CHAMBER ACCREDITATION COUNCIL OF CANADA

APPLICATION FOR CHAMBER ACCREDITATION

Chamber Name: _____

Contact Name & Position: _____

Contact Email Address: _____

Population Represented: _____

Number of Members: _____

CONSENT TO SHARE DOCUMENTS WITH THE CHAMBER NETWORK

☐ I give permission for the Chamber of Commerce Executives of Canada (CCEC) to share our documents in their Member Resource Center so that other Chambers can reference them as examples of best practices in the Chamber Network.

To meet the standards of Accreditation, your Chamber must be aligned with the common values of the Chamber Network:

- Chambers are non-partisan and non-sectarian
- Chambers are member-driven and guided by member input
- Chambers are committed to serving their local business communities
- Chambers are inclusive and collaborative organizations
- Chambers operate with transparency, integrity, and accountability
- Chambers support competition in a free market
- Chambers support broad economic, social, and community prosperity

OPERATIONS

Reference #	Requirement	Verification
1.1	Must be incorporated provincially, territorially, or federally, and must be in good standing with corporate registries.	Submit your most recent annual return
1.2	Must publish an Annual Report / Year-in-Review to members describing the Chamber's activities over the past year.	Submit your annual report for the previous calendar year
1.3	Must have an annual operating budget that is approved by the Board of Directors.	Submit your current annual operating budget
1.4	Must have annual financial statements prepared externally. This can be either a compilation engagement (previously known as notice to reader), review engagement or an audit.	Submit financial statements for the past 3 years
1.5	Must have Directors and Officers insurance.	Submit your current D&O insurance policy
1.6	Must have at least $2 million in Commercial General Liability insurance.	Submit your current Commercial General Liability insurance policy
1.7	Must have an organization chart that clearly shows the hierarchy of authority and accountability. Your organization chart must show that only the chief staff person (CEO, Executive Director or General Manager) reports to the Board of Directors.	Submit your organization chart
1.8	Must have a job description for the chief staff person.	Submit the job description for the chief staff person
1.9	The Board must conduct an annual performance evaluation and salary review of the chief staff person.	Submit an empty performance evaluation form for the chief staff person
1.10	Must have job descriptions for every employee.	Submit job descriptions for all employees
1.11	The chief staff person and/or management must conduct an annual performance evaluation and salary review for every employee.	Submit empty performance evaluation forms for employees

1.12	Must have a communications policy that: ● Identifies the Chamber's spokesperson ● Identifies the Chamber's communication channels ● Includes a list of relevant media contacts ● Includes a social media policy for staff and Board Members ● Includes a confidentiality policy for staff and Board Members ● Includes a procedure for crisis communications	Submit your communications policy. Ensure it includes each of the mandatory bullet-points
1.13	Must have a technology and cyber security policy that: ● Includes key network administration information (vendors used for network administration, internet provider, website and email host, domain name registration) ● Identifies your anti-virus software ● Includes a procedure for ensuring your data is regularly backed up (external hard drive, cloud-based document storage) ● Includes a procedure for computer and technology replacements	Submit your technology and cyber security policy. Ensure it includes each of the mandatory bullet-points
1.14	Must have an AI policy.	Submit your AI Policy.
1.15	Must have a privacy policy that: ● Includes a statement that confirms alignment with the Personal Information Protection and Electronic Documents Act (PIPEDA)'s 10 fair information principles ● Identifies the organization's privacy officer and outlines their role and responsibilities ● Includes a commitment to never sell or distribute your membership list	Submit your privacy policy. Ensure it includes each of the mandatory bullet-points
1.16	Must have financial policies and procedures that include: ● Provision for online banking and e-transfers ● Credit card policy ● Cash and investment policy ● Annual budgeting procedure ● Gift acceptance policy ● Purchasing policy ● Provision for the return of Chamber property	Compile your financial policies and procedures into one document and submit it for review. Ensure it includes each of the mandatory bullet-points

1.17	Must have a HR Manual / Employee Handbook / Personnel Manual that outlines your Chamber's staff policies. Your manual must include:	Submit your HR Manual. Highlight each of the mandatory sections for verification. If your Chamber does not employ staff, you do not need to submit an HR Manual.
	● Employee Code of Conduct	
	● Paid and unpaid leave for staff (sick leave, bereavement leave, parental leave, compassionate care leave, jury duty leave)	
	● List of paid annual statutory holidays	
	● Vacation policy	
	● Overtime policy	
	● Travel expense policy	
	● Progressive discipline and termination policy for the chief staff person and staff	
	● Workplace Health and Safety policy that includes provisions for working alone, harassment and violence, fit for work)	
	● Work from home policy	
	● Outside employment policy	
	● Diversity, Equity, Access and Inclusion policy	
1.18	Must have a succession plan that includes an emergency succession plan for the chief staff person.	Submit your succession plan
1.19	Must maintain a membership with your provincial, territorial or regional Chamber of Commerce.	This will be verified by your provincial, territorial or regional Chamber of Commerce
1.20	Must maintain a membership with the Canadian Chamber of Commerce.	This will be verified by the Canadian Chamber of Commerce
1.21	Must maintain a membership with the Chamber of Commerce Executives of Canada.	This will be verified by the Chamber of Commerce Executives of Canada

GOVERNANCE

Reference #	Requirement	Verification
2.1	Must have bylaws that comply with your incorporation legislation, and follow best practices in the Chamber Network. Your bylaws must:	Submit your bylaws. Highlight each of the mandatory sections for verification
	● Include a purpose or objective that aligns with the common values of the Chamber Network	
	● State that the Chamber is non-partisan and non-sectarian	
	● Include membership eligibility or criteria that focuses on businesses and organizations interested in trade, commerce, and the economic and social welfare of the community	
	● Include term limits for the Board of Directors	
	● Include an attendance clause for the Board of Directors, including consequences for Board Member absences	
	● Include an indemnification clause	
	● State the Chamber's fiscal year end	
	● State the Chamber's financial review and auditing procedures	
	● Identify signing authorities	
	● Include a dissolution clause	
2.2	Must have Mission and Vision statements that align with the common values of the Chamber Network.	Submit your Strategic Plan. Ensure it includes your Mission and Vision statements
2.3	Must have a current Strategic Plan.	
2.4	Must have defined roles and responsibilities for positions on the Board (President, Vice President, Secretary, Treasurer, Directors).	Submit a document outlining the roles and responsibilities for the Board

Reference #	Requirement	Verification
2.5	Must have the 3 essential committees: Governance, Finance / Audit, and Nominations, or a policy stating how the Board will provide oversight of these functions.	Submit the Terms of Reference for each Committee, or the policy stating how the Board will provide oversight
2.6	Must have Terms of Reference for each Committee.	If you have additional Committees, submit the Terms of Reference
2.7	The Board of Directors must meet on a regular basis, and record Minutes from these meetings.	Submit the Agenda and Minutes from your last 3 Board Meetings. Remove anything confidential from the Minutes prior to submitting.
2.8	Must have a Nominations Procedure to help identify and recruit new Board Members and fill vacancies.	Submit your Nominations Procedure. It must include a timeline for accepting nominations, and Board Member eligibility
2.9	Must have a Board Orientation Manual or presentation to onboard new Directors.	Submit your Board Orientation Manual or presentation to onboard new Directors
2.10	Must have a Code of Conduct for the Board of Directors.	Submit your Code of Conduct for Board Members
2.11	Must have a Conflict of Interest Policy	Submit your Conflict of Interest policy
2.12	Must have a Risk Management Policy or Framework (Risk Register).	Submit your Risk Management Policy or Framework

MEMBERSHIP

Reference #	Requirement	Verification
3.1	Must maintain an accurate membership database in a Customer Relationship Management (CRM) system.	Compile the following information into a word document and submit it for review.
3.2	Must maintain an online business directory of members.	● Provide the name of your CRM system
3.3	Must have a procedure for membership renewals that includes data integrity checks, dues invoicing, collections and cancellations.	● Provide a link to your online business directory ● Describe how your Chamber conducts membership renewals
3.4	Must have a procedure for membership onboarding.	● Describe how your Chamber onboards new members

Reference #	Requirement	Verification
3.5	Must have a Membership Benefits Package or similar document outlining your Chamber's value proposition and the services your Chamber offers to its membership.	Submit your Membership Benefits Package
3.6	Must distribute an annual membership survey to collect feedback from the membership.	Submit your 3 most recent membership surveys

PROGRAMMING

Reference #	Requirement	Verification
4.1	Must host an Annual General Meeting every year.	Submit your most recent Notice of AGM as a word document
4.2	Must host regular programming for your membership. Programming can include, but is not limited to: ● Business award programs ● Luncheons and mixers ● Golf tournaments, curling tournaments or other sporting events ● Webinars and seminars ● Ribbon cutting or grand opening ceremonies ● Conferences ● Trade shows, farmers' markets and industry shows ● Shop local campaigns	Submit planning guides for 3 separate events or programs (step-by-step workflow, key roles and responsibilities)
4.3	Must host at least 1 event annually to connect your membership with elected officials. This can include, but is not limited to: ● Election forums / candidate debates ● State of the Town / City / Region / Province or Territory addresses ● Budget presentations or economic outlooks ● Policy forums, leadership roundtables and panel discussions ● Fireside chats and Q&A sessions	Submit planning guides (step-by-step workflow, key roles and responsibilities) for an event connecting your membership to elected officials
4.4	Must have a procedure for evaluating your Chamber's programs and services.	Submit a document outlining how your Chamber evaluates its programs and services (KPIs, financial metrics, post-event surveys, etc.)

4.5	Must have an annual programming calendar outlining the Chamber's major events and deadlines, Board Meetings, and other key activities.	Submit your annual programming calendar

POLICY & ADVOCACY

Reference #	Requirement	Verification
5.1	Must have a policy with procedures for engaging in advocacy work, and developing policy positions and resolutions. All positions must be approved by the Board of Directors.	Submit your policy and procedure for engaging in policy work. Ensure it clearly states how your Chamber decides whether to engage on different issues
5.2	Must have a rapid response procedure for handling fast breaking policy issues that require an immediate response.	Submit your rapid response procedure
5.3	Must maintain an online database or manual that includes all of the Chamber's current policy positions. It should include information about the issue, the Chamber's position, actions the Chamber has taken, media coverage, letters of support, etc.	Provide a link to your online database, or submit your policy positions manual
5.4	Must demonstrate regular membership engagement on policy issues (member surveys, roundtables, committees, etc.)	Submit 3 documents providing evidence of membership engagement on policy issues (survey results, committee meeting Minutes, reports, etc.) in 3 of the last 5 years
5.5	Must engage with your village, town, city or municipal government annually.	Submit 3 documents providing evidence of engagement with your local government (letters to Council, presentations during Council meetings, Agendas from meetings with Council) in 3 of the last 5 years
5.6	Must regularly participate in the provincial / territorial or national policy resolution process. This can include: ● Developing or co-sponsoring policy resolutions ● Participating on provincial or national policy committees ● Attending the policy resolution debates or provincial caucus ● Participating in provincial caucus meetings	Submit 3 documents providing evidence of participation in 3 of the last 5 years (policy resolutions, committee Agendas or Minutes, proxy form, event registration confirmation)

5.7	Must be actively engaged in your local business community. Eligible activities include those where you're participating in your capacity as a representative of your Chamber (Boards, committees, working groups focused on workforce development, immigration, education and training, trade, economic development, community partnerships, etc.)	Submit 3 documents providing evidence of participation in the local business community (Agendas, committee terms of reference, news articles)