

TEAM ORIENTATION and VOLUNTEER PACKAGE

Volunteer Policy

All Volunteers are required to read and adhere this **Surrey Board of Trade (SBOT) Volunteer Policy**.

Members are expected to adhere to the Code of Ethics and respect the terms of the Confidentiality Agreement. Members are required to sign both documents prior to attending their first scheduled meeting.

Term of Appointment

The term of appointment for Advisory Team members is **unlimited**, unless otherwise stipulated in the Team's Terms of Reference; however, regular attendance is required to maintain a seat on the team. Individuals may serve consecutive terms on any Advisory Team. Team members must be Surrey Board of Trade members.

Attendance of Members at Meetings

Each Team is given an annual schedule of prescribed meetings. The dates, times and meeting locations are sent via email as a calendar invite. Regular attendance is an expectation as outlined in **Terms of Reference & Membership Application Document**. Regular attendance is required to maintain team participation.

Any member who is absent from three consecutive regular meetings without a leave of absence may be asked to resign or may be removed from the Team by Surrey Board of Trade Staff.

Removal of Member from a Team

The President and CEO may remove or request the resignation of a Team Member.

Resignation of Member

A Team member wishing to resign is requested to provide the resignation in writing to SBOT Staff. jasroop@businessinsurrey.com and kapil@businessinsurrey.com.

Time and Location of Meetings

Advisory Team meetings are usually held digitally by zoom. At times, it may be necessary to meet at one of the Surrey Board of Trade locations.

The start time for Advisory Team meetings vary as some meetings are held during the day and others in the evening. The date of the next meeting is identified on the agenda for the current meeting. Meetings are not normally held in the months of July and August.

Please contact the SBOT Staff member dedicated to your Team for information regarding meeting dates and times.

Rules of Procedure

Advisory Teams and Task Forces will follow the Team Meeting Guidelines. The Team may also rely upon the advice of the SBOT Staff, external stakeholders, and people in their networks for guidance.

Each meeting will have an appointed Chairperson or in the absence of the Chair, the SBOT President & CEO will Chair the meeting or in the absence of the CEO, a delegated representative will Chair the meeting.

Decisions are by consensus. Policy Papers to be considered as formal statements of the Surrey Board of Trade are to be presented by the President and CEO, or as delegated.

Generally parliamentary procedures shall govern meetings using Roberts Rules of Order. The maximum time allotted to any team member to speak to any idea, motion or amendment will be two minutes.

TEAM ORIENTATION PACKAGE

Conflict of Interest

Team Members who have a conflict of interest with a topic being discussed, must declare that they have conflict of interest, describe the nature of the conflict and leave the room during any discussions.

The Team member's declaration of a conflict of interest and the Team member's exit from and return to the meeting is recorded in the minutes.

Working Groups

There are many ways in which Teams may provide feedback to SBOT Staff. In some cases, there are specific topics which require further investigation. In these instances, Teams may establish working groups/sub-Teams of their members with the prior approval of the SBOT President & CEO. These working groups must work in partnership with staff and report back to the Team. SBOT is advised of the establishment of these working groups and their purpose through the meeting minutes.

TEAM ORIENTATION PACKAGE

Authority

Advisory Teams and Task Forces do not have the authority to communicate on behalf of the Surrey Board of Trade, to pledge the credit of SBOT or authorize any expenditure on behalf of SBOT except as expressed in the Advisory Team or Task Force's Terms of Reference. The only authorized spokesperson for the media is the President & CEO, or as delegated.

Budget

No team member will be financially compensated for their time. No expenses will be covered, unless approved by the SBOT President & CEO.

Personal Liability

No member of a Team is liable for any debt or liability of the Team.

Meetings Closed to the Public

All regular meetings of Advisory Teams and Task Forces are closed to the public.

A member of the public may be invited by SBOT Staff to speak or appear as a delegation to the Advisory Team or Task Force. A member of the public may also be permitted by the SBOT Staff and the Team to participate in a discussion.

Additional Information

Team members can obtain further information from the SBOT Staff.

Jasroop@businessinsurrey.com phone: 604-634-0345

TEAM ORIENTATION PACKAGE

Appendix "A" - Team Meeting Guidelines

Appendix "B" – Surrey Board of Trade Volunteer Policy

- Signature page must be completed and sent to the Policy & Research Manager Jasroop@businessinsurrey.com or Administrative Assistant kapil@businessinsurrey.com
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Appendix "A"

Team Meeting Guidelines

Attendance of Members at Meetings

Application for a position on an Advisory Team, or Task Force is an indication that the applicant has committed to attend regularly scheduled meetings of the appointed Advisory Team or Task Force.

Any member who is absent from three consecutive regular meetings without a leave of absence may be asked to resign or may be removed from the Team by SBOT Staff.

The Agenda

An agenda is prepared and forwarded to all Team members approximately one week prior to the date of the meeting. The agenda will be prepared by staff. For a meeting to be productive, members should:

1. Review the agenda and accompanying reports ahead of time
2. Prepare questions

Handling the Business of the Meeting

SBOT staff seeks the advice and recommendations of Team members through Advisory Teams and Task Forces.

Good decision making requires:

- Background information;
- Options and recommendations through discussion;
- Preparation before the meeting;
- Full participation in the meeting;
- Cooperation by all meeting members; and
- Consideration of others' ideas and opinions.

Role of the Chair

A member of SBOT's Board of Directors usually chairs Advisory Teams and Task Forces.

It is the Chair's role to lead the meeting, follow the agenda and ensure that all those present have a chance to speak.

The following identifies more specific duties on the Chair:

- Announce the business in the proper sequence (as listed on the agenda);
- Recognize members who are entitled to speak, in the order in which they request to speak;
- Enforce the rules of decorum;
- Expedite business;
- and
- Declare the meeting adjourned.

Voting and Debating Rights

A quorum is not required for a meeting to take place.

Team Recommendation

A Team recommendation is made by the Team to ask for a formal action by SBOT. These recommendations are recorded in the minutes and will be considered by SBOT staff. The Team Chair, SBOT Staff, or the President & CEO will highlight the action to be completed by the Team or Staff.

Rules of Decorum and Debate

Team meetings are organized meetings of Surrey's business community and the Surrey Board of Trade. Team members are encouraged to prepare for meetings by reading through their agenda materials ahead of time, arriving to the meeting on time and being respectful of other thoughts, opinions and when it is a member's turn to speak during the meeting.

The purpose of the agenda is to provide a framework for the meeting – a map for everyone to follow. Staff members attend meetings to provide background information before discussion begins. As there may be several items to discuss on the agenda, Team members are reminded that it is important to confine discussion to the topic at hand.

During a discussion, all Team members are encouraged to share their thoughts and opinions. Members who wish to speak to an item a second time are asked to wait until all members have had a chance to speak. Members are reminded to always remain courteous and avoid personal attacks. The goal of each meeting is to provide feedback from all perspectives to the SBOT.

It is expected that Team members will adhere to the meeting decorum, which includes the following rules:

- Only one person speaks at a time – with a signal from the Chair that you can speak
- All comments are made through the Chair – raise your hand to speak
- Comments are confined to the current issue
- Discussion and tone of voice should be constructive to reach an action
- No cross conversations - Be respectful of others who are speaking and avoid interrupting
- No verbal attacks of other members

SURREY BOARD OF TRADE VALUES

The Surrey Board of Trade's values serve to guide how we do our work and are fundamental to the relationships we have with each other as well as with members of the public at large.

The expectation is that you will review them and embrace these values as you participate as a Team member.

Every task we take on, every meeting we attend, and every decision we make, they're all based on these values. Nothing is more important than diversity, teamwork, and inclusion.

Community

We care about and contribute to the broader well-being of the community. We strive to make Surrey a great place for our citizens to live, work, invest, recreate and raise a family.

Innovation

We welcome change. We actively look for leading-edge initiatives and welcome new approaches and original thinking. We are committed to continuous improvement; we recognize all experiences as important learning opportunities.

Integrity

We are honest. We are accountable for our decisions. We meet our commitments. We are forthright in our communications. We understand and comply with all laws, regulations and policies.

Service

Customers are important to us. We want to help our customers. We seek to understand our customers' needs, and actively work to achieve responsive balanced solutions.

Teamwork

We support each other. We trust each other. We respect each other. We take an economic view of the challenges we face. We value everyone's ideas.

Terms of Reference

Each Team reporting to the President & CEO has a document called a "Terms of Reference" (TOR); which outlines the mandate, general makeup and goals for each Team.

The TOR is a specific document designed to set out working guidelines relative to Team membership, general makeup as well as roles and expectations of all Team members.

General Expectations for Surrey Board of Trade Volunteers:

1. Act only in the best interests of your Team
 - (a). Put your Team's interest before any other personal or professional interests.
2. Be involved in all major Team decisions
 - (a). Be actively involved in decision making.
 - (b). Attend meetings and contribute to discussions.
 - (c). Honor decisions taken at meetings you may not been able to attend.
3. Make decisions jointly with other Team members
 - (a). Each Team must act together to achieve the goals of the TOR as well as represent the best interests of the community at large.
4. No member should make or take action alone.
5. Attend and contribute to all Team meetings
 - (a). Devote the necessary time and effort to prepare for meetings and provide feedback to SBOT Staff or the President & CEO on any agenda item if you are unable to attend.
6. Be objective, honest and behave with integrity.
7. Use your specific skills, knowledge or experience to contribute to sound decision- making.
8. Abide by final President & CEO decisions.

Authority and Reporting

The Team and its members will not represent themselves as having any authority beyond that delegated in the Terms of Reference (TOR) approved by SBOT's President & CEO.

Media

Members of the Team are not permitted to speak to the media as representatives of the Team. Team members must strive to convey the public interest and remember that they represent The Surrey Board of Trade; this means that they must be consistent with the SBOT's position on specific issues.

Only the President & CEO may be authorized to speak to the media on behalf of the Team.

- **If contacted by a member of the media**, please immediately direct the media representative to the President & CEO at 604-634-0342.
- **Please remember, the President & CEO is the only individual authorized to address the media on behalf of the Team.** The same distinction also applies to social media. If you are thinking about posting to a social media site regarding a Team-related matter, please discuss with the President & CEO.

All Team related; external social media initiatives must be endorsed by the President & CEO.

Professionalism

Team members who engage in social media regarding Team initiatives/projects and promotions are expected to maintain a respectful, constructive, professional tone that maintains the brand consistency of the Surrey Board of Trade;

- Be factual and refrain from debates;
- never launch personal attacks or make defamatory or offensive (racist, sexist, lewd etc.) statements;
- refrain from making partisan, political comments;
- maintain the integrity and values of the Team as outlined in the TOR.

Confidentiality

At times, you may be privy to confidential and sometimes sensitive information. All efforts should be made to protect confidential information as outlined in the Surrey Board of Trade Volunteer Services Confidentiality Agreement. All new Team members are required to sign a copy of the Volunteer Services Confidentiality Agreement as part as their general orientation; all returning Team members have previously signed a copy of the agreement and are expected to honour and uphold the provisions as outlined within the Agreement.

Policy Statement

It is the policy of the Surrey Board of Trade to encourage clear and effective communication with all Team Members, stakeholders and members of the public. Any use of social media must, like all other forms of communication meet tests of credibility, privacy, authority and accountability.

Definitions

Social Media refers to the use of online technologies and practices that are used to share information and opinions and build relationships. It can involve a variety of formats, including text, pictures, video, audio and real-time dialogues. Social media includes, but is not limited to, social networks, discussion forums, Blogs, Facebook, Wikipedia and Twitter.

Surrey Board of Trade Volunteer Policy & Code of Ethics

TITLE: VOLUNTEER POLICY

Section

1. Opportunities and Guiding Principles
2. Definition and Categories Policy Summary
3. Insurance Coverages and Immunity
General Liability Insurance Excess Auto Liability Insurance Workers' Compensation
Accidental Death & Dismemberment Insurance Orientation/Training
Immunity
4. Council-Appointed Volunteers
Volunteers Code of Ethics
Confidentiality Agreement
5. Individual Volunteers to Programs/Events
Volunteers Code of Ethics
Confidentiality Agreement
6. Volunteers Groups (Adopt-a-Street)
Volunteers Code of Ethics
Letter to Schools and Youth Organizations

Section 1 OPPORTUNITIES & GUIDING PRINCIPLES

1.1 Opportunities

Volunteering in the Surrey Board of Trade offers opportunities for:

- the Staff and volunteers to collaborate in developing the municipal, regional, provincial, and federal policies,
- the business community to benefit from the value of voluntary and community service,
- volunteers to develop pride in the giving of their time and expertise.

1.2 Guiding Principles

Participation

- The Surrey Board of Trade encourages members to volunteer and contribute their expertise to improve the business community.

Qualified and Dedicated People

- The SBOT invites as volunteers, members with skills and qualifications to share both their time and talent freely for the benefit of the business community.

Recognize Contributions

- The SBOT and the community appreciate the commitment and time given by their Volunteers and recognize their valuable contributions and the spirit in which they are given.

Balance

- ◆ Volunteer Policies balance the interests of the community, the Volunteers and SBOT by ensuring that these interests are clearly defined and agreed on.

Section 2 DEFINITION AND CATEGORIES

2.1 Volunteer Definition

A person who, of their own free will, provides service to the business community

- while under the general supervision of the SBOT or as a member of a Team appointed by the Surrey Board of Trade, without compensation or other consideration

Section 4 SBOT-APPOINTED VOLUNTEERS TO COMMISSIONS, AND TEAMS

4.1 Volunteers

Selection Screening

Volunteer applications will be evaluated based on whether the individual is part of an organization that is a member of the Surrey Board of Trade.

Appointment

After selection, Staff will appoint the suitable applicant as a Member of the appropriate Team.

Performance

The volunteer will be encouraged to complete their duties and/or attend meetings on a regular basis, for which the volunteer freely gives their time and expertise to the community without financial compensation. The volunteer will be encouraged to participate in additional duties or Team work where the volunteer may have special interests and qualifications.

Code of Ethics

The SBOT expects all Members to adhere to the Code of Ethics during their term of membership.

Confidentiality Agreement

All Members will be expected to enter into a Confidentiality Agreement.

Personal Property

Members are responsible for the safety and security of all their own personal property and possessions.

4.2 Volunteer Code of Ethics

As a volunteer I agree to adhere to a Code of Ethics during my term as follows:

I pledge:

1. To provide my time as a volunteer in the best interest for the Surrey Board of Trade.
2. To place honesty and integrity above all else and to promote the Surrey Board of Trade.
3. To comply with all written policies and guidelines that have been provided relevant to the Team on which I will serve.
4. To maintain an equitable, honourable and cooperative relationship with SBOT in matters relating to the Team activities.
5. That I will not use my position as a volunteer to grant special privileges to any person or group, or to enter into activities that are a conflict of interest.
6. That I will not use my position as a volunteer for business or personal benefit or gain.

Signed at _____, British Columbia this _____ day of _____,

Name (Please print)

Signature

Business Name

Phone Number

4.3 Volunteer Confidentiality Agreement

1. I agree that any written information that has been disclosed to me as "confidential" during my term will remain in the strictest confidence.
2. I agree that all "confidential" material that has been given to me as a result of my membership in the Team is the exclusive property of the SBOT and will be maintained in a secure and confidential manner, and returned to the SBOT at the end of the volunteer term.
3. I agree not to publicize any of the confidential aspects of my work orally or by written word or any other medium of communication.
4. I agree to exercise due care to ensure that any information that I may give to others in the course of my term will be given only to persons I believe are entitled to receive such information.

I confirm that I have read the above statements and agree with them. I will adhere to all confidential requirements contained in this agreement or as otherwise directed to me in writing by SBOT during my term.

Signed at _____, British Columbia this _____ day of _____,

_____ Name (Please print)	_____ Signature
_____ Business Name	_____ Phone Number