



## *Working Women Connection's*

### Policies & Procedures Guidelines to Success

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**Working Women Connection**  
**Headquarters: 927 Main Street Grafton, OH 44044**  
**440.926.4992**

## WWC MEMBER PLEDGE

I pledge to be a dedicated member of *Working Women Connection*, and I am committed to attend biweekly meetings and participate in WWC philanthropy projects. I promise to uphold the highest standards of quality in my business transactions; to encourage the women around me; to engage in my local community; and embrace the opportunity to help others, personally & professionally.

I understand that it is a privilege to be a member of this unique & empowered organization of professional women in business, and I aim to **INSPIRE**, **MOTIVATE**, and **CELEBRATE** as a proud member of *Working Women Connection*, and to **WORK UNITED** with other WWC members.

In necessary things, unity: in doubtful things, liberty: in all things, charity.

-Anne Baxter

## CODE of ETHICS and CONDUCT

At Working Women Connection, we are confident that our professional WWC Members will uphold and embrace the following:

- WWC member(s) shall uplift, encourage, and support one another professionally; and personally, whenever in a position to do so.
- Member(s) of WWC shall commit to understanding and honoring the WWC mission and code, and shall encourage new members to embrace the WWC philosophy and pledge.
- WWC member(s) are expected and required to honor any professional or personal obligations promised to other WWC member(s), unless in direct contradiction with the code and mission of WWC and the highest standards of quality.
- Member(s) of WWC shall treat other WWC members, affiliates, partners, employees, leaders, representatives, speakers, presenters, public meeting locations and employees therein, and any and all other direct or indirect people associated to WWC with respect, regard, consideration, and the highest standards of quality.
- WWC member(s) shall exercise special restraint so as to not propagate negative stereotypes, and will promote diversity and all-inclusiveness in the manner of which conducted at or within WWC. WWC member(s) shall specifically not discriminate against other members on the basis of race, national origin, age, religious affiliation, marital status, sexual orientation, disability, or medical condition.
- The members of WWC shall respect the career choice of the other members of their Chapter. Unless a member approaches you concerning a career opportunity, WWC is not to be used as a recruiting platform. Remember, women are here to grow their “own” businesses and their career choice needs to be respected. Further, unless you have an “unsubscribe” option for the use of email solicitations, you must receive consent from individual WWC members before sending email solicitations.
- WWC member(s) shall voice their individual professional needs in regards to business referrals, and honestly report whether they are in receipt of qualified referrals, or are in need of additional assistance in obtaining referrals and/or leads.
- WWC member(s) are expected and required to contact any and all referrals within 24 hours to uphold the reputation and professionalism of both the referring member as well as the entire organization.
- WWC member(s) shall report any allegedly poor business transaction or transactions and/or conduct with any other WWC member, and will receive the opportunity to define this situation in confidentiality and privacy, and understands this communication is pertinent to uphold the highest standards of quality within WWC.

**The fastest way to change society is to mobilize the women of the world."**

*Charles Malik, former president, United Nations General Assembly*

## GENERAL POLICIES AND EXPECTATIONS

- **TERM:** Membership begins the 1<sup>st</sup> day of the month the member joins WWC and lasts for twelve (12) months.
- **PROMPTNESS:** Each WWC member is expected to arrive promptly to meetings and any scheduled events. The Chapter President may give warnings to members who are consistently late or leave early. If the problem continues, the member's category may become open.
- **ATTENDANCE:** Attendance is critical to the success of WWC. Any WWC member whom is unable to commit to meetings may be unable to continue as a member of WWC. Your attendance proves your commitment to your Chapter and your business. We ask that you do not miss more than one (1) meeting per quarter. If you cannot make it to a meeting, we ask that you send a substitute. This will not count as an absence.
- **REFERRALS:** Each WWC member is expected to provide qualified referrals to other WWC members. A qualified referral is when the person referred is expecting your call. WWC members are encouraged to refer business to women from other chapters for industries not represented within their own chapter.
- **30 SECOND COMMERCIAL:** Each WWC member is expected to conduct herself professionally, ethically, and preparedly. As a member, you are expected to conduct a **prepared** 30 second commercial about your product and/or service. This commercial should be clear as to 'who you are' and 'what you do'.
- **DRESS CODE:** Each member is expected to be dressed in business or industry appropriate attire (business casual is acceptable) when attending meetings. The way you are dressed is a direct reflection on WWC as well as how seriously a member takes her business. "We only get one chance to make a first impression." (No jeans, shorts, tennis shoes, flip flops, etc.)
- **GUESTS:** As a member of WWC, you are expected to screen guests with the highest standards of quality, and to make a 'best guess' as to whether or not you feel an individual woman is a 'good fit' for your Chapter, prior to inviting her to join. Each member is expected to bring at least two (2) guests per year. Invited guests will be asked to do a 5 minute presentation. Time allows for a maximum of 3 guest presentations per meeting. Notify the President if you have invited a guest.
- **DIRECT SALES/ Party Booking Businesses/ Personal Product Sales:** Each Chapter must limit membership of women representing direct sales or women who book home parties or product sales unrelated to growing a business. For every five members, one woman can represent a direct sales company, a "party booking" company, or products unrelated to business growth and development. Further, any woman representing a direct sales company must work full-time and have title of director or equivalent.
- **PRESENTATIONS BY DESIGNATED WWC MEMBERS:** Each member should be prepared to present upon proper notice. If a member is unable to speak on their scheduled date, it is the

member's responsibility to find a replacement and notify the Chapter President of the change in schedule.

- **AD SPACE:** WWC members receive advertising space on the WWC website consisting of your professional portrait, business biography, contact information, and a live link to your business website. WWC administration reserves the right to modify these specifications for the purposes of efficiency and/or industry improvements, or as necessary according to WWC administration, and may do so without the consent of WWC members.
- **CATEGORY CONFLICTS:** It is the member's responsibility to file a concern with the WWC President of their Chapter if a visitor conflicts with her category. This should be done prior to the Chapter voting on her membership.
- **ONE CATEGORY:** Members may only represent one category which is the category that was established upon membership approval.
- **LEAVE OF ABSENCE:** A member may take a leave of absence for up to 30 days before her category is re-opened for a potential new member. If the member is gone for more than 30 days, and her category has not been filled, she may reinstate her membership.
- Members that wish to change their category or transfer to another Chapter must submit their request in writing to her current Chapter President or the Chapter President of the Chapter she wishes to transfer to.
- **PROBATION:** In case of any problems with members, the WWC the Corporation may, at their sole discretion, put a member on probation. On a case-by-case basis, probation may occur if a member's business practices are in question or for lack of commitment to her Chapter.
- **REPLACEMENT:** In the event a member leaves her Chapter, and her membership was paid by her company, said company may send a replacement with the understanding that any replacement is held to the same standards and membership procedure. Any replacement must be voted in by the Chapter she wishes to join just as any new member would do. No refund is given if the replacement member does not meet the high standards and qualifications WWC adheres to.
- **OPEN CATEGORY:** A Chapter member's category may be opened for failure to comply with the policies and/or Code of Ethics of WWC.
- **POLICIES ARE SUBJECT TO CHANGE.** The Chapter President will be notified by WWC administration of any changes.
- **LOGO USE:** Members may not use the logo or WWC name without prior consent from WWC's corporate office.
- **PAYMENT:** After a member application has been approved, the membership investment is due prior to attending the next scheduled Chapter meeting. For renewing members if payment is

more than 30 days behind, the member will be suspended from attending meetings and her category will become open until payment is made.

- **VISITING WWC MEMBERS:** A member may visit and promote her business at other chapter meetings as long as the visiting member's industry/category has not been filled by any members of the chapter visited. Further, the visiting member does not participate in decision making activities to include: Philanthropy projects and voting of new members. (The visiting WWC member is excused from the meeting, along with visiting guests, during the voting procedure.) A visiting member is considered a guest and may do a 5 minute presentation if time permits.
- **GUEST INVITATION:** You are encouraged to seek new members whose industries are yet to be filled. Please send an email to your Director of Business Development so your guest may be sent an email inviting them to a future meeting to present a 5 minute presentation.
- **PHOTOS:** All photos taken by a WWC photographer are protected by copyright laws. If you wish to have access and unlimited use of the professional portrait, you may purchase the disc from our photographers.
- **SCRIPT:** There is a specific script and time line that is followed at each and every Chapter meeting. Please understand that the agendas have been created to bring consistency throughout the entire WWC organization and meet the overall goals of the networking group.

## WWC Officers Policies

1. Chapter Presidents Membership Investment
  - a. Membership investment is waived for Chapter Presidents, while in office.
  - b. Investment Reimbursement for Existing Member- It is the responsibility of the President to foster Chapter growth. The successful President will be reimbursed for dues previously paid. When the new chapter or an existing Chapter reaches 6 members (not including self) the amount due will be issued (retroactive to the date of the first Chapter meeting).
  - c. Dissolving Chapters- If a Chapter is dissolved and the President wishes to remain a member in WWC, a new anniversary date shall be established and she will be invoiced accordingly.
  - d. Termination of President- If a President is relieved of her duties and wishes to remain an active member in WWC, a new anniversary date shall be established and she will be invoiced accordingly.
  
2. Chapter Vice Presidents & Chapter Philanthropists:
  - a. Half of the Membership Investment is waived for Chapter Vice Presidents & Philanthropists
  - b. Investment Reimbursement for existing members- It is the responsibility of the Vice President & Philanthropist to foster Chapter growth. The successful Vice President & Philanthropist will be reimbursed for half of the dues previously paid at a pro-rated amount. When the new Chapter or existing Chapter reaches 6 members (not including self) the amount due will be issued (retroactive to the date of the first Chapter meeting).
  - c. Dissolving Chapters- If a Chapter is dissolved and the Vice Presidents & Philanthropists wish to remain a member in WWC, the previous payments will be applied to the balance due for the remainder of the membership term.
  - d. Termination of Vice Presidents & Philanthropists - If Vice Presidents & Philanthropists are relieved of their duties and wish to remain active members in WWC, the previous payments will be applied to the balance due for the remainder of the membership term.

## Policies for Officer Termination/Resignation

The roles of the President, Vice President and Philanthropist are positions that place the officer in the capacity of an “agent” for our organization.

There will be times when the chosen officer will not be the best fit for the role they are given.

Although it is seldom executed, officers may be terminated for failure to perform the duties in the manner that is acceptable by Working Women Connection.

The following are the steps that would lead to termination or resignation of an officer:

1. **Mutual agreement** between WWC Corporation and Officer prior to term completion
  - a. Officers wishing to resign should submit a letter in writing one month prior to departure.
2. **Dismissal by WWC Corporate for Cause:** WWC reserves the right to ask for the dismissal of an existing officer if it is in the best interest of the Chapter. WWC or a Director of Business Development shall appoint the new officer once the candidate has been interviewed for and qualifies for the position.
  - a. Some Causes may be as follows:
    - i. Role responsibilities are not being met
    - ii. Behavior is in conflict with mission of WWC and is deemed unbecoming and unprofessional (intoxication at WWC event, inappropriate language, etc)
3. **Complaints:** Three [3] notices of complaint by Chapter members
  - a. After each complaint, the officer will be notified.
  - b. The second complaint will serve as a last warning.

## NO REFUND POLICY

We believe *Working Women Connection* is a dynamic and results-driven society of professional women that contains multiple avenues of development, growth, and success. As a fast-growing organization, it is imperative to have rules and policies in place.

We have a membership screening and process in effect that allows for interested women to visit two (2) meetings prior to becoming a member. (You must be voted in as a WWC member.) This process also allows for you to accurately gauge whether or not WWC is a 'good fit' for both, *you* and the *organization*, as well as determine the best available payment options, should you be invited to join.

Once your application is approved and membership is granted, there is a no refund policy.



## ACKNOWLEDGEMENT AGREEMENT

### New Member

By signing this document, I have read, understand, and agree to Working Women Connection's Guidelines to Success which include WWC's Member Pledge, Code of Ethics and Conduct, General Policies and Expectations, and No Refund Policy. (If you have been sent by an employer as a representative of their company, your employer must also sign this document.)

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

\_\_\_\_\_  
Signature

### Employers

If you are an employer that has sent an employee to WWC to represent your company, and you have paid for said employee's membership, by signing this document, I have read, understand, and agree to WWC's Guidelines to Success, WWC's Member Pledge, Code of Ethics and Conduct, General Policies and Procedures, and No Refund Policy.

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

\_\_\_\_\_  
Signature

#### **Sign and Return to:**

Working Women Connection  
Contact Bonnie Gladish; Co-Founder  
Headquarters: 927 Main Street Grafton, OH 44044  
Phone: 440.926.4992  
Fax: 440.926.9120  
Email: [bgladish@joinworkingwomen.com](mailto:bgladish@joinworkingwomen.com)

**Inspire. Motivate. Celebrate.**



# Feedback Form

(THIS FORM CAN BE FOUND ON THE “MEMBERS ONLY” SECTION ON OUR WEBSITE.)

Your feedback is important to us. Please feel free to submit this form with comments regarding your experience with Working Women Connection.

Confidential: This feedback form will be viewed as a confidential document.

**PLEASE CIRCLE ONE**

**IMPROVEMENT IDEA**

**COMPLIMENT**

**OTHER**

Name (optional):

Keep Confidential:      yes      no

Date:

Member Chapter:

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## Comment

Please describe below the nature of your feedback and the details of your complaint, compliment or improvement idea. Thank you very much for taking the time to offer your valued opinion.