tax-exempt organization's (**Laona Area Chamber of Commerce Inc.**) interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of The Chamber or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

### Article II Definitions

#### 1. Interested Person

Any director, principal officer, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.

#### 2. Financial Interest

A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

- a. An ownership or investment interest in any entity with which The Chamber has a transaction or arrangement,
- b. A compensation arrangement with the Organization or with any entity or individual with which The Chamber has a transaction or arrangement, or
- c. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which The Chamber is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial.

A financial interest is not necessarily a conflict of interest. Under Article III, Section 2, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

### Article III Procedures

#### 1. Duty to Disclose

In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board delegated powers considering the proposed transaction or arrangement.

#### 2. Determining Whether a Conflict of Interest Exists

After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.

#### 3. Procedures for Addressing the Conflict of Interest

- a. An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.

- b. The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
- c. After exercising due diligence, the governing board or committee shall determine whether The Chamber can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
- d. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in The Chamber's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

#### **4. Violations of the Conflicts of Interest Policy**

- a. If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
- b. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

### **Article IV Records of Proceedings**

The minutes of the governing board and all committees with board delegated powers shall contain:

- a. The name/s of the person/s who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed.
- b. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

### **Article V Compensation**

1. A voting member of the governing board who receives compensation, directly or indirectly, from The Chamber for services is precluded from voting on matters pertaining to that member's compensation.
2. A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from The Chamber for services is precluded from voting on matters pertaining to that member's compensation.
3. No voting member of the governing board or any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from The Chamber, either individually or collectively, is prohibited from providing information to any committee regarding compensation.

### **Article VI Annual Statements**

Each director, principal officer and member of a committee with governing board delegated powers shall annually sign a statement which affirms such person:

- a. Has received a copy of the conflicts of interest policy;
- b. Has read and understands the policy;
- c. Has agreed to comply with the policy; and
- d. Understands The Chamber is charitable and in order to maintain its federal tax exemption, it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

## **Article VII Periodic Reviews**

To ensure The Chamber operates in a manner consistent with charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:

- a. Whether compensation arrangements and benefits are reasonable, based on competent survey information, and the result of arm's length bargaining.
- b. Whether partnerships, joint ventures, and arrangements with management organizations conform to The Chamber's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes and do not result in inurement, impermissible private benefit or in an excess benefit transaction.

## **Article VIII Use of Outside Experts**

When conducting the periodic reviews as provided for in Article VII, The Chamber may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the governing board of its responsibility for ensuring periodic reviews are conducted.

## ADDENDUM II – BOARD OF DIRECTORS ROLES AND RESPONSIBILITIES DOCUMENT

### LAONA AREA CHAMBER OF COMMERCE INC. BOARD OF DIRECTORS RESPONSIBILITIES, DUTIES, AND EXPECTATIONS

#### I. RESPONSIBILITIES OF THE BOARD

##### **A. GOVERNANCE**

1. Adopt, and regularly review, Laona Area Chamber of Commerce Inc.'s Mission and Vision statements, and review management's performance in achieving them.
2. Adopt, and regularly review, Laona Area Chamber of Commerce Inc.'s Statement of Ethics and Values, and monitor the organization's performance in accordance with those principles.
3. Adopt, and regularly review, board written policies reflecting the Mission and Values of the organization, within which the Executive Director is authorized to manage the organization and to develop and implement operational plans to carry out the Mission.
4. Hire, monitor, appraise, advise, stimulate, support, reward, and, if deemed necessary or desirable, replace the Executive Director.
5. Ensure that management succession is properly planned.
6. Meet as a Board no fewer than six times a year. Focus on "what matters most," and apply the knowledge and experience of individual Board members to the major challenges facing the organization.
7. Establish Committee structure.
8. Annually review and approve the Executive Committee's performance review of the Executive Director, and establish compensation based on recommendations of the Executive Committee.
9. Approve appropriate compensation and benefit policies and practices.
10. Propose prospective board members and fill vacancies as needed. Ensure adequate orientation of new members. Ensure adoption and adequacy of Board leadership succession plan.
11. Periodically conduct self-review of Board performance (including its composition, organization, and responsibilities) and take steps to improve its performance.
12. Ensure that Laona Area Chamber of Commerce Inc. has established appropriate policies to define and identify conflicts of interest throughout the organization and is diligent in its administration and enforcement of those policies.
13. Review compliance with relevant material laws affecting Laona Area Chamber of Commerce Inc. and its programs and operations.

##### **B. FINANCE AND ADMINISTRATION**

1. Ensure that Laona Area Chamber of Commerce Inc.'s financial structure and funding plans will adequately support its current needs and long-range strategy.
2. Ensure that the Board is carrying out its fiduciary responsibilities, such as reviews of periodic and annual financial statements, funding plans, budgets and financial goals.
3. Review results achieved by management compared with Laona Area Chamber of Commerce Inc.'s Mission, Strategic Plan, and annual and long-range goals.
4. Approve major actions such as capital expenditures on all projects over authorized limits and major changes in programs and services.
5. Ensure that the Board, its committees, members, donors, and the public are adequately informed of the financial condition of the organization and its operations through internal and published reports, or other appropriate method.
6. Ensure that published reports properly reflect the operating results and financial condition of the organization.

7. Appoint independent auditors, review audit reports, and review management letters with the Executive Director.
8. Ensure that adequate risk management policies are established and implemented.

## **II. RESPONSIBILITIES OF EACH INDIVIDUAL BOARD MEMBER**

1. Be loyal to Laona Area Chamber of Commerce Inc., always exercising Board powers in the interest of Laona Area Chamber of Commerce Inc., and not for the interest of the individual Director or others.
2. Be informed about Laona Area Chamber of Commerce Inc.'s Mission and Vision, Strategic and Operating plans, policies, and programs. Work with the rest of the Board to review, approve and oversee Laona Area Chamber of Commerce Inc.'s Mission, and review performance in achieving it. Be an avid proponent of the Mission, and inform others about Laona Area Chamber of Commerce Inc., its Mission, Vision and programs.
3. Ensure legal and ethical integrity, and maintain accountability and transparency to members, funders, donors, other constituents and the general public.
4. Prepare for, attend, and participate actively in Board and Committee meetings, and special events. Serve on Committees and undertake special assignments willingly and enthusiastically when asked. Provide candid and constructive advice, comments and criticism. Ask timely and substantive questions at Board and Committee meetings consistent with conscience and conviction, while supporting the majority decision on issues decided by the Board.
5. Will make a personal, tax-deductible contribution once a year by June 1<sup>st</sup> at a level reasonable to the individual.
6. Be familiar with and follow conflict-of-interest policies, and submit an annual Conflict of Interest Report.
7. Participate in the generation and approval of policies focusing on mission, finances, and income. Ensure that programs are consistent with the Mission.
8. Suggest possible nominees for election to the Board, who can make significant contributions to the work of the Board and the organization.
9. Keep up to date on developments in and affecting the nonprofit sector.
10. Provide moral and professional support, and be available as resources, to the Executive Director. Respect existing time commitments and priorities of staff.
11. Avoid involvement in all political campaigns in the name of Laona Area Chamber of Commerce Inc., unless directed by the Board or Executive Director to question or present an advocacy issue on behalf of the organization to a potential candidate.
12. Maintain confidentiality of the Board's executive session actions.

## **III. BOARD MEMBER LEGAL DUTIES**

1. Duty of Care: Take care of the nonprofit by ensuring prudent use of all assets, including facility, people, and good will.
2. Duty of Loyalty: Ensure that the nonprofit's activities and transactions are, first and foremost, advancing its mission; Recognize and disclose conflicts of interest; Make decisions that are in the best interest of the nonprofit corporation; *not in the best interest of the individual board member* (or any other individual or for-profit entity).
3. Duty of Obedience: Ensure that the nonprofit obeys applicable laws and regulations; follows its own bylaws; and that the nonprofit adheres to its stated corporate purposes/mission.

## **IV. BOARD MEMBER EXECUTIVE DUTIES**

1. Determine the organization's mission and purpose.
2. Select the Executive Director.
3. Support the Executive Director and review his/her performance.
4. Ensure effective organizational planning.
5. Ensure adequate resources.

6. Manage resources effectively.
7. Determine and monitor the organization's programs and services.
8. Enhance the organization's public image.
9. Assess its own performance.

#### **V. BOARD MEMBER EXPECTATIONS**

1. Believe in and be an active advocate and ambassador for the values, mission and vision of the organization.
2. Work with fellow board members to fulfill the obligations of board membership.
3. Meeting attendance of at least 85% of all scheduled meetings for the calendar year and active participation at all meetings.
4. Prepare for meetings by reviewing materials and bringing the materials to meetings.
5. Keep informed about the organization, its issues, and its connection to the community.
6. Help support the charitable contributions operation, fundraising, and grant writing of the organization.
7. Be available to serve as a committee chair or member.
8. Work in partnership with and respect the authority of the organization's leadership staff.

#### **CERTIFICATION**

I hereby certify that I have read and understood all rights, responsibilities, benefits, and obligations that I am entitled to as a board member of Laona Area Chamber of Commerce Inc. and hereby acknowledge acceptance of said items.

---

Board Member Name (Printed)

Signature

Date

## ADDENDUM III – REIMBURSEMENT PROCEDURES DOCUMENT

### Article I Purpose

The purpose of this document is to provide an implemented procedure for issuing reimbursement of monies to board members who have made purchases or transactions on behalf of Laona Area Chamber of Commerce Inc. that are eligible for reimbursement.

### Article II Eligibility of Items for Reimbursement

Items that are eligible for reimbursement include but are not limited to: office supplies, construction materials, website design/development materials, advertising materials, furniture and equipment as deemed necessary or critical to upholding and/or furthering the mission of Laona Area Chamber of Commerce Inc.

### Article III Procedure

- 1). Board members who have made purchases on eligible items for which they are requesting reimbursement must first present an itemized receipt or receipts to the board of directors at either a regular or specially-requested meeting.
- 2). If the item or items in question were not specifically requested for purchase by the board, the board member must explain to the board of directors why he or she purchased the item/s and why said item/s is/are eligible for reimbursement.
- 3). Reimbursements must be voted on and approved by two-thirds majority of the board of directors; the director in question requesting reimbursement must abstain from voting per conflict of interest policy (Addendum I).
- 4). If approved for reimbursement, a reimbursement check must be issued within 7-10 days of approved request, signed by either the president or the treasurer; reimbursements totaling more than \$500.00 must be endorsed by two officers.
- 5). If denied reimbursement, the board of directors must document an explanation of why it has denied reimbursement (e.g., an item is not eligible, item purchased was not requested or needed, etc.).

## ADDENDUM IV – CODE OF ETHICS POLICY

### Code of Ethics for Nonprofit and Philanthropic Organizations

#### I. Personal and Professional Integrity

All staff, board members and volunteers of the organization act with honesty, integrity and openness in all their dealings as representatives of the organization. The organization promotes a working environment that values respect, fairness and integrity.

#### II. Mission

The organization has a clearly stated mission and purpose, approved by the board of directors, in pursuit of the public good. All of its programs support that mission and all who work for or on behalf of the organization understand and are loyal to that mission and purpose. The mission is responsive to the constituency and communities served by the organization and of value to the society at large.

#### III. Governance

The organization has an active governing body that is responsible for setting the mission and strategic direction of the organization and oversight of the finances, operations, and policies of the organization. The governing body:

Ensures that its board members or trustees have the requisite skills and experience to carry out their duties and that all members understand and fulfill their governance duties acting for the benefit of the organization and its public purpose;

Has a conflict of interest policy that ensures that any conflicts of interest or the appearance thereof are avoided or appropriately managed through disclosure, recusal or other means; and

Is responsible for the hiring, firing, and regular review of the performance of the chief executive officer, and ensures that the compensation of the chief executive officer is reasonable and appropriate;

Ensures that the CEO and appropriate staff provide the governing body with timely and comprehensive information so that the governing body can effectively carry out its duties;

Ensures that the organization conducts all transactions and dealings with integrity and honesty;

Ensures that the organization promotes working relationships with board members, staff, volunteers, and program beneficiaries that are based on mutual respect, fairness and openness;

Ensures that the organization is fair and inclusive in its hiring and promotion policies and practices for all board, staff and volunteer positions;

Ensures that policies of the organization are in writing, clearly articulated and officially adopted;

Ensures that the resources of the organization are responsibly and prudently managed; and,

Ensures that the organization has the capacity to carry out its programs effectively.

#### IV. Legal Compliance

The organization is knowledgeable of and complies with all laws, regulations and applicable international conventions.

## V. Responsible Stewardship

The organization and its subsidiaries manage their funds responsibly and prudently. This should include the following considerations:

It spends a reasonable percentage of its annual budget on programs in pursuance of its mission;

It spends an adequate amount on administrative expenses to ensure effective accounting systems, internal controls, competent staff, and other expenditures critical to professional management;

The organization compensates staff, and any others who may receive compensation, reasonably and appropriately;

Organizations that solicit funds have reasonable fundraising costs, recognizing the variety of factors that affect fundraising costs;

Organizations do not accumulate operating funds excessively;

Organizations with endowments (both foundations and public charities) prudently draw from endowment funds consistent with donor intent and to support the public purpose of the organization;

Organizations ensure that all spending practices and policies are fair, reasonable and appropriate to fulfill the mission of the organization; and,

All financial reports are factually accurate and complete in all material respects.

## VI. Openness and Disclosure

The organization provides comprehensive and timely information to the public, the media, and all stakeholders and is responsive in a timely manner to reasonable requests for information. All information about the organization will fully and honestly reflect the policies and practices of the organization. Basic informational data about the organization, such as the Form 990, reviews and compilations, and audited financial statements will be posted on the organization's website or otherwise available to the public. All solicitation materials accurately represent the organization's policies and practices and will reflect the dignity of program beneficiaries. All financial, organizational, and program reports will be complete and accurate in all material respects.

## VII. Program Evaluation

The organization regularly reviews program effectiveness and has mechanisms to incorporate lessons learned into future programs. The organization is committed to improving program and organizational effectiveness and develops mechanisms to promote learning from its activities and the field. The organization is responsive to changes in its field of activity and is responsive to the needs of its constituencies.

## VIII. Inclusiveness and Diversity

The organization has a policy of promoting inclusiveness and its staff, board and volunteers reflect diversity in order to enrich its programmatic effectiveness. The organization takes meaningful steps to promote inclusiveness in its hiring, retention, promotion, board recruitment and constituencies served.

## IX. Fundraising

Organizations that raise funds from the public or from donor institutions are truthful in their solicitation materials. Organizations respect the privacy concerns of individual donors and expend funds consistent with donor intent. Organizations disclose important and relevant information to potential donors.

In raising funds from the public, organizations will respect the rights of donors, as follows:

To be informed of the mission of the organization, the way the resources will be used and their capacity to use donations effectively for their intended purposes;

To be informed of the identity of those serving on the organization's governing board and to expect the board to exercise prudent judgment in its stewardship responsibilities;

To have access to the organization's most recent financial reports;

To be assured their gifts will be used for the purposes for which they were given;

To receive appropriate acknowledgement and recognition;

To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by the law;

To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature;

To be informed whether those seeking donations are volunteers, employees of the organizations or hired solicitors;

To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share; and,

To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

## X. Grantmaker Guidelines

Organizations that are grantmakers have particular responsibilities in carrying out their missions. These include the following:

They will have constructive relations with grantseekers based on mutual respect and shared goals;

They will communicate clearly and on a timely basis with potential grantees;

They will treat grantseekers and grantees fairly and with respect;

They will respect the expertise of grantseekers in their fields of knowledge;

They will seek to understand and respect the organizational capacity and needs of grantseeking organizations; and,

They will respect the integrity of the mission of grantseeking organizations.

## **ADDENDUM V – WHISTLEBLOWER POLICY**

### **Whistleblower Protection Policy**

Laona Area Chamber of Commerce Inc. requires directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of Laona Area Chamber of Commerce Inc., we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

#### **Reporting Responsibility**

This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that Laona Area Chamber of Commerce Inc. can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees, and volunteers to report concerns about violations of Laona Area Chamber of Commerce Inc.'s code of ethics or suspected violations of law or regulations that govern Laona Area Chamber of Commerce Inc.'s operations.

#### **No Retaliation**

It is contrary to the values of Laona Area Chamber of Commerce Inc. for anyone to retaliate against any board member, officer, employee, or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Laona Area Chamber of Commerce Inc. Any board member, officer, or employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

#### **Reporting Procedure**

Laona Area Chamber of Commerce Inc. has an open door policy and suggests that employees share their questions, concerns, suggestions, or complaints with their supervisor. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with the President, board of directors, or Compliance Officer. Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to Laona Area Chamber of Commerce Inc.'s Compliance Officer, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor or the Compliance Officer.

#### **Compliance Officer**

Laona Area Chamber of Commerce Inc.'s \_\_\_\_\_ is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Compliance Officer will advise the board of directors of all complaints and their resolution and will report at least annually to the Treasurer/Finance Committee on compliance activity relating to accounting or alleged financial improprieties.

## **Accounting and Auditing Matters**

Laona Area Chamber of Commerce Inc.'s Compliance Officer shall immediately notify the Finance Committee of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the committee until the matter is resolved.

## **Acting in Good Faith**

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

## **Confidentiality**

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

## **Handling of Reported Violations**

Laona Area Chamber of Commerce Inc.'s Compliance Officer will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

**Compliance Officer:** \_\_\_\_\_

## ADDENDUM VI – RECORDS & RETENTION POLICY

### RECORD RETENTION AND DESTRUCTION POLICY

#### **Purpose**

The purpose of this Policy is to ensure that necessary records and documents of Laona Area Chamber of Commerce Inc. are adequately protected and maintained and to ensure that records that are no longer needed by Laona Area Chamber of Commerce Inc. or are of no value are discarded at the proper time. This Policy is also for the purpose of aiding employees of Laona Area Chamber of Commerce Inc. in understanding their obligations in retaining electronic documents - including e-mail, Web files, text files, sound and movie files, PDF documents, and all Microsoft Office or other formatted files.

#### **Policy**

This Policy represents Laona Area Chamber of Commerce Inc.'s policy regarding the retention and disposal of records and the retention and disposal of electronic documents.

#### **Administration**

Attached as Appendix A is a Record Retention Schedule that is approved as the initial maintenance, retention and disposal schedule for physical records of Laona Area Chamber of Commerce Inc. and the retention and disposal of electronic documents. The President (the "Administrator") is the officer in charge of the administration of this Policy and the implementation of processes and procedures to ensure that the Record Retention Schedule is followed. The Administrator is also authorized to: make modifications to the Record Retention Schedule from time to time to ensure that it is in compliance with local, state and federal laws and includes the appropriate document and record categories for Laona Area Chamber of Commerce Inc.; monitor local, state and federal laws affecting record retention; annually review the record retention and disposal program; and monitor compliance with this Policy.

#### **Suspension of Record Disposal In Event of Litigation or Claims**

In the event Laona Area Chamber of Commerce Inc. is served with any subpoena or request for documents or any employee becomes aware of a governmental investigation or audit concerning Laona Area Chamber of Commerce Inc. or the commencement of any litigation against or concerning Laona Area Chamber of Commerce Inc., such employee shall inform the Administrator and any further disposal of documents shall be suspended until such time as the Administrator, with the advice of counsel, determines otherwise. The Administrator shall take such steps as is necessary to promptly inform all staff of any suspension in the further disposal of documents.

#### **Applicability**

This Policy applies to all physical records generated in the course of Laona Area Chamber of Commerce Inc.'s operation, including both original documents and reproductions. It also applies to the electronic documents described above.

*\*This Policy was approved by the Board of Directors of Laona Area Chamber of Commerce Inc. on 2/11/19.\**

## **APPENDIX A - RECORD RETENTION SCHEDULE**

The Record Retention Schedule is organized as follows:

### **SECTION TOPIC**

Accounting and Finance

Contracts

Corporate Records

Correspondence and Internal Memoranda

Electronic Documents

Grant Records

Insurance Records

Legal Files and Papers

Miscellaneous

Payroll Documents

Pension Documents

Personnel Records

Property Records

Tax Records

Contribution Records

Programs & Services Records

Fiscal Sponsor Project Records

### **ACCOUNTING AND FINANCE**

<b>Record Type</b>	<b>Retention Period</b>
Accounts Payable ledgers and schedules	7 years
Accounts Receivable ledgers and schedules	7 years
Annual Audit Reports and Financial Statements	Permanent

<b>Record Type</b>	<b>Retention Period</b>
Annual Audit Records, including work papers and other documents that relate to the audit	7 years after completion of audit
Annual Plans and Budgets	2 years
Bank Statements and Canceled Checks	7 years
Employee Expense Reports	7 years
General Ledgers	Permanent
Interim Financial Statements	7 years
Notes Receivable ledgers and schedules	7 years
Investment Records	7 years after sale of investment
Credit card records (documents showing customer credit card number)	2 years

#### **Credit card record retention and destruction**

A credit card may be used to pay for the following Laona Area Chamber of Commerce Inc. products and services: Publications, donations, dues, advertising; all other items of note as approved by the discretion of the Laona Area Chamber of Commerce Inc. board of directors.

All records showing customer credit card number must be locked in a desk drawer or a file cabinet when not in immediate use by staff.

If it is determined that information on a document, which contains credit card information, is necessary for retention beyond 2 years, then the credit card number will be cut out of the document.

#### **CONTRACTS**

<b>Record Type</b>	<b>Retention Period</b>
Contracts and Related Correspondence (including any proposal that resulted in the contract and all other supportive documentation)	7 years after expiration or termination

## CORPORATE RECORDS

Record Type	Retention Period
Corporate Records (minute books, signed minutes of the Board and all committees, corporate seals, articles of incorporation, bylaws, annual corporate reports)	Permanent
Licenses and Permits	Permanent

## CORRESPONDENCE AND INTERNAL MEMORANDA

**General Principle:** Most correspondence and internal memoranda should be retained for the same period as the document they pertain to or support. For instance, a letter pertaining to a particular contract would be retained as long as the contract (7 years after expiration). It is recommended that records that support a particular project be kept with the project and take on the retention time of that particular project file.

Correspondence or memoranda that do not pertain to documents having a prescribed retention period should generally be discarded sooner. These may be divided into two general categories:

Those pertaining to routine matters and having no significant, lasting consequences should be discarded *within two years*. Some examples include:

Routine letters and notes that require no acknowledgment or follow-up, such as notes of appreciation, congratulations, letters of transmittal, and plans for meetings.

Form letters that require no follow-up.

Letters of general inquiry and replies that complete a cycle of correspondence.

Letters or complaints requesting specific action that have no further value after changes are made or action taken (such as name or address change).

Other letters of inconsequential subject matter or that definitely close correspondence to which no further reference will be necessary.

Chronological correspondence files.

Please note that copies of interoffice correspondence and documents where a copy will be in the originating department file should be read and destroyed, unless that information provides reference to or direction to other documents and must be kept for project traceability.

Those pertaining to non-routine matters or having significant lasting consequences should generally be retained permanently.

## ELECTRONIC DOCUMENTS

**Electronic Mail:** Not all email needs to be retained, depending on the subject matter.

All e-mail—from internal or external sources—is to be deleted after 12 months.

Staff will strive to keep all but an insignificant minority of their e-mail related to business issues.

Laona Area Chamber of Commerce Inc. will archive e-mail for six months after the staff has deleted it, after which time the e-mail will be permanently deleted.

All Laona Area Chamber of Commerce Inc. business-related email should be copied and forwarded to the Laona Area Chamber of Commerce Inc. email address for retention.

Staff will not store or transfer Laona Area Chamber of Commerce Inc.-related e-mail on non-work-related computers except as necessary or appropriate for Laona Area Chamber of Commerce Inc.'s purposes.

Staff will take care not to send confidential/proprietary Laona Area Chamber of Commerce Inc. information to outside sources.

Any e-mail staff deems vital to the performance of their job should be copied and forwarded to the Laona Area Chamber of Commerce Inc. email address, as well as a physical copy printed and stored in the employee's workspace.

Electronic Documents: including Microsoft Office Suite and PDF files. Retention also depends on the subject matter.

**PDF documents** – The length of time that a PDF file should be retained should be based upon the content of the file and the category under the various sections of this policy. The maximum period that a PDF file should be retained is 6 years. PDF files the employee deems vital to the performance of his or her job should be printed and stored in the employee's workspace.

**Text/formatted files** - Staff will conduct annual reviews of all text/formatted files (e.g., Microsoft Word documents) and will delete all those they consider unnecessary or outdated. After five years, all text files will be deleted from the network and the staff's desktop/laptop. Text/formatted files the staff deems vital to the performance of their job should be printed and stored in the staff's workspace.

## Web Page Files: Internet Cookies

All workstations: Internet Explorer should be scheduled to delete Internet cookies once per month.

Laona Area Chamber of Commerce Inc. does not automatically delete electronic files beyond the dates specified in this Policy. It is the responsibility of all staff to adhere to the guidelines specified in this policy.

Each week Laona Area Chamber of Commerce Inc. will run an external USB disk backup copy of all electronic files on Laona Area Chamber of Commerce Inc.'s servers, as specified in the Laona Area Chamber of Commerce Inc. Continuity and Recovery Plan. This external USB backup disk is a safeguard to retrieve lost information within a one-year retrieval period should documents on the network experience problems. The disk backup copy is considered a safeguard for the record retention system of Laona Area Chamber of Commerce Inc., but is not considered an official repository of Laona Area Chamber of Commerce Inc. records. All monthly and yearly disks are stored offsite according to Laona Area Chamber of Commerce Inc.'s Continuity and Recovery Plan.

In certain cases a document will be maintained in both paper and electronic form. In such cases the official document will be the electronic document.

## **GRANT RECORDS**

<b>Record Type</b>	<b>Retention Period</b>
Original grant proposal	7 years after completion of grant period
Grant agreement and subsequent modifications, if applicable	7 years after completion of grant period
All requested IRS/grantee correspondence including determination letters and "no change" in exempt status letters	7 years after completion of grant period
Final grantee reports, both financial and narrative	7 years after completion of grant period
All evidence of returned grant funds	7 years after completion of grant period
All pertinent formal correspondence including opinion letters of counsel	7 years after completion of grant period
Report assessment forms	7 years after completion of grant period
Documentation relating to grantee evidence of invoices and matching or challenge grants that would support grantee compliance with the grant agreement	7 years after completion of grant period

<b>Record Type</b>	<b>Retention Period</b>
Pre-grant inquiry forms and other documentation for expenditure responsibility grants	7 years after completion of grant period
Grantee work product produced with the grant funds	7 years after completion of grant period

## **INSURANCE RECORDS**

<b>Record Type</b>	<b>Retention Period</b>
Annual Loss Summaries	10 years
Audits and Adjustments	3 years after final adjustment
Certificates Issued to Laona Area Chamber of Commerce Inc.	Permanent
Claims Files (including correspondence, medical records, injury documentation, etc.)	Permanent
Group Insurance Plans - Active Employees	Until Plan is amended or terminated
Group Insurance Plans – Retirees	Permanent or until 6 years after death of last eligible participant
Inspections	3 years
Insurance Policies (including expired policies)	Permanent
Journal Entry Support Data	7 years
Loss Runs	10 years
Releases and Settlements	25 years

## **LEGAL FILES AND PAPERS**

<b>Record Type</b>	<b>Retention Period</b>
Legal Memoranda and Opinions (including all subject matter files)	7 years after close of matter
Litigation Files	1 year after expiration of appeals or time for filing appeals
Court Orders	Permanent
Requests for Departure from Records Retention Plan	10 years

## **MISCELLANEOUS**

<b>Record Type</b>	<b>Retention Period</b>
Consultant's Reports	2 years
Material of Historical Value (including pictures, publications)	Permanent
Policy and Procedures Manuals – Original	Current version with revision history
Policy and Procedures Manuals - Copies	Retain current version only
Annual Reports	Permanent

## **PAYROLL DOCUMENTS**

<b>Record Type</b>	<b>Retention Period</b>
Employee Deduction Authorizations	4 years after termination
Payroll Deductions	Termination + 7 years
W-2 and W-4 Forms	Termination + 7 years
Garnishments, Assignments, Attachments	Termination + 7 years

<b>Record Type</b>	<b>Retention Period</b>
Labor Distribution Cost Records	7 years
Payroll Registers (gross and net)	7 years
Time Cards/Sheets	2 years
Unclaimed Wage Records	6 years

## **PENSION DOCUMENTS AND SUPPORTING EMPLOYEE DATA**

**General Principle:** Pension documents and supporting employee data shall be kept in such a manner that Donors Forum can establish at all times whether or not any pension is payable to any person and if so the amount of such pension.

<b>Record Type</b>	<b>Retention Period</b>
Retirement and Pension Records	Permanent

## **PERSONNEL RECORDS**

<b>Record Type</b>	<b>Retention Period</b>
Commissions/Bonuses/Incentives/Awards	7 years
EEO- I /EEO-2 - Employer Information Reports	2 years after superseded or filing (whichever is longer)
Employee Earnings Records	Separation + 7 years
Employee Handbooks	1 copy kept permanently

<b>Record Type</b>	<b>Retention Period</b>
Employee Medical Records	Separation + 6 years
Employee Personnel Records (including individual attendance records, application forms, job or status change records, performance evaluations, termination papers, withholding information, garnishments, test results, training and qualification records)	6 years after separation
Employment Contracts – Individual	7 years after separation
Employment Records - Correspondence with Employment Agencies and Advertisements for Job Openings	3 years from date of hiring decision
Employment Records - All Non-Hired Applicants (including all applications and resumes - whether solicited or unsolicited, results of post-offer, pre-employment physicals, results of background investigations, if any, related correspondence)	2-4 years (4 years if file contains any correspondence which might be construed as an offer)
Job Descriptions	3 years after superseded
Personnel Count Records	3 years
Forms I-9	3 years after hiring, or 1 year after separation if later

## PROPERTY RECORDS

<b>Record Type</b>	<b>Retention Period</b>
Correspondence, Property Deeds, Assessments, Licenses, Rights of Way	Permanent

Original Purchase/Sale/Lease Agreement	Permanent
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| Property Insurance Policies | Permanent |

## TAX RECORDS

**General Principle:** Donors Forum must keep books of account or records as are sufficient to establish amount of gross income, deductions, credits, or other matters required to be shown in any such return.

These documents and records shall be kept for as long as the contents thereof may become material in the administration of federal, state, and local income, franchise, and property tax laws.

Record Type	Retention Period
Tax-Exemption Documents and Related Correspondence	Permanent
IRS Rulings	Permanent
Excise Tax Records	7 years
Payroll Tax Records	7 years
Tax Bills, Receipts, Statements	7 years
Tax Returns - Income, Franchise, Property	Permanent
Tax Workpaper Packages - Originals	7 years
Sales/Use Tax Records	7 years
Annual Information Returns - Federal and State	Permanent
IRS or other Government Audit Records	Permanent

## CONTRIBUTION RECORDS

<b>Record Type</b>	<b>Retention Period</b>
Records of Contributions	Permanent
Laona Area Chamber of Commerce Inc.'s or other documents evidencing terms of gifts	Permanent

## **PROGRAM AND SERVICE RECORDS**

<b>Record Type</b>	<b>Retention Period</b>
All Programs & Services	7 years
Laona Area Chamber of Commerce Inc. convenings	Permanent (1 copy only)
Research & Publications	Permanent (1 copy only)

## **FISCAL SPONSOR PROJECT RECORDS**

<b>Record Type</b>	<b>Retention Period</b>
Sponsorship agreements	Permanent

## ADDENDUM VII - CONTINUITY AND RECOVERY PLAN

Risk Assessment Matrix													
	Impact to Critical Business Assets												
Type of Event / Hazard	People 1=Negligible 2=Marginal 3=Critical 4=Catastrophic		Building 1=Negligible 2=Marginal 3=Critical 4=Catastrophic		Equipment 1=Negligible 2=Marginal 3=Critical 4=Catastrophic		Data 1=Negligible 2=Marginal 3=Critical 4=Catastrophic		Inventory/Product 1=Negligible 2=Marginal 3=Critical 4=Catastrophic		Operations 1=Negligible 2=Marginal 3=Critical 4=Catastrophic		Total Score
	1	2	3	4	1	2	3	4	1	2	3	4	
	1	2	3	4	1	2	3	4	1	2	3	4	
	1	2	3	4	1	2	3	4	1	2	3	4	
	1	2	3	4	1	2	3	4	1	2	3	4	
	1	2	3	4	1	2	3	4	1	2	3	4	
	1	2	3	4	1	2	3	4	1	2	3	4	
	1	2	3	4	1	2	3	4	1	2	3	4	
	1	2	3	4	1	2	3	4	1	2	3	4	
	1	2	3	4	1	2	3	4	1	2	3	4	
	1	2	3	4	1	2	3	4	1	2	3	4	
	1	2	3	4	1	2	3	4	1	2	3	4	
Totals													
Priority													

## Step 1: About Your Nonprofit

PRIMARY NONPROFIT LOCATION	SECOND NONPROFIT LOCATION
NONPROFIT NAME	NONPROFIT NAME
STREET ADDRESS	STREET ADDRESS
CITY, STATE, ZIP CODE	CITY, STATE, ZIP CODE
TELEPHONE NUMBER	TELEPHONE NUMBER
PRIMARY POINT OF CONTACT	ALTERNATE POINT OF CONTACT
PRIMARY EMERGENCY CONTACT	ALTERNATE EMERGENCY CONTACT
TELEPHONE NUMBER	TELEPHONE NUMBER
ALTERNATE TELEPHONE NUMBER	ALTERNATE TELEPHONE NUMBER
E-MAIL ADDRESS	E-MAIL ADDRESS
EMERGENCY CONTACT INFORMATION - DIAL 911 IN AN EMERGENCY	
NON-EMERGENCY POLICE	ELECTRICITY PROVIDER
NON-EMERGENCY FIRE	GAS PROVIDER
INSURANCE PROVIDER	WATER PROVIDER
POISON INFORMATION CENTER	RAPE/VICTIM SERVICES
OTHER (E.G., HAZARDOUS MATERIAL SPILL CLEAN-UP)	OTHER (E.G., PROPERTY SECURITY)
OTHER (E.G., IT SUPPORT CONTRACTOR)	OTHER (E.G., BANK AGENT)
OTHER (E.G., PROPERTY MANAGEMENT)	OTHER
OTHER	OTHER

## **Step 2: Business Continuity and Recovery Planning Team**

The following people will participate in business continuity and recovery planning:

# Coordination with Others

The following people from neighboring organizations, businesses and our building management will participate on our emergency planning team.

NAME	ORGANIZATIONS/BUSINESS	EMAIL

## **Meeting Schedule**

The emergency planning team will meet on a regular basis.

DATE	LOCATION	TOPIC

## **Step 3: Potential Hazards**

This information should be included in your Emergency Preparedness and Response Plan, however reiterating key potential hazards in your Business Continuity and Recovery Plan will help you focus on the types of incidents from which you may need to recover. Make sure to look inside and outside your nonprofit as well as the surrounding community. Ask yourself questions like: How do I get in and out of the area? How do my staff, suppliers, and clients/constituents get in and out of the area? What should I be concerned with that could interrupt the nonprofit?

The following disasters could impact our operations.

## **EXTERNAL (earthquake, fire, power outage, flood, disease, vandalism, etc.)**

## **INTERNAL (fire, flood, theft, data management, power outage, disease, etc.)**

## Step 4: Critical Assets

If these items are taken away, it would drastically affect or harm your nonprofit or cause a major disruption to operations. What does your nonprofit need to operate?

PEOPLE (employees, consumers, donors, board members, clients/constituents, key volunteers, etc.)	
BUILDING (physical structure, storage unit, satellite office, main office, store front, capital lease, etc.)	
COMPUTER EQUIPMENT (computers, software, servers/network, specialty tools, copiers, etc.)	
DATA (documents, payroll, files, records, server back-up tapes, etc.)	
INVENTORY/PRODUCT (stock, supplies, new materials, etc.)	
OPERATIONS (any disruption to ops, accounts receivable/payable, payroll, mail room, etc.)	

## **Step 4: Critical Assets (continued)**

VALUABLE CONTENTS (religious artifacts, valuable collectables, etc.)	
BOOKS AND RECORDS (vital records, payroll information, etc.)	
EQUIPMENT (HVAC, kitchen equipment, audio visual equipment, specialty tools, copiers, etc.)	
FURNITURE AND FIXTURES (office furniture, custom built furniture, auxiliary furniture, etc.)	
GROUNDS (custom decorations, outdoor equipment, signage, etc.)	
OTHER (artwork, antiques, etc.)	

## Step 5: Critical Operations

Identify operations that are critical for your nonprofit's survival. Does your nonprofit provide services crucial to the incident response? How will you continue to perform these functions in a disaster situation? What operations are necessary to fulfill legal and financial obligations? Which are necessary to maintain cash flow and reputation? What operations does your nonprofit provide to others (i.e. shelter, day care, spiritual guidance, food, etc.)? In the event of a disaster will people be congregating at your location needing assistance?

**PROCEDURES TO RESTART OPERATION AFTER MINIMAL DISASTER IMPACT:** If a disaster causes negligible or marginal impact on operations, these procedures will help to restart the operation in the same location.

**PROCEDURES TO COMPLETELY RESTORE OPERATION AFTER SIGNIFICANT DISASTER IMPACT:** If a disaster causes critical or catastrophic impact on operations, these procedures will help to restore the operation in the same location, an alternate location, or a new location.

OPERATION:	
STAFF IN CHARGE (POSITION)	STAFF IN CHARGE (NAME)
KEY SUPPLIES/EQUIPMENT	KEY SUPPLIERS/CONTRACTORS
PROCEDURES TO RESTART OPERATION AFTER MINIMAL DISASTER IMPACT	
PROCEDURES TO COMPLETELY RESTORE OPERATION AFTER SIGNIFICANT DISASTER IMPACT	

OPERATION:	
STAFF IN CHARGE (POSITION)	STAFF IN CHARGE (NAME)
KEY SUPPLIES/EQUIPMENT	KEY SUPPLIERS/CONTRACTORS
PROCEDURES TO RESTART OPERATION AFTER MINIMAL DISASTER IMPACT	
PROCEDURES TO COMPLETELY RESTORE OPERATION AFTER SIGNIFICANT DISASTER IMPACT	

## Step 5: Critical Operations (continued)

PROCEDURES TO RESTART OPERATION AFTER MINIMAL DISASTER IMPACT: If a disaster causes negligible or marginal impact on operations, these procedures will help to restart the operation in the same location.

PROCEDURES TO COMPLETELY RESTORE OPERATION AFTER SIGNIFICANT DISASTER IMPACT: If a disaster causes critical or catastrophic impact on operations, these procedures will help to restore the operation in the same location, an alternate location, or a new location.

OPERATION:	
STAFF IN CHARGE (POSITION)	STAFF IN CHARGE (NAME)
KEY SUPPLIES/EQUIPMENT	KEY SUPPLIERS/CONTRACTORS
PROCEDURES TO RESTART OPERATION AFTER MINIMAL DISASTER IMPACT	
PROCEDURES TO COMPLETELY RESTORE OPERATION AFTER SIGNIFICANT DISASTER IMPACT	

OPERATION:	
STAFF IN CHARGE (POSITION)	STAFF IN CHARGE (NAME)
KEY SUPPLIES/EQUIPMENT	KEY SUPPLIERS/CONTRACTORS
PROCEDURES TO RESTART OPERATION AFTER MINIMAL DISASTER IMPACT	
PROCEDURES TO COMPLETELY RESTORE OPERATION AFTER SIGNIFICANT DISASTER IMPACT	

## Step 6: Key Organizations and Businesses

The following is a list of organizations and businesses that are critical to maintaining business (i.e. vendors, suppliers, funders, etc.).

<b>ORGANIZATION NAME:</b>		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	DOES THIS ORGANIZATION HAVE A CONTINUITY PLAN?
MATERIAL/SERVICE PROVIDED		
If this organization experiences a disaster, we will obtain materials/services from the following:		

<b>ORGANIZATION NAME:</b>		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	DOES THIS ORGANIZATION HAVE A CONTINUITY PLAN?
MATERIAL/SERVICE PROVIDED		
If this organization experiences a disaster, we will obtain materials/services from the following:		

## **Step 6: Key Organizations and Businesses (continued)**

<b>ORGANIZATION NAME:</b>		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	DOES THIS ORGANIZATION HAVE A CONTINUITY PLAN?
MATERIAL/SERVICE PROVIDED		
If this company experiences a disaster, we will obtain materials/services from the following:		

<b>ORGANIZATION NAME:</b>		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	DOES THIS ORGANIZATION HAVE A CONTINUITY PLAN?
MATERIAL/SERVICE PROVIDED		
If this company experiences a disaster, we will obtain materials/services from the following:		

## Step 7: Computer Inventory Form

Use this form to:

- Log your computer hardware serial and model numbers. Attach a copy of your vendor documentation to this document.
- Record the name of the company from which you purchased or leased this equipment and the contact name to notify for your computer repairs.

Make additional copies as needed. *Keep one copy of this list in a secure place on your premises and another in an off-site location.*

HARDWARE INVENTORY					
HARDWARE (CPU, MONITOR, PRINTER, KEYBOARD, MOUSE, PLUS DESCRIPTION)	MODEL PURCHASED	SERIAL NUMBER	DATE PURCHASED	COMPANY PURCHASED OR LEASED FROM	COST
SOFTWARE INVENTORY					
NAME OF SOFTWARE	VERSION	SERIAL / KEY NUMBER	DISC OR DOWNLOAD	DATE PURCHASED	COST

## **Step 8: Information Technology Security**

Data security and backup should be an ongoing process, however, it is crucial before a disaster. If you use a contractor for your IT support, they should be included in your business continuity and recovery planning. Identify the records that are essential to perform your critical functions. Vital records may include employee data, payroll, financial and insurance records, customer data, legal and lease documents. Are any impossible to re-create? Are copies stored offsite?

<b>DATA SECURITY AND BACK-UP</b>	
LEAD STAFF OR CONTRACTOR	EMERGENCY CONTACT TELEPHONE
EMAIL	ALTERNATE CONTACT TELEPHONE
BACK-UP RECORDS ARE STORED ONSITE HERE	BACK-UP RECORDS ARE STORED OFFSITE HERE
VIRTUAL RECORDS ARE STORED HERE	VIRTUAL BACK-UP CONTACT
IF OUR VIRTUAL RECORDS ARE DESTROYED, WE WILL PROVIDE FOR CONTINUITY IN THE FOLLOWING WAYS:	

<b>IT ASSET SECURITY</b>	
LEAD STAFF OR CONTRACTOR	EMERGENCY CONTACT TELEPHONE
EMAIL	ALTERNATE CONTACT TELEPHONE
KEY COMPUTER HARDWARE	TO PROTECT OUR COMPUTER HARDWARE, WE WILL:
KEY COMPUTER SOFTWARE	TO PROTECT OUR COMPUTER SOFTWARE, WE WILL:
IF OUR COMPUTERS ARE DESTROYED, WE WILL USE BACK-UP COMPUTERS AT THE FOLLOWING LOCATIONS:	

## **Step 9: Alternate/Temporary Location**

Determine if it is possible to set up an alternate or temporary location if your primary site is unavailable. Would this site become your new primary site? Do you have multiple locations in which you can condense work operations? How much work can be done virtually? Does your nonprofit have options for relocation in the same park? Would a work-from-home strategy work for your organization? What pre-agreements would you need for these options?

<b>ALTERNATE LOCATION</b>		<b>SECOND ALTERNATE LOCATION</b>	
STREET ADDRESS		STREET ADDRESS	
CITY, STATE, ZIP CODE		CITY, STATE, ZIP CODE	
TELEPHONE NUMBER		TELEPHONE NUMBER	
IS THERE A PRE-AGREEMENT IN PLACE?		IS THERE A PRE-AGREEMENT IN PLACE?	
<b>POINT OF CONTACT</b>		<b>POINT OF CONTACT</b>	
CONTACT NAME		CONTACT NAME	
TELEPHONE NUMBER	ALTERNATE NUMBER	TELEPHONE NUMBER	ALTERNATE NUMBER
E-MAIL ADDRESS		E-MAIL ADDRESS	
<b>SITE ASSESSMENT</b>		<b>SITE ASSESSMENT</b>	
NUMBER AND TYPE OF STAFF TO WORK HERE		NUMBER AND TYPE OF STAFF TO WORK HERE	
SUPPLIES ALREADY IN PLACE		SUPPLIES ALREADY IN PLACE	
SUPPLIES THAT WOULD BE NEEDED		SUPPLIES THAT WOULD BE NEEDED	
TIME TO SET UP OPERATIONS		TIME TO SET UP OPERATIONS	
LENGTH OF TIME TO STAY IN THIS SITE		LENGTH OF TIME TO STAY IN THIS SITE	
POSSIBLE HAZARDS IN THE AREA		POSSIBLE HAZARDS IN THE AREA	
NOTES:		NOTES:	

## Step 10: Staff Notification

Staff should be regularly updated on business operational status including whether they should report to work, what work conditions are like, alternate work sites and plans, plan triggers, etc.

NOTIFICATION		
STAFF WILL BE NOTIFIED BY: <input type="checkbox"/> PHONE TREE <input type="checkbox"/> AUTOMATIC NOTIFICATION SYSTEM <input type="checkbox"/> EMAIL BLAST <input type="checkbox"/> OTHER: STAFF WILL RESPOND BY: <input type="checkbox"/> CALLING IN TO LIVE PERSON <input type="checkbox"/> CALLING AUTOMATIC RESPONSE SYSTEM <input type="checkbox"/> EMAIL IN <input type="checkbox"/> OTHER:	STAFF MEMBER RESPONSIBLE FOR NOTIFICATION	
	TELEPHONE NUMBER	EMAIL
	RESPOND IN NUMBER	AUTO RESPONSE NUMBER
	PLAN TRIGGER	

NOTIFYING STAFF NAME:	
STREET ADDRESS	
CITY, STATE, ZIP CODE	
TELEPHONE NUMBER	ALTERNATE NUMBER
EMAIL	
EMERGENCY CONTACT NAME	
RELATIONSHIP TO EMPLOYEE	
CONTACT TELEPHONE	ALTERNATE TELEPHONE
CONTACT EMAIL	

NOTIFYING STAFF NAME:	
STREET ADDRESS	
CITY, STATE, ZIP CODE	
TELEPHONE NUMBER	ALTERNATE NUMBER
EMAIL	
EMERGENCY CONTACT NAME	
RELATIONSHIP TO EMPLOYEE	
CONTACT TELEPHONE	ALTERNATE TELEPHONE
CONTACT EMAIL	

## Step 10: Staff Notification (continued)

<b>STAFF NAME:</b>			
STREET ADDRESS		EMERGENCY CONTACT NAME	
CITY, STATE, ZIP CODE		RELATIONSHIP TO EMPLOYEE	
TELEPHONE NUMBER	ALTERNATE NUMBER	CONTACT TELEPHONE	ALTERNATE TELEPHONE
EMAIL		CONTACT EMAIL	

<b>STAFF NAME:</b>			
STREET ADDRESS		EMERGENCY CONTACT NAME	
CITY, STATE, ZIP CODE		RELATIONSHIP TO EMPLOYEE	
TELEPHONE NUMBER	ALTERNATE NUMBER	CONTACT TELEPHONE	ALTERNATE TELEPHONE
EMAIL		CONTACT EMAIL	

<b>STAFF NAME:</b>			
STREET ADDRESS		EMERGENCY CONTACT NAME	
CITY, STATE, ZIP CODE		RELATIONSHIP TO EMPLOYEE	
TELEPHONE NUMBER	ALTERNATE NUMBER	CONTACT TELEPHONE	ALTERNATE TELEPHONE
EMAIL		CONTACT EMAIL	

<b>STAFF NAME:</b>			
STREET ADDRESS		EMERGENCY CONTACT NAME	
CITY, STATE, ZIP CODE		RELATIONSHIP TO EMPLOYEE	
TELEPHONE NUMBER	ALTERNATE NUMBER	CONTACT TELEPHONE	ALTERNATE TELEPHONE
EMAIL		CONTACT EMAIL	

## Step 11: Key Nonprofit Contact Notification

Key Fundors/grantors, Donors, board members, clients/consumers and other key contacts should be regularly updated on operational status such open hours, orders in progress, etc. This may be done via your website, posting signs at your business, or contacting them individually.

NOTIFICATION		
KEY NONPROFIT CONTACTS WILL BE NOTIFIED BY:		STAFF MEMBER RESPONSIBLE FOR NOTIFICATION
<input type="checkbox"/> WEBSITE		TELEPHONE NUMBER
<input type="checkbox"/> AUTOMATIC NOTIFICATION SYSTEM		EMAIL
<input type="checkbox"/> EMAIL BLAST		
<input type="checkbox"/> SIGNAGE		
<input type="checkbox"/> OTHER:		
ORGANIZATION NAME:		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	RELATIONSHIP TO OUR NONPROFIT
ORGANIZATION NAME:		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	RELATIONSHIP TO OUR NONPROFIT
ORGANIZATION NAME:		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	RELATIONSHIP TO OUR NONPROFIT

## Step 11: Key Nonprofit Contact Notification (continued)

<b>ORGANIZATION NAME:</b>		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	RELATIONSHIP TO OUR NONPROFIT
<b>ORGANIZATION NAME:</b>		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	RELATIONSHIP TO OUR NONPROFIT
<b>ORGANIZATION NAME:</b>		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	RELATIONSHIP TO OUR NONPROFIT
<b>ORGANIZATION NAME:</b>		
STREET ADDRESS		CONTACT NAME
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMAIL
EMERGENCY TELEPHONE	WEBSITE	RELATIONSHIP TO OUR NONPROFIT

## Step 12: Continuity of Management Plan

You can assume that not every key person will be readily available or physically at the facility after an emergency. Ensure that recovery decisions can be made without undue delay. If relevant, consult your legal department regarding laws and corporate bylaws governing continuity of management.

Establish procedures for:

- Assuring the chain of command
- Maintaining lines of succession for key personnel

### POLICY STATEMENT REGARDING CONTINUITY OF MANAGEMENT

LEADER NAME: [REDACTED]		
STREET ADDRESS		SUCCESOR NAME
CITY, STATE, ZIP CODE		SUCCESOR TELEPHONE NUMBER
TELEPHONE NUMBER	EMERGENCY TELEPHONE	SUCCESOR EMAIL
EMAIL		RELATIONSHIP TO LEADER
LEADER NAME: [REDACTED]		
STREET ADDRESS		SUCCESOR NAME
CITY, STATE, ZIP CODE		SUCCESOR TELEPHONE NUMBER
TELEPHONE NUMBER	EMERGENCY TELEPHONE	SUCCESOR EMAIL
EMAIL		RELATIONSHIP TO LEADER
LEADER NAME: [REDACTED]		
STREET ADDRESS		SUCCESOR NAME
CITY, STATE, ZIP CODE		SUCCESOR TELEPHONE NUMBER
TELEPHONE NUMBER	EMERGENCY TELEPHONE	SUCCESOR EMAIL
EMAIL		RELATIONSHIP TO LEADER

## Step 13: Insurance Coverage Discussion Form

Use this form to discuss your insurance coverage with your agent. Having adequate coverage now will help you recover more rapidly from a catastrophe.

<b>INSURANCE AGENT:</b>				
STREET ADDRESS		CONTACT NAME		
CITY, STATE, ZIP CODE		CONTACT TELEPHONE NUMBER		
TELEPHONE NUMBER	FAX NUMBER	CONTACT EMERGENCY TELEPHONE		
EMERGENCY TELEPHONE	WEBSITE	CONTACT EMAIL		
<b>INSURANCE POLICY INFORMATION</b>				
TYPE OF INSURANCE	POLICY NUMBER	DEDUCTIBLES	POLICY LIMITS	COVERAGE (GENERAL DESCRIPTION)
<b>DISASTER RELATED INSURANCE QUESTIONS</b>				
Do you need Flood Insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No		What perils or causes of loss does my policy cover?		
Do you need Earthquake Insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No		How will my property be valued?		
Do you need Business Income and Extra Expense Insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No		Does my policy cover the cost of required upgrades to code? <input type="checkbox"/> Yes <input type="checkbox"/> No		
How much insurance am I required to carry to avoid becoming a co-insurer?		What does my policy require me to do in the event of a loss?		
What types of records and documentation will my insurance company want to see?		Am I covered for lost income in the event of business interruption because of a loss? Do I have enough coverage? For how long is coverage provided? How long is my coverage for lost income if my business is closed by order of a civil authority?		
How will my emergency management program affect my rates?				
To what extent am I covered for loss due to interruption of power? Is coverage provided for both on- and off-premises power interruption?		To what extent am I covered for reduced income due to customers' not all immediately coming back once the business reopens?		
<b>NOTES</b>				