

**GREATER WOODLAND PARK  
CHAMBER OF COMMERCE**

**POLICY MANUAL**

**ADOPTED  
SEPTEMBER 2007**

- Purpose:** Written set of guidelines as established by the Chamber Board of Directors
- Authority to Amend:** The Greater Woodland Chamber of Commerce's Board of Directors has the right to amend these policies through a majority vote of the Board.

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## **THE ORGANIZATION GREATER WOODLAND PARK CHAMBER OF COMMERCE**

The Greater Woodland Park Chamber of Commerce, Inc., is a not-for-profit, voluntary organization of business and professional men and women joined together for the purpose of promoting the civic and economic progress of our community. The area's economic well-being is related directly to the caliber of work performed by the Chamber.

The two primary functions of the Chamber are: (1) to act as a spokesperson for the business and professional community and translate into action the group thinking of its members, and (2) to deliver specific development services to its members and to the community as a whole.

### **HOW THE CHAMBER IS FINANCED**

The Chamber is financed primarily by the investment of its members. The maintenance of an adequate level of support from all business and professional interests in the community is essential to finance the programs that are vital to the community growth and development. Members pay an annual investment (dues) amount dependent upon the number of full-time equivalent people employed by the company. Some members fall into other category, i.e. lodging, professional, non profit. Membership categories are outlined in a special membership packet.

### **HOW THE CHAMBER OPERATES**

**Board of Directors:** The Board of Directors is the policy-making body of the Chamber. Its members represent the business, professional, educational, and governmental leadership of the community. The Board consists of a maximum of thirteen (13) members. Directors are elected for a term of three (3) years each with the objective of approximately one third (1/3) of the Directors to be elected each year. The Chairman presides over all meetings of the Board.

**Executive Committee:** The Executive Committee consists of the five (5) officers of the Board, which Chairman, Chairman Elect, Past Chairman, Secretary, and Treasurer. The President shall sit as a non voting member on the Executive Board. It exercises the powers of the Board between Board meetings.

**Divisions:** The Chamber contains five divisions under the direction of the Chairman, including the Membership Division; Fiduciary Division; Economic and Development Division; Resources, Communication, Education and Training Division; and Business Advocacy Division. Every board member shall serve on the committee of one division.

## **Vision Statement**

The Greater Woodland Park Chamber of Commerce is a fiscally secure organization that serves as a resource center for members and community and has a profound and positive impact on business success.

## **Mission Statement**

As the primary regional business advocate, the Greater Woodland Park Chamber of Commerce provides valuable member services, pro active leadership, economic opportunity and preservation of the free enterprise system.

## **Core Values**

The Greater Woodland Park Chamber of Commerce Board and Staff puts its members first by providing excellence in service and innovation, with integrity and confidentiality.

### **Membership Division**

Will coordinate activities with member retention and growth in mind.

### **Fiduciary Division**

Will seek financial security through fiduciary care and competent management.

### **Economic and Development Division**

This division will focus on Chamber resources to increase awareness of the retail, service, professional and tourism industry in our region.

### **Resources, Communication, Education and Training**

Will coordinate communication and resource efforts to the membership, as well as seeking to develop education and training resources for members.

### **Business Advocacy**

Shall oversee the utilization of the Chamber's resources in influencing governmental decisions which affect the area's business climate and economic growth.

## **EQUAL OPPORTUNITY EMPLOYMENT:**

It is the policy of the Greater Woodland Park Chamber of Commerce to grant equal opportunity to all qualified persons without regard to race, color, age, sex, religion, national origin, or handicap.

## **IMMIGRATION LAW COMPLIANCE:**

In compliance with the immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with the Chamber within the past three years, or if their previous I-9 is no longer retained or valid. Employees with questions or seeking more information on immigration law issues are encouraged to contact the President.

## **HIRING:**

The Board of Directors appoints the President who shall determine staff positions. Upon appointment, the President has the sole responsibility for hiring, training, supervising, and terminating of Chamber staff. The President is also responsible for the hiring, training, supervising, and terminating of all support staff as set forth in the employee Handbook.

## **PRESIDENT PERFORMANCE EVALUATION:**

The Executive Board of the Chamber – consisting of the Chairman, Chair-Elect, Past Chairman, Treasurer and Secretary will perform a yearly performance evaluation on the President based on the President's job description.

## **APPARENT AUTHORITY:**

Officers and directors of the Board have authority granted to them to conduct the business and affairs of the Chamber as explained in the By-laws.

The Chamber's President handles the day-to-day operations of the business. In addition the President has the power to bind the corporation through transactions that arise in the "usual and ordinary course of business" normal operations constituting the regular business of the organization, but not in extraordinary transactions (e.g. sale of all or most of the corporate assets, mergers, dissolutions, etc.)

## **AUTHORITY OF EXECUTIVE OFFICERS:**

The Chair-Elect acts in the absence of the Chairman, but may be assigned special duties and responsibilities. The treasurer is responsible for the financial records of the organization and handles corporate funds. The secretary is in charge of corporate books and records (minutes, resolutions, etc.).

## **AFFILIATION WITH OTHER ORGANIZATIONS:**

The Greater Woodland Park Chamber of Commerce shall maintain memberships in the following organizations: United States Chamber of Commerce; American Chamber of Commerce Executives; Colorado Association of Chamber and Industry; Colorado Chamber of Commerce Executives; Teller County Home Builders Association and the Woodland Park Saddle Club. Any others shall require specific authorization by the Board of Directors.

## **CHAMBER DIVISIONS:**

Much of the Chamber's work is accomplished through the development of the five divisions through the strategic plan. Establishment of various committees will occur to ensure the goals and objectives of the strategic plan are met. All appointments to the various divisions are officially made by the Chairman of the Board.

## **BUDGET CONTROL:**

An annual budget is prepared by the President with the sanction of the Executive Committee and adopted by the Board of Directors.

## **RESERVE ACCOUNT:**

A reserve fund has been established with dollars to be invested at a local financial institution. A designated amount of the Chamber's net profit will be transferred to this account each year. Accumulated interest will remain in the account. The Board of Directors will determine how the reserve account funds will be utilized. Withdrawal of funds from this account will require Board action.

## **HANDLING OF FINANCES:**

Employees should record all funds received by the Chamber, whether cash, credit card or electronic funds transfer. With the direction of the President, all funds shall be deposited in the appropriate Chamber account.

The Greater Woodland Park Chamber of Commerce seeks to maintain its credit standing at the very highest level at all times. This is accomplished by the prompt payment of paying its bills.

The President shall have the authority to pay all bills. Checks in the amount of \$500 or more shall require two authorized signatures. The President is authorized to sign checks up to \$500. Persons authorized to sign checks are the President, Chairman, Past Chairman and Chairman Elect.

All checking accounts maintained by the Chamber shall be placed in interest bearing accounts, if possible. A savings account will be utilized for Chamber funds that can allow for monies to be transferred from the savings to checking account. If finances allow a money market or Certificate of Deposit will be utilized to earn the best possible interest for the Chamber finances.

## **CREDIT CARD USAGE:**

A Chamber credit card is authorized in the name of the Chamber for the amount not to exceed \$5,000. This credit card will be issued through a local chamber financial institution. The President will have authorization of this credit card. No credit charges are allowed to be charged to the chamber credit card that are not official Chamber related charges. Receipts for each charge are required to be attached to the monthly statement with explanation of the charges on the receipts.

## **REIMBURSEMENT OF FUNDS:**

The President must approve travel in advance. The Chamber will reimburse the employee in full for all direct expenses relating to the trip. The employee must complete an expense voucher listing in detail all expenses to be reimbursed. Mileage will be reimbursed at the standard IRS rate. A receipt is required for any expense over \$25.

## **MEETING AGENDAS/MINUTES:**

An appropriate Agenda for meetings will be established by the President with consultation of the Board Chairman. Adequate minutes are required of all official meetings of the Chamber Board of Director's, Executive Committee. Minutes should include time, date, location and names of those present and absent. If the meeting has convened and a Board member arrives late that should be noted as well as the time a Board member may leave the meeting if before adjourned. Minutes should be brief, yet accurately reflect all actions taken. They should also include the approval of the minutes from the previous meeting. Minutes are to be distributed to all committee members prior to the next meeting.

## **COMMUNICATION POLICY:**

It shall be the policy of the Greater Woodland Park Chamber of Commerce that any communications on behalf of the chamber shall be made officially through the Chairman of the Board or the President. No statements shall be made, either verbal or written that conflict with the position or policy of the Chamber. Leadership should understand that by virtue of their position, that any statements may be perceived as official and made on behalf of the organization.

To control official communications, stationary and business cards shall be for the use of the staff only. Exception to this would be a letter written by the President under the direction of the Board Chairman. Members of the board may not use stationary. Staff will prepare letters sent on behalf of the Chamber with a copy remaining in the office. Exceptions may be made to the policy so long as the purpose of the letter is made known and approved by the board in advance; if the exception is approved, a copy of the outgoing letter shall be provided to staff within 24 hours of dissemination and for permanent file retention.

## **LOGO USAGE:**

The Chamber's logo is developed and utilized for the promotion and marketing of the Chamber organization. No board member, staff and member shall utilize the Chamber's logo on any printed publication or broadcast media without written authorization given by the President. Elements of color and font are to strictly adhered to if permission is granted.

## **CHAMBER PUBLICATIONS:**

The Chamber has a variety of printed materials available at a nominal cost or free of charge, including but not limited to the Chamber membership list, profile book, city map, brochures, etc.

## **MEMBERSHIP INVESTMENT REVIEW:**

Each year the investment (dues) structure of the Chamber shall be reviewed by the Executive Committee. The President and staff will make recommendation in respect to industry standards regarding increasing dues in any or all categories of membership and/or adding categories, deletion of categories or redefining qualifications. The Executive Board will make a recommendation to the full Board for approval.

## **MEMBERSHIP INVESTMENT:**

The Greater Woodland Park Chamber of Commerce shall mail bills for membership investments 30 days prior to their due date. If necessary, follow up billings shall be mailed at specified intervals as follows: After 30 days a reminder bill will be sent. After 60 days a letter of delinquency will be enclosed with a statement. This letter will also include information about membership benefits. In addition, a personal contact will be made by the President, staff and/or Board member. After 90 days, and no contact from the member to the Chamber a letter signed by the Board Chairman will be sent to notify the member of cancellation of their membership. This information will be provided to the Board of Directors at the next monthly meeting.

## **RECOMMENDATIONS:**

When someone inquires about a product or service, the names of all Chamber members that are concerned with that particular product or service will be given. The names of non-members will not be given when members provide the product or service about which the inquiry is made.

## **PARTICIPATION IN OUTSIDE FUNDRAISING CAMPAIGNS/SOLICITATIONS:**

It is the Chamber policy neither to participate in fundraising campaigns nor officially endorse any particular drive among the many local worthy causes. The Chamber does not purchase program advertising or tickets for social events.

## **PURCHASES FROM MEMBERS/BIDS:**

The firms that are members of the Greater Woodland Park Chamber of Commerce provide most products and services needed. Their investment to the budget of the Chamber helps to furnish its livelihood. For that reason, the Chamber owes them its loyalty, and the Chamber has an obligation to purchase, whenever possible, items or services they provide and which the Chamber needs.

Only Chamber members in good standing will be able to quote bids for Chamber services in excess of \$1000, i.e. insurance, professional services, etc. The Chamber reserves the right to accept or reject any and all quotes.

## **ENDORSEMENTS:**

The Board of Directors will review and take action separately on endorsements of products and/or services requested of the Chamber.

## **ORIENTATIONS:**

An annual orientation for Board members and officers shall be established by the Chairman with the assistance of the President.

Members shall have a monthly orientation (Members 101) established by the President of the Chamber. Board members are asked to participate in at least one of these orientations each year.

## **CONFIDENTIALITY:**

The Chamber is an organization to which many matters of confidential nature are entrusted. Each Board member and employee must keep in strictest confidence any information acquired and be generally discreet as to matters being handled by the Chamber. Such confidential information available about our members includes, but is not limited to the following examples:

Compensation data; Membership lists except through normal channels  
Labor relations strategies; Financial information; Pending projects and proposals

Any Board member or employee who discloses confidential business information will be subject to disciplinary action

## **CONFLICTS OF INTEREST - EMPLOYEE:**

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which the Chamber wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operations.

Transactions with outside firms must be conducted within a framework established and controlled by the Board of Directors of the Chamber. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes; product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in personal gain for that employee or a relative as a result of the Chamber's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of person who is related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firm. However, if an employee has any influence on transactions involving purchases, contracts, or leases, it is imperative that the President be notified of any potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which the Chamber does business but also when an employee or relative receives any kickback, bribe substantial gift, or special consideration as a result of any transaction or business dealing involving the Chamber.

The materials, products, designs, plans, ideas, and data of the Chamber are the property of the Chamber and should never be given to an outside firm or individual except through normal channels and with appropriate authorization. Any improper transfer of material or disclosure of information, even though it is not apparent that an employee has personally gained by such action, constitutes unacceptable conduct. Any employee who participates in such a practice will be subject to disciplinary action, up to and including possible termination of employment and legal action.

#### **CONFLICT OF INTEREST – BOARD MEMBERS:**

Any contract or other material transaction between the Chamber and one or more of its directors or any other corporation, firm, association or entity in which one or more of the Chamber's directors are directors or officers or are financially interested shall be first discussed by the Board of Directors before any action is approved by the Board. If a director has a conflict they must first disclose this conflict to the Chairman of the Board and then refrain from participating in the vote on the matter in which the director has the conflict. Every Board member shall be presented with a Conflict of Interest Policy and Disclosure Form at the beginning of their term. This signed form will be held with the records of the Chamber.

#### **INSURANCE COVERAGES:**

The Chamber Board of Directors will direct the President to obtain and carry Property and Casualty Insurance, Worker's Compensation Insurance and Directors and Officers Liability Insurance. These policies should be reviewed on an annual basis.

## **ANTI-HARASSMENT POLICY AND COMPLAINT PROCEDURE**

Greater Woodland Park Chamber of Commerce (the “Chamber”) is committed to providing a work environment where our employees are treated with respect and dignity. The Chamber will not tolerate harassment of any employee based on race, color, sex, religion, national origin, age, disability, or any other category protected by law. The Chamber strictly prohibits any harassment by anyone, including harassment by any supervisor, co-worker, management official, vendor, Chamber member, member of the Chamber’s Board of Directors or other person.

Harassment includes unwelcome conduct -- whether verbal, physical or visual -- which creates an intimidating, offensive or hostile work environment or that unreasonably interferes with job performance. Harassment may also include unwelcome and offensive slurs or jokes, or any other similar conduct.

Sexual harassment deserves special mention. Sexual harassment against you includes one or more unwelcome sexual advances, requests for sexual favors, or other unwelcome physical, verbal or visual conduct of a sexual nature where: (1) Either the stated or implied conditions of your employment require your submission to such conduct; or (2) The reason for an employment decision involves your submission to, or rejection of, such conduct; or (3) Such conduct has either the purpose or effect of unreasonably interfering with your work performance or creating an intimidating, hostile or offensive work environment.

Sexual harassment may include any one or more of: direct sexual propositions; sexual innuendo; suggestive comments; sexually oriented “kidding”, “teasing”, or “practical jokes”; jokes about gender-specific traits; foul or sexually oriented language or gestures; display of foul or sexually oriented printed or visual material; or unwelcome physical contact, such as patting, pinching, or brushing against another’s body. It can also involve inappropriate conduct towards another, which, although not motivated by sexual desire, would not have occurred except for that person’s gender.

The Chamber further strictly prohibits any retaliatory action against or harassment directed toward any employee who files a complaint under this policy or who assists in the investigation of a complaint under this policy.

All employees have the responsibility to make this anti-harassment policy effective. If you believe that you personally are, or some other employee is being harassed in violation of this policy, you must immediately report your concern to: your supervisor or the President or any member of the Board of Directors at your option. Do not wait for the conduct to become severe or pervasive. Please keep in mind that you are not required to confront or report the concern to the harasser.

The Chamber will investigate every harassment complaint thoroughly and promptly. All investigations will be conducted in a sensitive manner and, to the extent feasible, confidentiality will be honored. The investigation and all actions taken will be

shared only with those who have a need to know. The investigation findings will be documented, and the complaining employee and the alleged harasser will be kept advised of the progress of the investigation and of the Chamber's final decision.

If, after investigation, the Chamber determines that an employee, supervisor, management official, Chamber member or member of the Chamber's Board of Directors has engaged in harassment, appropriate action, up to and including termination of the employment or other relationship with the Chamber will be taken. Regarding acts of harassment by vendors or any other third party, the Chamber will take appropriate action.

#### **ACCEPTABLE USE POLICY:**

Employees of the Chamber and its affiliates have access to a variety of forms of electronic media and services, including computers, networks, electronic mail, telephones, fax machines, printers and the Internet. These services are made available to employees in order to help them perform their jobs as efficiently and effectively as possible, and the Chamber encourages their use for these purposes.

However, all employees should remember that electronic media and services provided by the Chamber and its affiliates are the property of the Chamber. No right of privacy exists in favor of any employee of the Chamber or affiliate with respect to information placed on the electronic media and services systems by such employee. All electronic media systems, included but not limited to desktop PCs, laptop PCs, networks, electronic mail, telephone and fax records, printed documents, Internet activity, computer disks and CDs stored in the Chamber office are subject to review by the Chamber.

The Chamber has the right to review, audit, interrupt, access and disclose messages created, received, or sent using electronic media and systems of the Chamber. All information contained in these systems is subject to review at any time by the Chamber, its designee or by the President and can be retrieved from backup, even if previously deleted or archived.

Notwithstanding the Chamber's right to retrieve and review any electronic mail message or document, employees should treat messages and documents as confidential to be accessed only by the intended recipient. Employees should obtain prior approval for any exceptions to this policy such as forwarding communications while on vacation, on business excursions or extended leave.

The following policies and procedures apply to all electronic media and services that are:

- Accessed on or from the premises of the Chamber
- Accessed using computer equipment of the Chamber; or
- Used in a manner that identifies the individual with the Chamber or affiliate

#### **PROHIBITED COMMUNICATIONS:**

Employees are strictly prohibited from using electronic media and services in connection with any of the following activities:

- Engaging in illegal, fraudulent, or malicious activities;

- Engaging in activities on behalf of organizations with no professional or business affiliation with the Chamber;
- Sending or storing offensive, obscene, or defamatory material;
- Annoying or harassing other individuals (i.e. unsolicited non-business communications);
- Using another individual's account or identity without explicit authorization;
- Attempting to test, circumvent, or defeat security or auditing systems; or
- Permitting any unauthorized individual to access the electronic media and services of the Chamber

### **PERSONAL USE:**

The Chamber and its affiliates provide electronic media and services primarily for their employee's business use. Limited, occasional, or incidental use of electronic media for non-business purposes may be permitted in the discretion of the President. However, employees are expected to demonstrate a sense of responsibility and not abuse this privilege.

Using electronic media and services to participate in any newsgroup, mailing list, bulletin board, or other type of discussion forum that is not job-related is strictly prohibited.

Personal work should not be performed during departmental work hours, and in no event should employees perform personal work on the systems of the Chamber for personal profit.

Employees should not have any expectations of privacy with respect to electronic media and services or computer disks stored on the premises of the Chamber. Any personal information that an employee wishes to exempt from possible review the Chamber should not be received, sent or stored on electronic media and services or computer disks stored on the premises of the Chamber.

### **ACCESS TO EMPLOYEE COMMUNICATIONS:**

The Chamber reserves the right, at its discretion, to review any employee's electronic files and messages. Such a review may become necessary to ensure that electronic media and services are being used in compliance with the law, this policy and other rules and policies of the Chamber.

E-mail messages and files, like other types of correspondence and documents of the Chamber can be accessed and read by authorized employees. Authorized access to employee e-mail and files by other employees includes, but is not limited to the following:

- Access by Information System Administrator during the course of system maintenance or administration and upon the request of the Chamber;
- Access approved by the employee, the employee's supervisor when there is an urgent business reason to access the employee's mailbox or workstation. (For example, if an employee is absent and the supervisor has reason to believe that

information relevant to the day's business is located on an employee's workstation);

- Access approved by the President.

### **SECURITY/APPROPRIATE USE:**

Employees should respect the confidentiality of other individual's electronic communications. Unless authorized by the President, employees are prohibited from engaging in, or attempting to engage in:

- Monitoring or intercepting the files or electronic communications of other employees or third parties;
- Obtaining access to systems, applications or accounts they are not otherwise authorized to use or access;
- Using other employee's logins and passwords; and
- Breaching, testing, or monitoring computer or network security measures

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

Electronic media and services should not be used in a manner that is likely to cause unnecessary network congestion or significantly hinder the ability of other employees to access and use the network. (e.g.. not adhering to the fax server volume policy or storing unnecessary files or e-mails)

### **DEPARTMENT PC NETWORK USE:**

No hardware or software of any kind may be installed or copied onto the equipment or network of the Chamber without the prior approval of the President. Unauthorized hardware, software or other documents installed or copied onto the equipment or network of the Chamber are subject to removal without notice.

No equipment of the Chamber may be taken off of the premises without the prior approval of the President. All computer disks and CDs must be scanned for viruses prior to being used on the computer systems of the Chamber.

Employees are responsible for logging in and out of the network as instructed by the President. Failure to log out properly may result in incomplete backups and the inability to restore important files. Improper logging out also causes corruption of applications, files and critical system components when applications and files are open and an employee just turns the power off without closing applications, files and shutting down properly. Passwords should be used for security purposes. Passwords shall not be disclosed to other employees or outside parties except at the direction of the President. Failure to follow network use procedures may result in the loss of computer privileges and/or disciplinary action, up to and including dismissal.

## **INTERNET USE:**

Employees may be authorized to have Internet access and/or Internet e-mail at the discretion of the President. Requests for Internet access or e-mail access should be submitted in writing or via e-mail to the President.

Inappropriate use of the Internet or e-mail privileges (i.e. excessive personal use, pornography or other inappropriate use as described above) may result in the loss of computer privileges or disciplinary action, up to and including dismissal.

## **POLICY VIOLATIONS:**

Employees who abuse the privilege of facilitated access to electronic media and services are subject to corrective action; risk having the privilege withdrawn and disciplinary action up to and including dismissal.

Abuse of electronic media and services through excessive personal use, or use in violation of the law or policies of the Chamber, will result in disciplinary action up to and including dismissal.

All software purchased by the Chamber and files generated from such software, are the sole property of the Chamber. Unauthorized copying of any information contained in the systems of the Chamber is strictly prohibited and grounds for disciplinary action up to and including dismissal. An example of this behavior would be copying a database or a part of a database of the Chamber to be given or sold as a mailing, faxing, e-mail or marketing list for personal gain.