



working women  
connection

## Policies and Procedures

Effective 6/2016

Revised:

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# 1. WELCOME

*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 and Procedures manual. It is important that you embrace our philosophy, understand what is expected of **WWC** members, and follow the outlined procedures.

At any time, if you have questions about **WWC** or are unclear about 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 following checklist 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, LinkedIn, or other social media.

1. Received invoice and paid membership investment. (Please note that your membership investment must be paid prior to attending the next chapter meeting, and that membership investments are non-refundable.)
2. Completed the “Website Directory Information Sheet” located in the “Members 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.
3. Confirmed that you have been added to the **WWC** website under your Industry listing section and specific chapter. Please proofread your listing.

Welcome aboard!

*Bonnie Schmidt*, Founder  
Working Women Connection

**INSPIRE. MOTIVATE. CELEBRATE.**

927 Main Street  
Grafton, Ohio 44044  
(216) 410-5868

## 2. WWC MEMBER PLEDGE AND MISSION

### WWC 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 and professionally.

I understand that it is a privilege to be a member of this unique and 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 MISSION

In *Working Women Connection*, we believe it is essential to **INSPIRE** and **MOTIVATE** one another as well as **CELEBRATE** our accomplishments, both personally & professionally.

*Working Women Connection* is committed to **UNITING WOMEN EVERYWHERE**, and encouraging our professional women members to engage in their local communities by organizing and participating in community events, giving back to those in need, and ensuring the public is aware of our presence. As empowered women; dedicated professionals; and proud members of **WWC**, we pledge to **WORK UNITED**.



### 3. WORKING WOMEN CONNECTION CODE OF ETHICS AND CONDUCT

*Working Women Connection* members will embrace and uphold the following principles of our organization:

1. As a **WWC** member, I will uplift, encourage, and support other members professionally and personally, when in a position to do so.
2. I commit to understand and follow the **WWC** Mission and Pledge, and will encourage new **WWC** members to do so.
3. I will honor professional and personal obligations promised to other **WWC** members, while providing the highest standards of professionalism.
4. I will 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 with **WWC** with respect, regard, consideration, and the highest standards of professionalism.
5. I will not propagate negative stereotypes and will promote diversity and inclusion in **WWC**. **WWC** and **WWC** members do not discriminate against other members on the basis of race, national origin, age, religion, marital status, sexual orientation, disability, or medical condition.
6. I will respect the career choice of other **WWC** Chapter members. I will not approach other **WWC** members with career opportunities, and will not use **WWC** as a recruiting platform.
7. I will not send email solicitations to other **WWC** members without first receiving their consent.
8. I will clearly state my professional needs for business referrals, report when I have qualified referrals, or need assistance obtaining referrals or leads.
9. I will contact all referrals within 24 hours to uphold the reputation and professionalism of both the referring member and the **WWC**.
10. I will confidentially report any unprofessional business transaction, experience, or conduct with any **WWC** member, in an effort to uphold the highest standards of professionalism within **WWC**.

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

- Charles Malik, former president, United Nations General Assembly

## 4. GENERAL POLICIES AND EXPECTATIONS - MEMBERS

### Meeting Policies

1. Attendance: Regular Chapter meeting attendance is required. Missing more than one meeting per quarter may be grounds for removal from the Chapter. If a member cannot attend a meeting, she may send a substitute, which will not count as an absence.
2. Dress Code: Each member is expected to be dressed in business or industry-appropriate attire (business casual is acceptable) when attending meetings. Jeans, shorts, tennis shoes, flip-flops, yoga pants, and non-professional attire will not be tolerated.
3. 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.
4. Conduct: **WWC** members are to behave professionally and respectfully at **WWC** Chapter meetings. Cell phones are to be turned to "silent" mode; texting or other use of cell phones, or electronic equipment, is not permitted during meetings. If it is necessary to take a call, step out of the room. **WWC** members are to pay attention to member and visitor presentations, participate in meeting discussions, and greet other members. **WWC** members are to be prepared for meetings with a 30-second commercial, presentation (when required), and business cards and contact information.
5. Script: Each chapter meeting follows a script that has been created to bring consistency to meetings and meet networking goals, all within a 1.5 hour time period. Chapter meeting agendas must not extend beyond the 1.5-hour time frame.
6. Thirty-Second Commercial: Each member will share a prepared 30-second commercial about her product or service. This commercial should state: (a) member's name; (b) business name; (c) the member's business, service, or product; (d) how you help a client with a business need or frustration. The 30-second commercial should be NO MORE than 30-seconds.
7. Voting on New Members: Potential **WWC** members are to be voted on by the current **WWC** Chapter members. Membership in **WWC** is solely at the discretion and vote of the **WWC** Chapter to whom the potential member is applying. The criteria for accepting (voting "yes" for) a new member are the following: (1) Can the Chapter support the potential member and her business with referrals? (2) Can the potential member support the other **WWC** members with referrals? After a potential member's second meeting, the President will excuse all guests and potential member(s). The **WWC** Chapter members are to discuss the candidacy of the potential member(s), state objections, and discuss category conflicts at this time. The President will call for a vote; if the majority of members vote "yes", the potential member will be extended an invitation of membership.
8. Voting Out Members: **WWC** Chapters may vote out members who: (1) do not uphold the **WWC** Member Code of Ethics; (2) consistently fail to be prepared at meetings; (3) behave disrespectfully to other members; (4) behave unprofessionally to **WWC** members and/or referrals.

## Membership Policies

1. Leave of Absence: A member may take a leave of absence for up to thirty (30) days before her category is reopened for a potential new member. If the member is gone for more than thirty (30) days, and her category is not filled, she may reinstate her membership.
2. Referrals: Each **WWC** member is expected to provide two (2) qualified referrals per month to other **WWC** members. A referral is worth one (1) point. A qualified referral is defined as: 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.
3. Guests: Each member is expected to bring four (4) guests per year. Bringing a guest is worth three (3) points. Members are to screen guests prior to invitation to ensure that professional businesswomen with high standards and professional discretion are invited as guests. Guests should be for industry slots that are open in the Chapter. Please contact the Business Development Director so that the guest will receive an invitation.
4. Replacement: 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 **WWC** qualifications.
5. Refunds: Membership investment in **WWC** will not be refunded for any reason.
6. Term: Membership begins the first day of the month the member joins **WWC** and lasts for twelve (12) months.
7. Transfer to Another Chapter: Members in good standing who wish to transfer to a new Chapter may do so, as long as their category is not filled. Transferring members are subject to vote by the new chapter.
8. Visiting Other WWC Chapters: A member may visit and promote her business at other chapters as long as the visiting member's category is open. Visiting members will not participate in voting or decision-making regarding chapter concerns. Visiting members are considered guests, and are permitted to give a 5-minute presentation about their business. Visiting members are to contact the Chapter President prior to visiting to confirm their visit.
9. Direct Sales/Home Parties/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 the title of director or equivalent.
10. Payment of Membership Investment: After a member application has been approved, the membership investment is to be paid prior to attending the next scheduled Chapter meeting. When renewing a membership, if payment is more than thirty (30) days past due for any reason, the member will be suspended from attending meetings and her category will be opened. If payment is

received and the category is still open, the member will be fully reinstated as an active member.

Payment plans for Membership Investment may or may not be offered, at the sole discretion of WWC management.

11. Closing a Chapter: In the event that a WWC Chapter fails to grow or loses membership, the Chapter may be dissolved, at the discretion of WWC management. If a member from a closed Chapter wishes to retain membership in WWC, she is to contact WWC management to find an open category in another WWC Chapter. Membership in the new Chapter is contingent upon being voted in by the members of that Chapter. If the member becomes a member of the new Chapter, previous Membership Investment payments will be applied to the balance due for the remainder of her membership term in the new Chapter. Membership investment will not be refunded in the event of a Chapter's closing if the member chooses not to retain WWC membership or if her category is not available in another chapter.

### Category Representation

1. Categories: A member may represent one category in her WWC Chapter, which was established upon membership approval.
2. Category Security: Each Chapter holds one slot per industry category. Only one member may represent a category. A member may not represent more than one category. If a category is filled, no visitor representing that category may visit the Chapter.
3. Category Conflicts: If a member feels that a visitor or potential member conflicts with her category, it is the member's responsibility to file a concern with the WWC Chapter President before the Chapter votes on her membership.
4. Category Changes Within a Chapter: A member who wishes to change her category within a Chapter must submit a written request to the Chapter President. If the category is open, the member may represent the new category. The website listing will be changed accordingly.
5. Open Category: A Chapter member's category may be opened for failure to comply with WWC Policies, Mission, and/or Code of Ethics.

### Promotion

1. Ad Space: WWC members receive advertising space on the WWC website consisting of a 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.
2. Advertising: WWC advertises to the community to draw the public to our website directory for the products and services offered by members.

## WWC Management

1. Feedback Form: Your feedback is important. Please use the Feedback Form in the “Members Only” section on the **WWC** website to submit constructive criticism, suggestions, and comments regarding **WWC**.
2. Policies Subject to Change: **WWC** management will notify Chapter Presidents of any changes to the Policies and Procedures. Updates to the Policies and Procedures will be announced at Chapter meetings as noted in the Meeting Script.
3. Prices Subject to Change: **WWC** management reserves the right to change Membership Investment fees and payment options.
4. Logo Use: Members may not use the **WWC** name or logo without written permission from **WWC**.
5. Chapter Independence: Each **WWC** Chapter is separate and distinct from **WWC** management and is not entitled to act on behalf of or bind **WWC** management, contractually or otherwise.
6. WWC Funds: Membership investment payments are used to defray **WWC** operating expenses, including, but not limited to: paying the salary of the Director of Business Development, luncheon costs, advertising, and website maintenance.
7. Sole Discretion: Decisions regarding **WWC**, **WWC** Chapters, membership investment, membership, and use of **WWC** funds are final and remain at the sole discretion of **WWC** management.
8. Photos: All photographs taken by a **WWC** photographer at **WWC** events are the exclusive property of **WWC**, and may not be reproduced or used in any without the express written consent of **WWC** management.

## Discipline

1. Probation: In case of serious problems with a member’s actions, the **WWC** Chapter may, at its sole discretion, put a member on probation. Probation may occur for any of the following reasons: (1) questions arise about a member’s business ethics; (2) violation of the Code of Ethics; (3) failure to arrive on time and prepared for meetings; (4) disrespectful behavior to **WWC** members and/or referrals; (5) harassment; (6) discriminatory behavior. Accusations must be made in writing to the Chapter President, or (in the event that the Chapter President being called into question) to **WWC** management.

The accused member has the right to defend herself. Findings of the Chapter President or **WWC** management are final. A majority vote of Chapter members will put the accused member on probation for thirty (30) days. Upon her return to the Chapter after the thirty (30) day probation period, the member will remain in good standing unless further incident arises. During the probation period, membership investment will continue to be paid, and will not be forgiven or refunded, nor will the member’s term of membership be extended.

2. Termination of Membership: **WWC** membership may be terminated by a Chapter or by **WWC** management for any of the following reasons, and membership investment will not be refunded: (1)

unprofessional conduct toward WWC members or referrals; (2) harassment of WWC members; (3) intoxication at a WWC event; (4) discriminatory behavior toward WWC members or referrals; (5) conduct which reflects badly on the WWC brand; (6) failure to improve conduct after serving one (1) probationary period; (7) falsely accusing a WWC member of unprofessional conduct.

3. Raising a Concern: Raising a concern about a WWC member's professional behavior is a serious consideration. It is not to be taken lightly, and is to be handled confidentially. If a member has a valid, verifiable concern about a WWC member's professional behavior, she is to allege it, in writing, to the Chapter President or (in the event of the Chapter President being called into question) to WWC management. The alleged infringement is not to be shared with other WWC members.

The Chapter President or WWC management will contact the accused member to discuss the allegation, keeping the name of the accuser confidential. The accused member will be permitted to defend herself. The findings of the Chapter President or WWC management will be final. Making a false accusation against a member is cause for immediate membership termination.

### Social Media

1. Use by WWC Chapters: To enable communication, a WWC Chapter may choose to utilize a closed Facebook group. The Director of Business Development or WWC management must be contacted to approve the group. The Chapter President will monitor the group, and add new members.

Members may post the following information on WWC Chapter Facebook closed groups: meeting dates, times, and locations; speaker schedules; follow-up information from meetings; guest invitations; any other communication regarding WWC.

Members may not post the following on WWC Chapter Facebook closed groups: harassment; negative comments about WWC; negative comments about WWC members; unprofessional comments. Inappropriate postings may be cause for immediate termination of membership.

2. Use by WWC Management: To enable communication, WWC may choose to utilize a closed Facebook group. The Director of Business Development will monitor the group, and add new members.

Members and WWC management may post the following information on the WWC Facebook closed group: meeting dates, times, and locations; luncheon information; special events information; items of general interest to all WWC members; any other communication regarding WWC.

Members may not post the following on the WWC Facebook closed group: harassment; negative comments about WWC; negative comments about WWC members; unprofessional comments. Inappropriate postings may be cause for immediate termination of membership.

## 5. POLICIES AND PROCEDURES - OFFICERS

### Script

1. Each officer is to recite her script at every meeting. Each element of the script is designed to demonstrate to a visitor that **WWC** is an organized, professional group dedicated to referral generation.
2. The script is NOT a reference guide; it is to be read word for word. An officer may read the script with her own personality, but she may NOT translate the script into her own words.
3. Failure to follow the script consistently may be grounds for dismissal from **WWC** office.

### Membership Investment

1. Chapter President: Membership investment is waived for Chapter Presidents while in office. When a current member assumes the role of President, her membership will be waived commencing on the anniversary date that membership began.

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.

If a President is relieved of her duties for any reason and wishes to remain an active **WWC** member, a new anniversary date shall be established and she will be invoiced accordingly.

2. Chapter Vice President and Chapter Philanthropist: Membership investment is not waived for Chapter Vice Presidents and Chapter Philanthropists. Membership investment is not refundable for any reason.

If a Chapter is dissolved and the Vice President and Philanthropist wish to retain **WWC** membership, previous payments will be applied to the balance due for the membership term.

If a Chapter Vice President or Philanthropist is relieved of her duties for any reason and wishes to retain membership in **WWC**, the previous payments will be applied to the balance due for the remainder of the membership term.

### Resignation

1. If a Chapter President, Chapter Vice President, or Chapter Philanthropist wishes to resign must submit either (a) a letter in writing, or (b) an email to **WWC** management one (1) month prior to her departure date.
2. Membership investment will not be refunded in the event of an officer's resignation.

### Dismissal by WWC Management

1. The Chapter President, Chapter Vice President, and Chapter Philanthropist offices represent the face of **WWC**. **WWC** management, in its sole discretion, may dismiss any Chapter officer at any

time, for any reason.

2. Possible grounds for dismissal of a **WWC** officer include, but are not limited to: failure to perform duties in a manner acceptable to **WWC** management; failure to meet Chapter growth targets; if dismissal is in the best interest of the Chapter; lack of leadership; use of language during meeting which is disrespectful to **WWC** and/or **WWC** members; job description responsibilities are not met; behavior conflicts with the mission of **WWC**; unprofessional conduct (e.g., intoxication at a **WWC** event, inappropriate language, unprofessional dress or appearance).
3. A series of three (3) complaints from Chapter members or guests to **WWC** management regarding any **WWC** officer will result in her dismissal. The officer will be notified of the substance of each complaint and will be permitted to defend herself to **WWC** management. The first complaint will serve as a first warning. The second complaint will be the final warning. A third complaint will result in immediate dismissal from the office. All decisions of **WWC** management regarding complaints against an officer will be final.
4. **WWC** management will appoint the new officer once a suitable candidate has been interviewed and has qualified for the position.
5. Membership investment will not be refunded in the event of an officer's dismissal.



## 6. CHAPTER PRESIDENT – DUTIES AND RESPONSIBILITIES

1. Be Yourself: **WWC** management chooses a Chapter President for her leadership skills, professionalism, and personality. The **WWC** and its members do not check emotions or sense of humor at the door. Have fun!
2. Leadership: The Chapter President is the leader of her Chapter. Look at the Chapter as your empowerment board, your sales force, and your collaborators. Lead them and pave the way to continued success!
3. Membership Policies: The Membership Policies and Code of Ethics apply to the Chapter President, who is responsible for ensuring that the Chapter members adhere to those policies.
4. Script: Recite the Chapter President script at every meeting.
5. Chapter Growth: Membership Investment for the Chapter President is waived. In return for receiving free membership, the Chapter President is responsible for facilitating Chapter growth, meeting the following targets: (1) reach ten (10) members within six (6) months of Chapter launch; (2) reach 15 members by the one-year anniversary of Chapter launch; and (3) reach 20 members within 18 months of Chapter launch. Failure to meet Chapter growth targets may be cause for dismissal from office.
6. Guests: The Chapter President is responsible for obtaining contact information (name, company, email address, and phone number) from any guest attending a Chapter meeting. Contact information for guests is to be forwarded to the Director of Business Development or **WWC** management within eight (8) hours after a Chapter meeting so that the Director of Business Development may email the guest an invitation to complete an online application and a guest packet.
7. Monthly Reporting: The Chapter President is responsible for contacting the Director of Business Development or **WWC** management within 48 hours of the last meeting of the month to provide her with the following Chapter information: (1) how many referrals the Chapter exchanged that month; (2) the member(s) with the most points for referrals and guests, and how many points earned.
8. New Member Procedure: The Director of Business Development or **WWC** management will advise the Chapter President when an application for membership is received and approved.

When the applying member visits for the second time, follow the prompts in the script, allowing the applicant to: (1) do her 5-minute presentation; and, (2) answer the interview questions located in the President's Binder. Continue to follow the prompts in the script, excusing the applicant and all other guests so that the Chapter membership may vote on the membership.

Within three (3) hours of the meeting's completion, advise the Director of Business Development or **WWC** management as to the outcome of the vote. An approved applicant will receive a welcome call, welcome packet, and an invoice.

9. Meeting Schedule: **WWC** Chapter meetings are to be held twice per month, for 1-1/2 hours per meeting. These requirements are not flexible. Meetings may not end early, nor may they start late. Failure to follow this meeting requirement may result in dismissal from office.

The Chapter President is responsible for scheduling the dates and times of Chapter meetings with the establishment at which the meetings are held. Notify the Director of Business Development or **WWC** management of the Chapter meeting schedule, time, and location so that the website may be updated.

Meetings that fall on a holiday are to be rescheduled, and the twice-per-month rule is to be followed. Notify the Director of Business Development or **WWC** management of any date changes so that the website may be updated.

10. **Speakers:** Compile and maintain a Chapter speaker schedule for up to six (6) weeks in advance. New members are to be placed in the first available speaker slot. Notify the Director of Business Development or **WWC** management of the speaker schedule and any changes to the speaker schedule so that the website may be updated.
11. **Attendance:** Report attendance violations (members who have missed two or more meetings in one quarter) to the Director of Business Development or **WWC** management within three (3) days' of the end of the quarter.
12. **Philanthropy Projects:** Ensure that the Chapter Philanthropist is reporting the Chapter philanthropy projects to the Director of Business Development or to **WWC** management for promotional purposes.
13. **Ethical Violations:** Ethics violations or complaints regarding members are to be reported to the Chapter President. The Chapter President is to report any ethics violations or complaints to the Director of Business Development, and to treat these matters as extremely confidential. Complaints and ethics violations are to be handled within one (1) week of being reported. Failure to maintain confidentiality in these matters may be cause for dismissal from office.



## 7. CHAPTER VICE PRESIDENT – DUTIES AND RESPONSIBILITIES

1. Be Yourself: **WWC** management chooses a Chapter Vice President for her leadership skills, professionalism, and personality. The **WWC** and its members do not check emotions or sense of humor at the door. Have fun!
2. Membership Policies: The Membership Policies and Code of Ethics apply to the Chapter Vice President.
3. Chapter President: The Chapter Vice President acts on behalf of the Chapter President in her absence. Follow the Chapter President script and fulfill her obligations.
4. Script: Recite the Chapter Vice President script at every meeting. Uphold and demonstrate the **WWC** Mission, Code of Ethics, and Membership Policies within your Chapter.
5. Attendance: Track attendance of members, noting absences, and announcing absences when prompted by the script.

At the end of each quarter, report to the Chapter President (1) the names of members who have missed two or more meetings within that quarter.

6. Chapter Membership Numbers: Track the number of members in the Chapter, and announce the number when prompted by the script.
7. Reporting: Within 24 hours of the last meeting of the month, report to the Chapter President which member had the most points and how many points she had.
8. Chapter Growth: Assist the Chapter President in keeping Chapter growth the primary focus.
9. Support: Support the Chapter membership and Chapter President with critical thinking exercises, guide efforts to reach decisions, and maintain professionalism.



## 8. CHAPTER PHILANTHROPIST – DUTIES AND RESPONSIBILITIES

1. Be Yourself: **WWC** management chooses a Chapter Philanthropist for her leadership skills, professionalism, and personality. The **WWC** and its members do not check emotions or sense of humor at the door. Have fun!
2. Membership Policies: The Membership Policies and Code of Ethics apply to the Chapter Philanthropist.
3. Script: Recite the Chapter Philanthropist script at every meeting. Uphold and demonstrate the **WWC** Mission, Code of Ethics, and Membership Policies within your Chapter.
4. Greeting Members and Guests: Greet new **WWC** members and guests to make them feel welcome. Make sure Chapter members and guests understand the **WWC** Mission, Code of Ethics, and Policies and Procedures.
5. Opportunities: Encourage Chapter members to provide information regarding community events, fundraisers, exhibit shows, conferences, and other activities that may be beneficial or of interest to the membership.
6. Reporting: Provide detailed information to the Director of Business Development regarding the Chapter's philanthropic projects, using the submission form located in the "Members Only" section of the **WWC** website. Chapter philanthropic projects are promoted by **WWC** as a way of securing a charitable presence within the community.
7. Research: Research possible philanthropic projects within the community in which the Chapter meets. Philanthropic projects need not be expensive or time-consuming; Chapters may volunteer time or service, provide gift baskets for charity events, etc.
8. Volunteers: Request volunteers from the Chapter membership to contribute to and expedite philanthropic projects. Hold these members accountable for their performance.

