

# *direct\*CONNECT* – Policies & Procedures Manual

## **SECTION 1: MISSION**

The mission of *direct\*CONNECT* is to build relationships that generate new business referrals for its members of the Beaverton Area Chamber of Commerce.

## **SECTION 2: OBJECTIVE**

This is accomplished through weekly meetings, by actively communicating, educating and building trusting relationships.

## **SECTION 3: MEMBERSHIP**

- 1) **ELIGIBILITY:** To be eligible for membership in *direct\*CONNECT*, a prospective member must:
  - a) Be a member in good standing (Silver or above) of the Beaverton Area Chamber of Commerce. represent a Company that is not already participating in another *direct\*CONNECT* group.
  - b) Attend two consecutive referral group meetings before submitting their application.
  - c) Only represent one business category.
  - d) Representative must not be a member of any other group that allows only one person per profession and whose primary purpose is to pass referrals.
  - e) Provide two business and one personal reference
  - f) Must work full-time in in the primary business they represent, not a part-time occupation.
- 2) **APPLICATION PROCESS** To be considered, an applicant must comply with the following procedures:
  - a) Submit fees with a fully complete application before membership will be considered. Fees will not be processed until the application has been approved by the Leadership Team. (see *direct\*CONNECT* Member Application)
  - b) The Applicant will be the member of *direct\*CONNECT*, not the Company the applicant represents.
  - c) If for any reason a member drops their membership they must reapply by following the normal application process,
  - d) Membership is for a period of one year. Members must apply for renewal at least 60 days prior to expiration of their membership. Renewal can be submitted in writing to the Chamber Liaison.
- 3) **SELECTION PROCESS** - Applications for membership will be presented to the Leadership Team for consideration. Please note, submitted applications are not absolute and may be

denied. The process for initial membership and renewals may include:

- a) Checking references
  - b) Checking that licenses are in good standing if licensing is required.
  - c) Interview(s) conducted by one or more members of the Leadership Team.
  - d) Findings presented to Leadership Team for vote requiring a majority for approval.
  - e) The applicant will be notified of the Leadership Team's decision.
- 4) **TERMINATION AND RENEWAL** Membership renewal is not considered automatic, and members may be terminated prior to the expiration of their membership term. The Leadership Team will, either on an inquiry or on its own initiative, review membership when appropriate, and may revoke it at any time, based on reasonable criteria. The Leadership Team will also review renewal applications on the basis of reasonable criteria. Such criteria for termination and or non-renewal may include the following:
- a. Member's attendance and participation in the meetings
  - b. Conduct detrimental to the mission or objective of *direct\*CONNECT*, whether in or out of meetings;
  - c. Inappropriate or unprofessional behavior that is either serious or persistent
  - d. Failure to comply with the policies, guidelines and code of ethics of *direct\*CONNECT*

#### **SECTION 4: OBLIGATIONS OF MEMBERS**

- a) Members are expected to furnish referrals.
- b) Members are expected to attend all weekly meetings. A limit of three (3) absences per quarter is considered acceptable. If a substitute attends the meeting, it will still be considered an absence. A substitute can be a staff member, spouse, or co-worker. The Leadership Team will be in contact with members who have exceeded their limit or who abuse the privilege of substitution. If a member has greater than three absences per quarter, the Leadership Team reserves the right to review that membership for termination or open the category to an additional prospective member expressing interest.
- c) All members will be expected to give a presentation about their business to help other members learn more about them, their company/organization and possible ways to provide referrals. Members should schedule this with the group Secretary.
- d) Members are expected to meet one on one with other members to encourage relationship building and provide a deeper understanding of each other's business.
- e) Members will present a 60 second commercial each week to educate other members on how to refer their business with a specific "ask" each week.
- f) Members are free to invite guests who may be a fit for membership in an open category and are allowed to make a 60 second commercial.
- g) Maintain a positive attitude

- h) *direct\*CONNECT* members do not represent the Beaverton Area Chamber of Commerce, regardless of any position they hold in *direct\*CONNECT*, and may not hold themselves out as representing the Chamber to anyone on the basis of *direct\*CONNECT* membership . No single member of *direct\*CONNECT* or group of members, whether or not serving in a leadership role, has the authority to bind the Beaverton Area Chamber of Commerce to any contractual obligation.
- i) Neither the group nor any individual *direct\*CONNECT* member may speak on behalf the Beaverton Area Chamber of Commerce without the express authorization of the Chamber CEO.
- j) If a member has a grievance with another member and hasn't been able to resolve it one on one, the member should notify the *direct\*CONNECT* Chair who will work with them to determine the appropriate course of action.

## **SECTION 5: MEMBERSHIP FEES**

The membership fees are collected upon submission of the application for membership. Non-refundable, but check not cashed or credit card not charged until application has been approved.

## **SECTION 6: LEAVES OF ABSENCE**

Leaves of absence will be permitted under certain conditions such as medical, maternity, military deployments, etc. However, the member is strongly encouraged to provide a substitute during that time. Any member requesting a leave of absence in writing will be responsible for all fees and all dues incurred during leave. A leave of absence shall be no longer than 3 months; after that time, the member may be asked to reapply for membership at the end of their leave.

## **SECTION 7: LEADERSHIP OPPORTUNITIES**

**Leadership Team** is comprised of a Chair; Vice Chair and Secretary. Initially, when a *direct\*CONNECT* group is being formed, an interim Chair will be preselected by the Chamber staff and the remainder of the interim executive team will be selected out of the first twelve *direct\*CONNECT* members who join. This interim executive team may or may not also serve as the official executive team once the group has launched (i.e. when it reaches 15 committed members.) Following launch, the executive team will serve for a term of one year. Each year thereafter, the existing Executive Team and the Chamber liaison will then appoint the incoming Executive Team for the next term. To serve on the Leadership Team, you must have been a member in good standing with *direct\*CONNECT* for at least 1 year. If a conflict arises, the Chamber reserves the right to reappoint any of the Leadership Team positions from the current *direct\*CONNECT* Membership.

## **SECTION 8: DUTIES OF LEADERSHIP TEAM MEMBERS**

All positions are for a term of one year.

The **Chair** of the Leadership Team shall preside over weekly meetings of the *direct\*CONNECT* Group and the Leadership Team, and shall coordinate all functions.

**Vice Chair** shall assist the Chair in the performance of Leadership Team duties. In the absence of the Chair, the Vice Chair shall preside at weekly meetings. Vice Chair will keep record and report on a monthly basis the referrals passed within the group and the income generated from such referrals. The VC will also be responsible for addressing violations of the NF policies and procedures. The expectation is that following their initial term, the VC will then take over the role of Chair when the new Leadership Team is selected.

The **Secretary/Recorder** shall be in charge of, and have the duties of, arranging the weekly 8-10 minute presentations by members and will keep time during these presentations. The Secretary/Recorder shall also be responsible for the monthly accounting of member attendance and reporting to the Membership Committee. Secretary/Recorder will be responsible for recording minutes of the Leadership meetings and weekly meetings.

The **Chamber Staff** liaison may attend weekly meetings and will advise the group of upcoming Chamber events. The Liaison will if asked in advance coordinate the set-up of the room and A/V requirements of the weekly speakers. The liaison will process the initial membership applications as well as the annual renewals based on recommendations from the Leadership Team.

## **SECTION 9: SUGGESTIONS/IDEAS/GRIEVANCES**

Ideas, suggestions and grievances can be submitted via email or in person to the Vice-chair and will be given due consideration. If necessary and appropriate, the issue will be presented to the membership for input and discussion.

## **CODE OF ETHICS:**

All members of the Beaverton Area Chamber of Commerce *direct\*CONNECT* Referral Group agree to be bound to the following Code of Ethics:

- I will uphold the highest level of professionalism.
- I will operate my business with truth and integrity.
- I will keep my customers' needs foremost.
- I will advise my customers accurately, truthfully and honestly.
- I will promptly respond to all referrals.
- I will cooperate in a good business spirit with fellow chamber members.
- I will place principle before personalities.

Polices are subject to change by the Beaverton Area Chamber of Commerce staff/and or Board of Directors. Any member who declines to be bound by a new or changed rule may resign on that basis and will be returned a pro-rata portion of their *direct\*CONNECT* dues for the remaining portion of the year.

As a condition of my membership in the Beaverton Area Chamber of Commerce *direct\*CONNECT* Referral Group, I agree to release, discharge and hold Beaverton Area Chamber of Commerce and its officers, directors, agents and employees harmless from any and all liability arising out of my participation in the *direct\*CONNECT* program, including but not limited to harm that may result from my acceptance of a referral or my reliance on any advice or information I receive in the course of my participation.. I agree that by contacting a potential referral that I receive through *direct\*CONNECT*, I am acknowledging my understanding and consent to this release, and agreement to its terms. I understand that this release involves giving up certain legal rights.

The Beaverton Area Chamber of Commerce does not assess the competency or guarantee the quality of service provided by any of its members.

I have read and hereby agree to abide by the above policies and procedures.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Print name and Business:

\_\_\_\_\_

Please note: The Beaverton Area Chamber of Commerce may revise this policy at any time.

direct\* CONNECT Catagories

Accountant	Business Consultant	Contractor Waterproofing
Accounting Systems	Business Forms Systems	Copiers Fax
Acupuncture	Business Valuation	Copywriter
Adult Day Care	C.P.A.	Corporate Events
Advertising	Cabinets	Cosmetic Laser
Advertising Specialties	Cable Services	Cosmetic Surgeon
Air Purification	Career Consultant	Counter Tops
Answering Service	Carpet Cleaner	Country Club
Antique Dealer	Caterer	Courier Service
App Developer	Chef	Court Reporter
Appliance Sales Repair	Child Development Center	CPR Trainer
Arborist	Chimney Sweep	Credit Restoration
Architect	Chiropractor	Custom Framing
Art Gallery	Cleaning Products	Dance Instruction
Artist	Closet Organizers	Data Backup and Recovery
Assisted Living	Coach Business Personal	Dating Service
Attorney	Coffee and Vending	Day Spa
Auctioneer	Collection Service	Delicatessen
Audio Video Systems	College Funding	Dental Hygienist
Auto and Truck Repair	Communications Coach	Dentist
Auto Body Repair	Computer Consultant	Dermatologist
Auto Broker	Computer Printer Repair	Design Consultant
Auto Detailer	Computer Programmer	Disc Jockey
Auto Glass Windshield Repair	Computer Repair	Document Imaging
Auto Lube Oil	Computer Sales	Document Shredding
Auto Parts	Computer Training	Dog Day Care
Auto Rental	Concierge	Driving Instructor
Auto Sales and Leasing	Contractor Carpenter	Dry Cleaner
Auto Stereo and Accessories	Contractor Chimney	Duct Cleaning
Auto Tire Sales and Service	Contractor Commercial	Education
Awnings and Canopies	Contractor Concrete	Elder Care
Bakery	Contractor Concrete Sealer	Electrician
Balloons	Contractor Decks	Electronic Archival
Bankcard Services	Contractor Drywall	Embroidery
Banker	Contractor Electrical	Employee Leasing
Barber	Contractor Fence	Employment Service
Bed and Breakfast	Contractor Floor Covering	Energy Consultant
Bereavement Service	Contractor General	Engineer
Beverage Sales	Contractor Hardwood Floors	Engraving
Boat Rental	Contractor Insulation	Entertainment
Bookkeeper	Contractor Landscape	Environmental Consultant
Bookkeeping Systems	Contractor Masonry	Environmental Oil Tank Service
Bottled Water	Contractor Painting	Equipment Leasing
Bowling Center	Contractor Paving	Escrow Agent
Bridal Shop	Contractor Plumbing	Estate Sales
Building Supplies	Contractor Roofing	Esthetician
Business Broker	Contractor Siding	Event Facility
Event Planning	Insurance Property and Casualty	Ophthalmologist

direct\* CONNECT Catagories

Event Rentals	Insurance Supplements	Optician
Excavating	Interior Design	Optometrist
Executive Offices	Internet Marketing	Orthodontist
Family Counseling	Internet Web Design	Packaging Shipping
Financial Advisor	Janitorial Services Commercial	Paralegal
Fire Extinguisher Sales Service	Janitorial Services Residential	Party Supplies
Firearm Instructor	Janitorial Supplies	Payroll Service
Fireplace Sales	Jeweler	Personal Trainer
First Aid - CPR	Junk Removal	Pest Control
Fitness Center	Kitchen and Bath Design	Pet Boarding
Floor Covering	Kitchen Products	Pet Crematory
Florist	Landscape Architect	Pet Food
Food Distributor	Landscape Design	Pet Grooming
Foster Care	Landscape Maintenance	Pet Portraiture
Freight Services	Language Translator	Pet Shop
Fuel Sales and Service	Laundromat	Pet Sitter
Fund Raising	Lawn and Yard Maintenance	Pet Trainer
Funeral Director	Lighting	Pharmacy
Funeral Services	Limousine Service	Photographer
Furniture Rental	Locksmith	Physical Therapist
Furniture Restoration	Magician	Physician
Garage Doors	Mailing Equipment Sales	Piano Service
Gift Baskets	Mailing Services	Picture Framer
Gift Shop	Manufactured Home Sales	Pilates Instructor
Golf Pro	Marine Services	Pilot Instructor
Graphic Design	Marketing Consultant	Plants
Greeting Card Service	Martial Arts	Plastic Surgeon
Gutters	Massage Therapist	Podiatrist
Hair Loss Treatment	Mediator	Power Washing
Hair Stylist	Medical Transportation	Printer
Handyman	Memorial Monuments	Printer Repair
Health and Nutrition	Mortgage Loans	Private Investigator
Hearing Aids	Moss Removal	Private Tutor
Heating and Air Conditioning	Moving and Storage	Property Management
Holistic Health Care	Music Instructor	Psychologist
Home and Property Inspector	Nail Care	Psychotherapist
Home Entertainment	Naturopath	Public Relations
Home Theater Sales	Notary Public	Publishing
Hospice Care	Nursery	Radio Station
Hot Tubs	Nursing Home	Real Estate Appraiser
Hotelier	Nutritionist	Real Estate Commercial
Human Resources	Occupational Therapist	Real Estate Investment
Image Consultant	Office Equipment	Real Estate Residential
Information Technology Consulting	Office Furniture	Real Estate Staging
Ink and Toner	Office Leasing	Recruiter
Insurance Life Health and Disability	Office Supplies	Recycling
Resort	Software Sales	Writer

direct\* CONNECT Catagories

Restaurant Casual Dining	Solar Energy Systems	Yoga Instructor
Restaurant Fine Dining	Speech Pathologist	
Restoration Damage and Cleanup	Stained Glass	
Retail Apparel	Storage	
Retail Athletic Footwear	Structural Engineer	
Retail Beauty Supplies	Surveyor	
Retail Bicycles	Systems Analyst	
Retail Book Store	Tailor Seamstress	
Retail Caskets and Urns	Tanning Salon	
Retail Coffee	Tax Preparation	
Retail Firearms	Telecommunications	
Retail Formal Wear	Telemarketing	
Retail Furniture	Telephone Systems	
Retail Golf	Therapist Laser	
Retail Handbags	Tile and Marble Sales	
Retail Jewelry	Title Insurance	
Retail Juice Bar	Towing Service	
Retail Mattress	Tradeshow Planning	
Retail Moulding	Transcendental Meditation	
Retail Paint Store	Travel Agent	
Retail Pool and Spas	Tree Service	
Retail Shelving	Trophies Engraving	
Retail Ski Shop	Tutoring Services	
Retail Specialty Footwear	TV Repairs and Service	
Roof Maintenance Cleaning	Upholstery	
RV Sales and Leasing	Vacuum Cleaners	
Sales Training	Vending Machines	
Salon	Veterinarian	
Screen Printing	Video Conferencing	
Screens	Video Production	
Scuba Diving Instructor	Video Rentals	
Search Engine Optimization	Videographer	
Secretarial Services	Virtual Assistant	
Security Guard Service	Virtual Tours	
Security Systems	Vocational Rehab	
Senior Relocation Specialist	Wallcovering	
Senior Transportation Service	Waste Services	
Service Station	Water Purification	
Sewing Machines	Waxing	
Signs Banners	Weight Control	
Ski and Snowboard Training	Window Cleaning	
Skin Care Cosmetics	Window Coverings	
Small Engine Repair and Service	Windows and Doors	
Social Media Consultant	Wine Consultant	
Social Worker	Wiring Install and Repair	
Software Development	Woodworking	



**Code of Ethics**  
For Members of the

# *direct\*CONNECT*

As a Member of *direct\*CONNECT*<sup>1</sup>, I promise to abide by the following Code of Ethics:

- I will uphold the highest level of professionalism.
- I will operate our business with truth and integrity.
- I will keep our customers' needs foremost.
- I will advise our customers accurately, truthfully and honestly.
- I will promptly respond to all referrals.
- I will cooperate in a good business spirit with fellow *direct\*CONNECT* members.
- I will place principle before personalities.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# *direct\*CONNECT* Membership Application

Direct\*CONNECT is an exclusive leads generation and business relationship building program. We currently have 2 groups. One that meets from 12 – 1 and 5:30 – 6:30. Chamber members at the Silver level and above are invited to join *direct\*CONNECT* for an annual fee of \$100. One member per category.

☐ I wish to join *direct\*CONNECT* 1 (meets \_\_\_\_\_ from 12 – 1pm in the Chamber lobby conference room.

☐ I wish to join *direct\*CONNECT* 2 (meets \_\_\_\_\_ from 5:30 – 6:30pm in the Chamber lobby conference room.

## Contact Information (print clearly)

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_, \_\_\_\_\_, OR, \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_ @ \_\_\_\_\_

Silver+ Member of the BACC(Company Name): \_\_\_\_\_

CATEGORY: \_\_\_\_\_ (see list on back side – subject to review and approval)

**PAYMENT:** Payment is due at the time of application and will be held or not processed until acceptance into the program.

☐ I have included payment of \$100 in the form of a check (attach).

☐ Here is my credit card information ☐ Mastercard ☐ Visa ☐ American Express

Name as it appears on card: \_\_\_\_\_

Billing Address (if different than mailing above): \_\_\_\_\_

CVV number on back: \_\_\_\_\_, Expiration Date: \_\_\_\_\_

My signature below indicates I have read and fully understand and agree to abide by the *direct\*CONNECT* guidelines, annual fee and program requirements.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

A program of the

*Be bold... Be business... Be Beaverton.*  
BEAVERTON AREA CHAMBER OF COMMERCE

