



CHAMBER ACCREDITATION CHECKLIST

CHAMBER INFORMATION

Chamber Name: _____

Contact Name & Position: _____

Contact Email Address: _____

CHAMBER SIZE

APPLICATION FEE

- | | |
|---|-------|
| ☐ Micro Chamber (<150 Members): | \$200 |
| ☐ Small Chamber (150-349 Members): | \$300 |
| ☐ Mid-sized Chamber (350-699 Members): | \$400 |
| ☐ Large Chamber (700+ Members): | \$500 |

ACCREDITATION LEVEL REQUESTED

- ☐ 3-Star ☐ 4-Star ☐ 5-Star

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.

THE ACCREDITATION PROCESS

To apply for Accreditation, gather the documents listed in this checklist and label each one with the corresponding reference number. When your submission is ready, email ExecutiveDirector@CCEC.biz to request a Google Drive link for uploading your documents.

Accreditation is awarded at three levels: 3-Star, 4-Star, and 5-Star. To achieve a star level, your Chamber must meet all requirements for that level, as well as the preceding levels, across every section of the checklist.

Once your application is reviewed, you will be notified whether it has been recommended for approval by the Chamber Accreditation Council of Canada (CACC), or if there are outstanding deficiencies you must address. Details on application deadlines and review timelines can be found [here](#).

MAINTAINING ACCREDITED STATUS

Accreditation is valid for five years and then must be renewed to maintain Accredited status. The CACC also reserves the right to revoke a Chamber's Accredited status if it determines that the Chamber no longer meets the Standards of Accreditation, if it has engaged in conduct inconsistent with the common values of the Chamber network, or if it has otherwise compromised the integrity of the Accreditation program.

SECTION 1: OPERATIONS



To become a 3-star Accredited Chamber, you must meet all requirements listed below.

Ref. #	Requirement	Verification	
1.1	Must be incorporated and in good standing with corporate registries	Include the most recent annual return	☐
1.2	Must have Directors and Officers insurance	Include the D&O insurance policy	☐
1.3	Must have at least \$2 million in Commercial General Liability insurance	Include the Commercial General Liability insurance policy	☐
1.4	Must have an annual operating budget	Include the budget for the current fiscal year	☐
1.5	Must have annual financial statements prepared externally by an independent CPA. This may be in the form of a Compilation Engagement, Review Engagement, or an Audit	Include financial statements for the last 3 fiscal years	☐
1.6	Must publish an annual report or year-in-review describing the Chamber's activities over the past year	Include the most recent annual report	☐
1.7	Must have a Privacy Policy that aligns with the Personal Information Protection and Electronic Documents Act (PIPEDA's) 10 Fair Information Principles. The policy must also: A. Identify the Chamber's privacy officer and outline their responsibilities B. Include a commitment to never sell or distribute the Chamber's membership list	Include the privacy policy	☐
1.8	Must maintain a membership with your provincial or territorial Chamber of Commerce	No documentation required. This will be verified by the Chamber Accreditation Council	☐
HR Requirements (only required if the Chamber employs staff)			
1.9	Must have job descriptions for each employee, including the chief staff person	Include job descriptions for all employees	☐
1.10	Must conduct an annual performance evaluation for each employee, including the chief staff person	Include empty performance evaluation templates	☐

1.11	Must have a succession plan for the chief staff person that includes a procedure for unplanned vacancies	Include the succession plan	☐
1.12	Must have an HR Manual or Employee Handbook that includes the following policies: A. Employee Code of Conduct B. Employee Leave (sick, bereavement, parental, compassionate care, jury duty) C. List of statutory holidays D. Vacation E. Overtime and Flextime F. Outside employment / secondary employment G. Staff travel H. Professional development and training I. Occupational Health & Safety J. Workplace Harassment and Violence Prevention K. Remote work L. Diversity, Equity, Access and Inclusion M. Progressive discipline and termination	Include the HR Manual	☐



To become a 4-star Accredited Chamber, you must meet all 3-star requirements, plus all those listed below.

Ref. #	Requirement	Verification	
1.13	Must have the following financial policies and procedures: A. Annual budgeting procedure B. Credit card policy C. Online banking and e-transfers D. Investment policy E. Purchasing and procurement policy F. Expense reimbursement	Compile the financial policies into one document and submit for review	☐
1.14	Must have a technology and cyber security policy that includes: A. Inventory of physical assets, subscriptions, key systems and vendors B. Procedure for computer and technology replacements	Include the technology and cyber security policy	☐

	C. Procedure for ensuring data is regularly backed up or securely stored in the cloud D. Commitment to maintaining anti-virus and firewall systems at all times E. Commitment to maintaining network security by ensuring the Chamber's Wi-Fi is password protected		
--	---	--	--



To become a 5-star Accredited Chamber, you must meet all 3 and 4-star requirements, plus all those listed below.

Ref. #	Requirement	Verification	
1.15	Must have an AI Policy	Include the AI Policy	☐
1.16	Must have a communications policy that applies to staff and Directors. The communications policy must: A. Identify the Chamber's spokesperson and include a procedure for handling media inquiries B. Identify the Chamber's communication channels C. Include a commitment to political neutrality and non-partisan communications D. Include a Social Media Policy E. Include a procedure for crisis communications	Compile the communication policies into one document and submit for review	☐
1.17	Must maintain a membership with the Canadian Chamber of Commerce	No documentation required. This will be verified by the Chamber Accreditation Council	☐
1.18	Must maintain a membership with the Chamber of Commerce Executives of Canada	No documentation required. This will be verified by the Chamber Accreditation Council	☐

SECTION 2: GOVERNANCE



To become a 3-star Accredited Chamber, you must meet all requirements listed below.

Ref. #	Requirement	Verification	
2.1	Must have bylaws that comply with your incorporation legislation, and follow best practices in the Chamber Network. Your bylaws must include: A. Purpose that aligns with the common values of the Chamber Network B. Statement that the Chamber is non-partisan and non-sectarian C. Membership eligibility that focuses on businesses and organizations interested in trade, commerce, and the economic and social welfare of the community D. Defined term limits for Directors E. Absences and termination of Directors F. Appointment of auditor G. Specify authorized signing authorities H. Indemnification clause I. Dissolution clause	Include your bylaws	☐
2.2	The Board of Directors must meet on a regular basis	Include the Agenda from your last 3 Board Meetings	☐
2.3	Must have the 3 essential committees: Governance, Finance / Audit, and Nominations, or a policy stating how the Board will provide oversight of these functions	Include the Terms of Reference for these committees, or the policy stating how the Board will provide oversight	☐
2.4	Must have a Conflict of Interest Policy	Include the Conflict of Interest Policy	☐



To become a 4-star Accredited Chamber, you must meet all 3-star requirements, plus all those listed below.

Ref. #	Requirement	Verification	
2.5	Must have defined roles and responsibilities for positions on the Board (President, VP, Secretary, Treasurer, Directors)	Include Board Member job descriptions	☐

2.6	Must have a Nominations Procedure to fill Board vacancies, and to identify and recruit new Board Members	Include the Nominations Procedure	☐
2.7	Must have Terms of Reference for every Committee	Include all Committee Terms of Reference	☐
2.8	Must have a Board Orientation Manual or presentation to onboard new Directors	Include the Board Orientation Manual or presentation	☐



To become a 5-star Accredited Chamber, you must meet all 3 and 4-star requirements, plus all those listed below.

Ref. #	Requirement	Verification	
2.9	Must have a current Strategic Plan	Include the Strategic Plan	☐
2.10	Must have a Risk Management Policy or Risk Register	Include your Risk Management Policy or Risk Register	☐
2.11	Must have a Code of Conduct for the Board of Directors	Include the Code of Conduct	☐

SECTION 3: MEMBERSHIP



To become a 3-star Accredited Chamber, you must meet all requirements listed below.

Ref. #	Requirement	Verification	
3.1	Must have a Membership Benefits Package or similar document that outlines the Chamber's value proposition and the services the Chamber offers to its membership	Include the Membership Benefits Package	☐



To become a 4-star Accredited Chamber, you must meet all 3-star requirements, plus all those listed below.

Ref. #	Requirement	Verification	
3.2	Must have an up-to-date website	No documentation required. This will be verified by the Chamber Accreditation Council	☐
3.3	Must distribute at least 1 annual survey to collect feedback from the membership	Include the most recent membership survey	☐



To become a 5-star Accredited Chamber, you must meet all 3 and 4-star requirements, plus all those listed below.

Ref. #	Requirement	Verification	
3.4	Must have a procedure for membership renewals (ensuring data is correct, dues invoicing, collections, and cancellations)	Include the procedure for membership renewals	☐
3.5	Must have an onboarding procedure for new members	Include the procedure for onboarding new members	☐

SECTION 4: PROGRAMMING



To become a 3-star Accredited Chamber, you must meet all requirements listed below.

Ref. #	Requirement	Verification	
4.1	Must hold an Annual General Meeting every year	Include Agendas for the last 3 AGMs	☐



To become a 4-star Accredited Chamber, you must meet all 3-star requirements, plus all those listed below.

Ref. #	Requirement	Verification	
4.2	Must provide regular programming for your membership	Include planning guides for 3 different events or programs (step-by-step workflow)	☐
4.3	Must host at least 1 annual event that provides an opportunity for your membership to engage with elected officials. This can include, but is not limited to: A. Election forums and candidate debates B. Budget presentations and economic outlooks C. Policy forums, leadership roundtables, and panel discussions D. State of the city addresses	Include 1 planning guide for a political event (step-by-step workflow)	☐



To become a 5-star Accredited Chamber, you must meet all 3 and 4-star requirements, plus all those listed below.

Ref. #	Requirement	Verification	
4.4	Must have a procedure for evaluating your Chamber's programs and services and ensuring alignment with the Chamber's strategic plan	Include the procedure for evaluating your Chamber's programming (post-event surveys, KPIs, etc.)	☐

SECTION 5: POLICY & ADVOCACY



To become a 3-star Accredited Chamber, you must meet all requirements listed below.

Ref. #	Requirement	Verification	
5.1	Must attend the provincial or territorial AGM and/or conference at least once every 5 years	Include the event registration confirmation from the most recent AGM and/or conference you attended	☐



To become a 4-star Accredited Chamber, you must meet all 3-star requirements, plus all those listed below.

Ref. #	Requirement	Verification	
5.2	Must have an Advocacy Policy with procedures for engaging in advocacy work. Your Advocacy Policy must include: A. How your Chamber determines whether to engage on a business issue B. Who has the authority to determine your Chamber's policy position C. How your Chamber monitors progress on advocacy issues D. Rapid response procedure for dealing with fast-breaking issues that require an immediate response	Include the Advocacy Policy	☐
5.3	Must demonstrate regular membership engagement on policy issues (policy surveys, discussion guides, committee terms of reference, research reports)	Include 3 examples of membership engagement on policy issues	☐
5.4	Must meet with your local municipality to communicate business priorities at least once per year (letters or presentations to Council, meeting Agendas)	Include 3 examples of engagement with the local municipality	☐
5.5	Must maintain a publicly available webpage that includes information on the Chamber's current policy positions. This should include background information, the Chamber's official position, actions the Chamber has taken, media coverage, letters of support, etc.	No documentation required. This will be verified by the Chamber Accreditation Council	☐



To become a 5-star Accredited Chamber, you must meet all 3 and 4-star requirements, plus all those listed below.

Ref. #	Requirement	Verification	
5.6	Must attend the Canadian Chamber of Commerce's AGM & Convention at least once every 5 years	Include the event registration confirmation from the most recent AGM & Convention you attended	☐
5.7	Must participate in provincial / territorial and national Chamber advocacy initiatives. This can include but is not limited to: A. Attending Advocacy Day or Hill Day B. Developing or co-sponsoring policy resolutions C. Participating on provincial / territorial or national policy committees or roundtables D. Attending policy resolution debates or submitting a proxy E. Participation in provincial or national advocacy campaigns	Include 2 examples from the last 5 years demonstrating participation in provincial / territorial and national advocacy initiatives	☐