



## *Working Women Connection's*

### Policies & Procedures Guidelines to Success

# Contents

- Congratulations and welcome ..... 4
- Introduction Checklist** ..... 5
- Tasks to Complete** ..... 5
- WWC MEMBER PLEDGE** ..... 6
- WWC CODE of ETHICS and CONDUCT**..... 7
  - The fastest way to change society is to mobilize the women of the world."** ..... 7
  - Charles Malik, former president, United Nations General Assembly*..... 7
- GENERAL POLICIES AND EXPECTATIONS** ..... 8
  - AD SPACE: ..... 8
  - ADVERTISING: ..... 8
  - ATTENDANCE: ..... 8
  - CATEGORY CONFLICTS ..... 8
  - CATEGORY CHANGES WITHIN AN INDUSTRY:..... 8
  - DIRECT SALES/ Party Booking Businesses/ Personal Product Sales ..... 8
  - DRESS CODE: ..... 8
  - FEEDBACK FORM:..... 8
  - GUESTS:..... 9
  - GUEST INVITATION: ..... 9
  - LEAVE OF ABSENCE: ..... 9
  - LOGO USE:..... 9
  - MEMBERS ONLY SECTION:..... 9
- Members Only ..... 9
  - OFFICER POLICY:..... 9
  - ONE CATEGORY:..... 11
  - OPEN CATEGORY:..... 11
  - PAYMENT: ..... 11
  - PAYMENT POLICY ..... 11
  - PHOTOS:..... 12
  - POLICIES ARE SUBJECT TO CHANGE:..... 13

- P.O.W.E.R. PROGRAM ..... 13
- PROBATION:..... 13
- PROMPTNESS: ..... 13
- REFERRALS: ..... 13
- REFUND POLICY:..... 13
- REPLACEMENT UPON DEPARTURE: ..... 13
- SCRIPT: ..... 13
- SOLICITATION:..... 14
- TERM: ..... 14
- THIRTY (30) SECOND COMMERCIAL ..... 14
- TRANSFERS TO A NEW CHAPTER: ..... 14
- VISITING WWC MEMBERS: ..... 14



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

## Congratulations and welcome to Working Women Connection!

We are thrilled to have you as a link in our unique connection of professional women in business. You have made a wise choice for the growth and positioning of yourself and your business. We encourage you to INSPIRE, MOTIVATE, and CELEBRATE with us as we continue to pave our way to success...together!

As a Proud Member of WWC, we ask that you thoroughly review this Policies & Procedures manual. It is important that you embrace our philosophy, understand what is expected of WWC Members, and follow the outlined procedures.

One of the features that you will enjoy is the "Members Only" section of our website. Please provide me with an eight digit password so that I can give you immediate access. Once you have access, you will be able to complete the New Member Information Sheet located in our Resource Center so that we can get your business biography, contact information, and professional business portrait on our website.

As part of your membership benefits, you have the opportunity to submit articles, coupons, advice, etc., for our monthly newsletters. This is a great tool to exposure your business to the thousands of people that subscribe to our newsletter.

At any time, if you have questions about WWC or are unclear on any information, please contact WWC management directly. We are here for YOU and happy to support you in any way we can. Please use the checklist below to help us process your membership.

# Introduction Checklist

## Tasks to Complete

Please check that you have completed the following tasks to get your picture, profile and link to your website posted in the WWC directory ASAP! When this is done, you may want to send your contacts a link to your profile on Facebook and Linked In!

1. Received invoice and paid my membership investment. **Invoice must be paid prior to attending the next chapter meeting.**
2. Received email confirmation giving me access to the "member's only" section of website.
3. Completed the "Website Directory Information Sheet" located in the "Member's Only" section of the WWC website. (This form is for submitting your biography and downloading your professional business portrait to advertise your business. (For website approval, your portrait must have been taken by a professional photographer.)
4. Confirmed that I have been added to the WWC website and proof read my listing. (Industry listing section and under specific chapter.)

Welcome aboard!

Bonnie Gladish and Shelley Solomon Cull

Partners, Working Women Connection

**Inspire. Motivate. Celebrate**

927 Main Street  
Grafton, OH 44044  
(440) 926-4992  
[www.workingwomenconnection.com](http://www.workingwomenconnection.com)

## WWC MEMBER PLEDGE

I pledge to be a dedicated member of *Working Women Connection*. 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.

# WWC 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 to honor any professional or personal obligations promised to other WWC member(s), while providing 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.
- 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 regard 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

- **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.
- **ADVERTISING:** We advertise to the community to draw the public to our website directory for the products and services offered by our members. You can advertise your business on our website and include your photo, bio, and a direct link to your website. Our members can use our “members only” section of our website to advertise events, job postings, sales, etc. to their sister members from other chapters.
- **ATTENDANCE:** Attendance is critical to the success of WWC. Any WWC member who 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, you may send a substitute. This will not count as an absence.
- **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.
- **CATEGORY CHANGES WITHIN AN INDUSTRY:** Members that wish to change their category must submit their request in writing to their current Chapter President. If the category is open the member may then represent ONLY the new category. The website listing shall be changed to reflect the same.
- **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.
- **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.)
- **FEEDBACK FORM:** Your feedback is important to us. Please feel free to submit our feedback form located in the “Members Only” section on our website. The feedback form will allow you to share a comment whether positive or constructive regarding your experience with Working Women Connection.

- **GUESTS:** Prior to inviting a guest, you are expected to screen and select only professional business women 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. Each member is expected to bring 4 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 Director of Business Development if you have invited a guest.
  
- **GUEST INVITATION:** Growing your chapter is a great way to generate more referrals! 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 about their business. Be sure to invite guests whose business we can support with referrals and whose can support our members with referrals.
  
- **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.
  
- **LOGO USE:** Members may not use the logo or WWC name without prior consent from WWC’s corporate office.
  
- **MEMBERS ONLY SECTION:** Once you become a member, you will have access to the Members Only section of our website that has two areas for your convenience: a Resource Center and a Discussion Area. (See below)

**Members Only**

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You are required to login to view this page.

	Username
	Password
<input type="button" value="Log In"/>	<input checked="" type="checkbox"/> Remember me

[Resource Center](#) – Documents and information for members only.

[Discussion Area](#) – Members may post job openings, events and other information.

- **OFFICER POLICY:** The following are policies and procedures for officers of WWC:
  - I. **Investment Policies**
    - a) Chapter Presidents Membership Investment
      1. Membership investment is waived for Chapter Presidents, while in office.
      2. 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).

3. 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.
  4. 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.
- b) Chapter Vice Presidents & Chapter Philanthropists:
1. Membership Investment is not waived for Chapter Vice Presidents or Philanthropists
  2. Dissolving Chapters- If a Chapter is dissolved and the Vice Presidents or Philanthropists wish to remain a member in WWC, previous payments will be applied to the balance due for the remainder of the membership term.
  3. Termination of Vice Presidents or 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.
- II. **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.
- a) 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: WWC reserves the right to ask for the dismissal of an existing officer if it is in the best interest of the Chapter. WWC shall appoint the new officer once the candidate has been interviewed for and qualifies for the position. Causes may be as follows:
    - a. Lack of Chapter growth to specified numbers within required time line.
    - b. Lack of leadership where language and communication during meetings does not convey respect for the organization or the members.
    - c. Role responsibilities are not being met
    - d. 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.

- **ONE CATEGORY:** Members may only represent one category which is the category that was established upon membership approval.
- **OPEN CATEGORY:** A Chapter member's category may be opened for failure to comply with the policies and/or Code of Ethics of WWC.
- **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. If payment is received and the category is still open, the member will be fully reinstated as an active member.
- **PAYMENT POLICY** The WWC payment policy applies to WWC members under all forms of membership including Interactive and Virtual Membership.
  - I. Definitions** - These words used in the WWC Payment Policy have the following meaning:
    - (a) New Member: A WWC member in their first year of membership.
    - (b) Renewing Member: A WWC member after their first year of membership.
    - (c) Member: A WWC member, new or renewing.
    - (d) First Chapter Meeting: A new member's first chapter meeting after completing the application and approval process.
    - (e) Term: A WWC member's one-year membership term. Membership begins on the first day of the month a member joins WWC and lasts for twelve (12) months.
    - (f) Anniversary Date: The annually reoccurring date of the first day of the month the member joined WWC.
  - II. Payment Options** - Member may choose one of the following payment options for a term:
    - (a) One-Time Payment
      - (i) New members must pay the full membership amount for a term before attending their first chapter meeting. A new member's category will remain open in said chapter until new member has made the one-time payment.
      - (ii) Renewing members must pay the full membership amount for a term before the renewing member's anniversary date.
    - (b) Monthly Payment Plan and Three Month Payment Plan
      - (i) WWC requires that members selecting the monthly payment plan or three month payment plan, setup an auto-billing account with PayPal.
      - (ii) Member acknowledges that under the monthly payment plan the full membership amount will be divided into twelve (12) payments. Under the three month plan, the full membership amount will be divided into three (3) payments.
      - (iii) Upon setup of a PayPal auto-billing account, member is required to pay a down payment plus the first month's payment.
        - a. Under the monthly plan, Member will be charged a month's payment every thirty (30) days from that date for the remaining eleven (11) months.

b. Under the three month plan, Member will be charged a month's payment every thirty (30) days from that date for the remaining two (2) months.

(iv) New members must pay the down payment and first month's payment before attending their first chapter meeting. A new member's category will remain open in said chapter until new member has made the first payment.

(v) Renewing members must create a PayPal auto-billing account no more than ten (10) days after their anniversary. If after ten (10) days a PayPal Auto-billing account is not created, their membership will be terminated and their category in their chapter will become open. To reinstate membership, a new membership must be initiated.

(vi) Member acknowledges that they are responsible for providing PayPal with a valid form of payment. If member fails to keep a valid form of payment with PayPal, member is still responsible for the remaining term payments.

(vii) Member acknowledges that upon creating a PayPal account they must agree to PayPal's terms of service. If member has an issue with their PayPal account, they must contact PayPal. WWC does not make any warranties, express or implied, as to PayPal's services. WWC shall not be liable to a member for any loss attributed to PayPal's services.

### **III. Billing**

(a) New Members will be billed once by WWC, under all payment plans. Payment, according to all payment plans, is due thirty (30) days after receipt of the invoice.

(b) Renewing members

(i) Two months before renewing member's anniversary date, WWC will send a reminder e-mail to notify renewing member of their anniversary.

(ii) Thirty (30) days before renewing member's anniversary date, WWC will send an invoice requiring payment within thirty (30) days.

(iii) If renewing member does not respond to invoice by their anniversary date, WWC will attempt to contact the renewing member. If WWC is unable to contact renewing member, membership will be terminated and their category in their chapter will become open. To reinstate membership, a new membership must be initiated.

**IV. Membership Cancellation** - If a member decides to cancel their membership for any reason, at any time, or they have failed to provide a valid form of payment as discussed in section 2(b)(v) of this policy, the member is still obligated to pay for the full one-year membership. Please refer to the WWC No Refund Policy.

**V. Pricing Policy** - WWC reserves the right, at any time, to modify its membership fees and payment policy.

- **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 file directly from our photographers.

- **POLICIES ARE SUBJECT TO CHANGE:** The Chapter President will be notified by WWC administration of any changes. Updates to policies will be announced at Chapter meetings as noted in the Meeting Script.
- **P.O.W.E.R. PROGRAM:** The P.O.W.E.R. Program will be offered on a regular basis for members to participate in. Members are able to attend this program one time at no charge. If members would like to attend the program again at a later time, they will need to pay the same cost as non-members.
- **PROBATION:** In case of serious problems with a member's actions, 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 ethical practices are in question.
- **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.
- **REFERRALS:** Each WWC member is expected to provide 2 qualified referrals per month 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.
- **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.
- **REPLACEMENT UPON DEPARTURE:** In the event a member leaves her Chapter, and her membership was paid by her company, said company may send a replacement to represent the same category 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.
- **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. Meetings shall not extend beyond the 1.5 hour structure. Members may choose to stay beyond the scheduled time; however the official agenda must be concluded on time to allow members to leave for scheduled work or appointments.

- **SOLICITATION:** Unless you have an “unsubscribe” option for the use of email solicitations, you must receive consent from individual WWC members before sending email solicitations.
- **TERM:** Membership begins the 1<sup>st</sup> day of the month the member joins WWC and lasts for twelve (12) months.
- **THIRTY (30) SECOND COMMERCIAL:** Each WWC member is expected to conduct herself professionally, and ethically. Members 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’, ‘what *you* do’, and ‘how *you* help a client with a business need or frustration’.
- **TRANSFERS TO A NEW CHAPTER:** Members who are in good standing who wish to transfer to a new Chapter can do so on their renewal date. Members will have to confirm that their category is not taken in the Chapter they would like to move to.
- **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.
  - 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.
    - Please contact Chapter president to confirm your visit.