

LEADS GROUPS

BYLAWS

Highlights indicate non-negotiables

ARTICLE I: NAME & OWNERSHIP

The name of each group shall be: **Leads Group (#)**. The number shall be assigned by the Tallahassee Chamber of Commerce (hereinafter referred to as "Chamber"). The Leads Group name and all materials with the Leads Group designation are property of the Chamber. The use of the Chamber logo or materials must be approved by the Chamber before use. All Leads Groups are considered an entity of the Chamber and all Leads Groups must agree to the policies and procedures of the Chamber.

ARTICLE II: ADDRESS

Each group will have a designated location determined by a majority vote of its members for the meetings. **Leads group meeting locations must be current Chamber members.** If the business refuses to join the Chamber or does not renew their membership, the group has 90 days to find a new location. The Leads Group may meet at other locations, from time to time, as designated by its members and must notify the Chamber in advance and post the location change on their website and any social media. The group may also have a separate mailing address from its meeting address.

ARTICLE III: PURPOSE

Chamber Leads Groups provide opportunities for its members to connect with other businesses and business leaders within the community.

The purpose of the Leads Groups:

- A. **Build relationships** - by sharing in activities that best promote networking and lead exchanging for the benefit of its members (i.e. business to business meetings and business card exchanges)

- B. **Share best business practices** – by sharing experiences and mentoring one another to encourage business growth and professional development
- C. **Generate referrals** - by implementing and maintaining a method and tracking system for exchanging business leads between members

ARTICLE IV: CODE OF ETHICS

As a member of a Chamber Leads Group, one promises to abide by the following Code of Ethics:

- A. To uphold the highest level of professionalism.
- B. To operate business with truth and integrity.
- C. To consider customers' needs foremost.
- D. To advise customers accurately, truthfully and honestly.
- E. To respond promptly to all referrals.
- F. To cooperate in a good business spirit with fellow Chamber Leads Group members.
- G. To abide by the covenants set forth by the Leads Advisory Council (LAC).

ARTICLE V: MEMBERSHIP

All Leads Group members and prospective members must be a current member in good standing with the Chamber. Chamber member "companies" hold the memberships, not the attending representatives. The member company is responsible for designating a company representative to attend and adhere to the Leads Group bylaws.

Members of each Leads Group may represent different trades, industries and professions within the Leads Group such that there will not be any conflicting or competing interests within a Leads Group. Each member position in a Leads Group may be exclusive to the current member in good standing within his or her particular trade, industry or profession. Member companies may participate as a member of two leads groups in the Chamber, represented by two different individuals.

Members are discouraged from changing Leads Groups, but may transfer from one Leads Group to another with the prior approval of the LAC and the respective Leads Group Chairs. The transferring member loses any dues prepaid to the previous group, must pay normal dues to the new group.

It is recommended that the maximum size for any leads group not exceed 40 members. If a leads group falls under 12 members, upon the request of the Chamber, the LAC will assist in growing the group.

Membership Obligation

All members are expected to provide valid business leads/referrals on a regular basis. There will

be no set quota, but the member will be expected to actively participate on a continuing basis.

Suggested Membership Process

- A. A prospective member, who is a Chamber member, may visit each Leads Group one time and is required to complete the guest form provided as documentation of their first visit. These forms are then submitted immediately to the Chamber by a Leads Group Officer. If there is not an opening for the prospective member's business category, the prospective member has the option to be placed on the Chamber's Leads Group waiting list or be directed to another Leads Group.
- B. A non-Chamber member may visit one leads group, one time, and may not visit other leads groups until he or she becomes a Chamber member.
- C. New members shall serve on a probationary status for a period of 3 consecutive meetings, after which their retention as a regular Chamber Leads Group member shall be subject to the approval of the Chamber Leads Group. Upon approval of the Chamber Leads Group, the new member will be added to the Chamber Leads Group roster. Membership verification of all Chamber Leads Group applicants is provided by the Chamber. Membership process is as follows:
 - a. On first visit, prospective member completes a guest sheet and returns to Chamber Leads Group Officers.
 - b. On the second consecutive meeting, prospective member receives a Leads Group Application, copy of bylaws and invoice for dues which shall be prorated at the monthly rate only.
 - c. On the third consecutive visit, prospective member submits signed Leads Group application agreeing to the bylaws and dues payment. An application is required to be on file with the Chamber Leads Group Chair and the LAC for all members and prospective members. No new applicant will be considered until this document is received.
- D. A prospective member that misses a consecutive meeting during the probation period may restart the probation period one time. Upon approval of the Leads Group Officers, the new member will be added to the Leads Group roster.
- E. Upon application, new members must pay dues in the amount specified by **Article 6: Dues.**
- F. Each Leads Group shall submit their Member Process in writing to the LAC annually by October 31.**
- G. Waiting List – the Chamber will maintain a waiting list for Chamber members that are interested in participating in a group, but whose category slot is unavailable. Leads groups should reach out to interested members before opening category slots to the general membership.

ARTICLE VI: DUES

When a Dues Structure is agreed upon by the group, each Chamber Leads Group is responsible for setting the amount of dues to be paid by each member. Each member (and additional company representatives who attend regularly) must pay dues. It is recommended that dues are to be collected in the following manner:

- A. Quarterly: dues to be paid by the second meeting of each quarter
- B. Annually: a ten percent discount will be given if paid by invoice due date
- C. New member dues paid at any other time shall be prorated at the monthly rate only.
- D. Any member who does not pay their dues by the second meeting of each quarter will be responsible for a \$10.00 late fee.
- E. Any member who does not pay their dues by the third meeting of the quarter will be removed from membership in the group.

Monies collected by each Chamber Leads Group will cover costs (applicable to each group's meeting format) such as: copies, printing, promotional items, food, room rental fees and any other expense approved by the Chamber for the benefit of the group. **The purchase of alcohol with group funds is prohibited.**

Dues shall be reviewed annually and set by the Chamber Leads Group with a majority (50 percent, plus one) vote by members in good standing for the following year. Dues are non-refundable.

A written copy of the dues structure for each Leads Group shall be submitted to the LAC annually by October 31.

ARTICLE VII: GOVERNANCE

Leads Groups shall be governed by the official board of directors of the Chamber. The Leads Group program falls directly under the Membership Department and shall be managed accordingly by the Leads Advisory Council. The LAC will facilitate a meeting with all the Leads Group Chairs, collectively, at least once a quarter to discuss the groups' productivity, growth, challenges, etc. In addition, the Chamber has formed the Leads Advisory Council (LAC) to assist the groups in carrying out the mission and goals of the Leads Group program.

In the event of an officer vacancy, the LAC should be immediately notified and will work with the Leads Group to appoint a suitable replacement until the next election.

ARTICLE VIII: OFFICER DUTIES

Each Leads Group should have an Officers' Committee to be comprised of a Chair, Vice Chair, Secretary and Treasurer who shall be elected by a majority vote (50% plus one) of the group's membership in good standing, to serve an annual term from October 1 through September 30. They shall serve until their successors are duly elected and active. These bylaws allow for temporary or permanent chairs and other committees as each Leads Group sees fit. All elected officers will participate on the committee to properly guide the Leads Group.

For those serving as Leads Officers, leads dues will be waived for the term of service; however, if the officer does not comply with the duty requirements, he or she may be removed from office and charged leads group dues for the prior quarter and forward.

All officers shall be responsible for recruiting new members, mentoring current members, and welcoming guests.

A. The Chair should:

- a. Preside at all group meetings and committee meetings.
- b. Attend the quarterly Leads Group Chairs' meetings.
- c. Notify any member who is in breach of the by-laws up to and including attendance, and work with Chamber staff to resolve.
- d. The Leads Chairman must be elected annually and may only serve two consecutive terms. Past Chairman may be re-elected after vacating the position for one year.

B. The Vice Chair should:

- a. Preside at all meetings inclusive of committee meetings at the Chair's request.
- b. Lead and organize program committee, presentations and guests.
- c. Mentor new members.

C. The Secretary shall:

- a. Maintain current membership list and make list available to the Chamber or LAC as requested.
- b. Have Visitors complete the Welcome/Guest form and submit to Chamber immediately following each meeting.
- c. Utilize current forms and dated rosters (Chamber approved)
- d. Submit and maintain current copies of rules for each respective Leads Group to the LAC.

D. The Treasurer shall:

- a. Be responsible for all financial transactions of the Leads Group and shall present a financial report to the group and the Chamber's Executive Vice President of Finance and Operations by the 20th of each month (for the previous month.)
- b. Keep accurate records on all dues, deposits, weekly fees and Leads Group expenses.
- c. Be responsible for collecting any monies from members as prescribed by the committee.
- d. Prepare and send dues invoices for the next quarter at least 30 days before the end of the current quarter. Invoices may serve as a receipt unless a separate receipt is requested by a member.
- e. Treasurers are required to utilize the Chamber Leads Group QuickBooks program.

- f. Abide by the requirements for membership as specified by Article 6: Dues.
- E. Special Requirements regarding the Leads Groups Bank Accounts:
- a. The name of on each Leads Group bank account shall be: Tallahassee Chamber of Commerce Leads Group (#).
 - b. The bank account should reflect the Chamber's Tax ID#.
 - c. The Chamber's Executive Vice President of Finance and Operations must be a signer on the account.
 - d. The Chamber's Executive Vice President of Finance and Operations must receive a copy of each monthly bank statement directly from such financial institution.
 - e. The Chamber's Executive Vice President of Finance and Operations must approve any group expense which exceeds \$499.
 - f. Credit Cards are prohibited from being acquired on a Leads Group bank account.
 - g. Authority to Contract: Notwithstanding anything contained in these bylaws to the contrary, no member or officer of a Leads Group may enter into any contract with a third party on behalf of the Leads Group or the Chamber. Any and all such contracts shall be forwarded to the Chamber's Executive Vice President of Finance and Operations for approval and signature.
 - h. Leads Group Officers cannot sign checks made out to themselves.
 - i. Two executive officers, in addition to the treasurer, should be responsible for viewing monthly statements.
 - j. Access to electronic banking shall be given to the Chamber's Executive Vice President of Finance and Operations for each Leads Group.

ARTICLE IX: OFFICER ELECTION PROCESS

The officers of each Leads Group shall identify and confirm the Nomination Committee by August 1st to include no less than four individuals consisting of at least two current officers, one or more members at large. The LAC must qualify a nominee and approve the slate of nominees before it is presented to the members.

The Nomination Committee shall confirm and present a slate of confirmed nominees by August 31st. The Leads Group should vote on new officers on or before the 2nd week of September. Votes shall be tallied onsite with one Leads Group officer and one Leads Group non-officer. Results shall be announced at the same meeting. New officer terms run October 1 through September 30. Leads Group members not in attendance may submit a written vote via proxy before the scheduled voting meeting. Leads Group Officers should hold only one position at a time within the group unless authorized by the Chamber.

The Leads Advisory Council reserves the right to appoint officers should no suitable candidates step forward.

ARTICLE X: LEADS ADVISORY COUNCIL

The mission of the Leads Advisory Council (LAC) is to connect people, mentor Leads Group Officers, and facilitate best practices within the Leads Groups.

LAC Members will adhere to the mission of the LAC.

A. Council Structure:

- a. Terms run from October 1-September 30.
- b. Members of the Leads Advisory Council (LAC) are appointed by each Leads Group and shall include one representative from each Leads Group. In addition there may be one at-large member. The at-large member may either be an existing Leads Group member or a non-Leads Group member.
- c. Term is one year.
- d. LAC representative may be added to the Leads Group Leadership team.
- e. The Council will meet at least quarterly and be reviewed by the Chamber annually
- f. The Council will consist of a representative of each Leads Group As such, the advisors will provide best practice assistance for Leads Group chair, vice chair, secretary, and treasurer positions.
- g. LAC quorum is five active members.
- h. LAC shall elect a Chair and Vice-chair.

B. Regarding NEW Leads Groups, the LAC will:

- a. Assist the Chamber in launching a new Leads Group as deemed by the Chamber
- b. Act as support resource for new Leads Groups
- c. Aide in the training and development of all new Leads Groups
- d. Facilitate nominations and installation of new Leads Group officers
- e. Maintain a presence within the Leads Group, until it is determined that the Leads Group is fully functional and newly trained leadership is in place (goal is within 60 days)
- f. Assist in recommending meeting venues

C. Regarding CURRENT Leads Groups, the LAC will:

- a. Act as a support resource for existing Leads Groups
- b. Upon request of a Leads Group or the Chamber, visit other Leads Groups to share best practices
- c. The LAC may make recommendations of changes in the Leads group bylaws to the Chamber committee. The Chamber committee then votes upon the changes.
- d. Upon the request of the Chamber, assist in growing a Leads Group that falls below 12 members
- e. Review bylaws annually with existing Leads Groups.

D. LAC will assist the Chamber to facilitate mandatory annual workshop of newly elected Leads Group officers.

- E. LAC business may be conducted electronically via emails meeting the same standard for quorum. Emails will include a deadline for response and the number of responses is equivalent to attendance.

ARTICLE XI: SUGGESTED ATTENDANCE POLICIES

Following are the suggested attendance policies for Leads Groups. Leads Groups may make changes to the policies with majority vote and approval by the LAC. Each Leads Group shall submit and maintain a current copy, in writing, of their attendance policies to the LAC. Policies shall be updated no later than October 31.

- A. All members are expected to attend all meetings.
- B. Unless otherwise noted, each leads group will meet every other week according to the schedule set by the Chamber.
- C. When individual member has missed two meetings in a quarter and has not sent a replacement, an email will be sent warning member of removal from group.
- D. After the third absence in a quarter or third consecutive absence, individual will be removed from the Chamber Leads Group.
- E. Members are allowed to send a substitute to Chamber Leads Meeting if they are unable to attend. Substitutes cannot be sent to more than two meetings in a row.

Regarding Substitutions: Leads group members can have a substitute attend in their place so as not to have an absence count against them.

The substitute may be

- A. Any Leads Group member or,
- B. Any chamber member, or
- C. Any non-chamber member, but this person can only substitute (visit) ONCE

The Chamber member needing a substitute should

- A. Provide an outline & expectation for their substitute regarding the meeting time and format, so they have an idea of what to expect
- B. Provide a script so the substitute can provide the (right duration) commercial
- C. Set the expectation whether the substitute will be able to introduce him(her)self , only if that seat is not filled in the group
- D. Report the substitute to the LAC or Chamber (Coordinator of Membership Retention & Engagement) if they fail to show up and perform the substitution

The substitute should

- A. Pre-read the script provided by the chamber member before the meeting
- B. Show up on time or early to network
- C. Introduce him(her)self to an officer that can verify whether there is a conflict with a Leads

- member, and also make note of the substitute member
- D. Be given the Vice President of Membership's contact information for any follow-up questions about the different Leads groups or chamber membership

Each Chamber Leads Group shall determine and state rules and penalties relating to late arrivals and early departures. A member is late if he/she arrives after the Chair or a designated member has started the meeting. A member is considered an early departure should they leave the Leads Group more than 5 minutes prior to the designated end time. The meetings should start on time and be limited to one hour.

Leads Groups are prohibited from contributing, endorsing or supporting any political candidate in any way including social media.

ARTICLE XII: SOCIAL MEDIA

Leads Group members are welcome and encouraged to participate in social media websites such as Facebook and Twitter. The Chamber requires everyone who participates in online commentary on behalf of the Chamber to follow the Social Media Guidelines in correspondence with the Leads Group bylaws.

Purpose of social media with the Chamber

The Chamber encourages the Leads Group members to promote community involvement, interaction within the group, and Chamber-related programs and events. When the Chamber's group page publishes information, please republish the information to reach a broader audience and continue to communicate with the business community. To be fair to all leads group members, only current leads group members may be members of social media groups/pages.

- A. You are representing our business community, keep communications on the Chamber pages professional and business and community related.
- B. Please be respectful of everyone, regardless of who they are. Refrain from any comments that may be interpreted as demeaning or inflammatory, etc.
- C. Be smart. What you publish is widely accessible and will be around for a long time, so consider the content carefully.
- D. Please don't comment anonymously. Include your name and, when appropriate, your company name and your title.

Chamber Administrative Privileges

- A. The Chamber must approve any official group or account pages and will be responsible for monitoring them periodically. If you have a question or suggestion about how the Chamber is using social media, please let us hear your ideas.
- B. For the benefit of everyone, we reserve the right to manage all social media content using the Chamber name or brand. Inappropriate postings and management of group pages will result in removal from group and suspension of admin privileges

- C. Leads Groups Officers will be included as administrators to each of the social media accounts created specific to their Leads Group. Any additional administrators added to an account must be appointed by the Chamber or recommended by a Leads Group Officers pending Chamber approval.
- D. Respect copyrights and fair use
- E. Always give people proper credit for their work, and make sure you have the right to use something with attribution before you publish.

Questions or ideas concerning these guidelines are encouraged and should be directed to the Chamber's communications and marketing department.

ARTICLE XIII: DEFAULT

The following events constitute a default hereunder:

- A. Failure to keep all Chamber fees and dues current. Such items shall constitute a default if not fully paid within 4 weeks from the original due date of such item.
- B. Failure to comply with all policies as written
- C. Unethical conduct that would have an adverse effect on the Chamber Leads Groups, its members, or the Greater Tallahassee Chamber of Commerce
- D. Any breach of confidentiality

In the event of said default, the Chamber Staff shall notify the member company representative and company management. Upon the member company's failure to cure the default within 15 days, the Member shall be deemed to be in default of the bylaws. Upon default, The Chamber has the right to terminate the Leads Group Membership for that company.

ARTICLE XIV: DISPUTE RESOLUTION

Issues that arise within the Leads Groups should be settled by the Leads Group Officers if at all possible. If that is not possible the Leads Group Officers should contact the LAC for assistance. Should the LAC be unable to resolve the situation internally, the Chamber member with the complaint should submit in writing their complaint to include the details of the situation at hand.

- A. Conflicts that have been resolved internally should be submitted to the LAC via email or in writing by the Leads Group Chair. This includes conflicts between Leads Group Officers and members.
- B. Unresolved conflicts should be submitted in writing to the LAC with the following criteria; name of member submitting complaint, business name, date, contact information, details pertaining to conflict/complaint, include whether or not this was a situation previously submitted to LG Officers with dates and details.

- C. The LAC Chair will work with Chamber to determine if conflict needs to be presented or to Senior Chamber staff.
- D. During this process the member will be notified by the LAC of the status of the submitted complaint.
- E. Chamber staff will make a final determination based on the facts of the situation and will make a final resolution to settle conflict.

These bylaws will be reviewed at least annually and are subject to change as deemed necessary by the LAC for the good of the Leads Group Program with final approval by the Chamber.

Approved and adopted as the Bylaws of the Tallahassee Chamber of Commerce Leads Group this ___th day of _____ of 2018.

Corrie Melton

Corrie Melton, Vice President of Membership
Greater Tallahassee Chamber of Commerce

Christina Fanning

Leads Advisory Council Chair