

MEETING PROFESSIONALS INTERNATIONAL
OTTAWA CHAPTER POLICY MANUAL

ARTICLE I. NAME

Name. The name of this organization is Meeting Professionals International (“MPI”) Ottawa Chapter a not-for-profit corporation, incorporated in the Ontario, Canada.

ARTICLE II. MPI VISION AND MISSION STATEMENTS

MPI VISION: Leading and empowering the meeting and event community to change the world.

MPI MISSION: Connect the global meeting and event community to learn, innovate, collaborate and advocate.

MPI OTTAWA MISSION: To connect industry professionals to learn best practices, build relationships and enhance business opportunities.

ARTICLE III. MEMBERSHIP

SECTION 1. MEMBERSHIP

1.1 MEMBERSHIP QUALIFICATIONS, CLASSIFICATIONS, TRANSFER AND DUES: Shall be as described in the current MPI Global Bylaws and Policy Manual. Any member in good standing of MPI is eligible to affiliate with a Chapter regardless of geographic area or location of business. The Chapter incorporates by reference the policies in MPI Policies Article III, Sections 1-4 and Article VI, Section 1-4.

SECTION 2. CHAPTER TRANSFER AND AFFILIATION

2.1 CHAPTER TRANSFER: Preferred or Premier Members may transfer their primary Chapter at any time through MPI Global. Membership remains continuous unless expired. Preferred or Premier Members are to receive member rates for all MPI events even when the event is not associated with their primary Chapter. Refer to MPI Policy Manual to Article IV, Section 1.4.1 for additional guidelines.

2.2 AFFILIATE MEMBERSHIP: Fee \$99.00 Benefits: Receive all chapter communications. Access to chapter member directory. Ability to volunteer at the chapter level. Fees will be collected by the affiliate chapter and remain at the chapter level.

ARTICLE IV. BOARD OF DIRECTORS/OFFICERS

SECTION 1. AUTHORITY & RESPONSIBILITY:

- 1.1 **MPI VOLUNTEER LEADER AGREEMENT:** All Chapter Board of Directors members are required to review, sign, and adhere to the following:
- Conflict of Interest Policy and Annual Disclosure Statement
 - Principles of Professionalism
- 1.2 **MPI GLOBAL REQUIRED DOCUMENTS:** Chapters are required to submit annually (by June 15) to MPI Global the following documents as part of the annual planning process: Strategic Business Plan, Budget, 12-24 month Chapter Calendar of Events, Chapter Operation form, Current & Updated Bylaws and Policy Manual. For Chapters that employ a paid Chapter Administrator refer to Article VI, Section 7 for additional requirements. Additionally, US Chapters must submit a copy of their annual tax return by November 15. All other Chapters should follow their local jurisdiction and submit a copy of their tax return to MPI Global by the local tax deadline.

SECTION 2: EXECUTIVE COMMITTEE

- 2.1 The Ottawa Chapter operates with an Executive Committee consisting of the following positions: President, President Elect, Immediate Past President, Vice President Finance, Director of Leadership and Volunteer Management.

SECTION 3. BOARD ELECTION & SERVICE:

- 3.1 **CONTESTED SLATE POLICY:** Once the Nominating Committee has developed a slate of nominees for election in accordance with these policies, the slate must be presented to the Chapter Board of Directors who must approve the action of presentation to the Membership for election by acclamation. Additional nominations from the membership shall be permitted; provided a nomination is submitted in writing to the Nominating Committee Chair by the date provided and is supported by a minimum of 10% percent of the official chapter membership as of the date provided. The nominee must identify the contested candidate and must submit a Candidate Interest Form to be eligible for petition. If no additional nominations are received by the deadline, the slate of nominees approved by the Chapter Board of Directors will be deemed elected by acclamation of the membership and will be installed at the Chapter's Annual Member Meeting. If additional nominations are received, the Chapter Members shall vote in accordance with Article V of the Chapter Bylaws on those positions having two or more candidates in contention.
- In reference to Chapter Board of Directors vacancies, refer to Article VI, Section 6 of the MPI Chapter Bylaws.

- 3.2 **SLATE PRESENTATION AND SUBMISSION:** The Chapter slate will be presented to membership on templates provided by MPI Global and allow a minimum of 30 days for the membership to contest prior to Bylaw deadline of March 1. Chapter will submit to MPI Global the elected slate on the template provided by MPI Global on or before March 1 annually.
- 3.3 **BOARD TRAINING:** Any incoming Chapter Board of Directors member who has never served on a MPI Chapter Board of Directors is required to take the MPI Global Board 101 and MPI Managing Sexual Harassment training prior to the Chapter Business Summit (CBS) as outlined on the Volunteer Leader Agreement. All Chapter leaders are encouraged to complete local Chapter Board level orientation and attend MPI Global trainings, as applicable.
- 3.4 **BOARD RETREATS:** Chapters are required to hold an annual board planning retreat between April and June of the fiscal year. Chapters are also required to hold an annual mid-year assessment retreat between November and January of each fiscal year. The aforementioned dates are subject to change in accordance with guidance from MPI Global. Chapters are required to utilize an “MPI-verified Chapter Facilitator” during both annual and mid-year retreats to oversee the process and flow of the retreat. MPI-verified Chapter Facilitator cannot be a current Chapter Board of Directors member or have served on the board in the two (2) last years or be a Chapter Administrator from your home Chapter
- 3.5 **ELECTIONS:** MPI Ottawa Chapter will present an open and fair application and election process for its Board of Directors.
- i. The call for applications for Board positions should be released no later than December 15th with a deadline for applications on or before January 15th. Should positions be contested a notification will be released electronically.
 - ii. The distribution of notices and information for Board applications will be done electronically (via email and posting on the Chapter website) with hard copies made available as required.
 - iii. The Immediate Past President shall chair and appoint a Governance and Nominating Committee according to the procedures as set forth by the current Bylaws enacted in June 2022 for the purpose of nominating a slate of Officers and Directors. Elections shall be conducted and submitted to MPI Global by March 1. The Executive Committee shall also approve proposed Governance and Nominating Committee prior to activities. The remaining committee members shall be appointed by the Chair with the approval of the Executive Committee. Board elections shall be conducted and submitted to the Board for approval.
- 3.6 **CONFLICT OF INTEREST:** It will be permitted that two members from the same organization/company can hold board positions at the same time provided the candidates are the best candidates for the positions, the positions are not under the same portfolio/leadership and alternates are not available. The policy will be reviewed annually by the nominations committee.

- 3.7 **JOB DESCRIPTIONS:** To be reviewed and updated annually by the current board position and stored in the chapter shared file storage. Job descriptions are provided during the application process.
- 3.8 **ORIENTATION & TRANSITION PROCESS:** Incoming board members are invited to attend board meetings as observers as of March of their incoming year. Chapter Board 101 Training, Spring Retreat, Position transition meetings, Budget and Business plan meetings with current board member and transfer of basecamp and email accounts.
- 3.9 **BOARD MEETING ATTENDANCE:** MPI Ottawa Chapter to encourages the representation of all committees as observers to all Board meetings and maintains a quorum of 50% for voting purposes. The MPI Ottawa Chapter President is counted towards quorum.
- i. Board members must notify the Chapter Administrator if they are unable to attend a Board meeting. A Board member has the option to seek a replacement representative, preferably a committee chair, and to notify the Chapter Administrator should someone be replacing them at the meeting. The replacement sits in a non-voting capacity.
 - ii. Any Director, including elected officers, who has been absent from one (1) regular meeting of the Board of Directors shall request an excused absence from the President. If the Director misses the next Board of Directors meeting, the Director shall be deemed to have resigned from the Board of Directors and the vacancy shall be filled, unless a further excused absence for extraordinary reasons shall be granted by the Board of Directors.
 - iii. Should quorum not be reached at a meeting, the President has the authority to cancel and reschedule the meeting if required.
 - iv. The MPI Ottawa Chapter President will remain a non-voting position on the Board of Directors unless in the situation of a tie.
- 3.9 **BOARD MEETINGS:** MPI Ottawa Chapter will hold a minimum of eleven (11) Board meetings per year, or one meeting per month, with the exception of July
- i. Board meetings should be held on the first week of the month, one week prior to the monthly Chapter event or on a date agreed upon by the majority of Board Members. The meetings should run at a time agreeable to the majority of Board Members.
 - ii. Under the direction of the President, the Chapter Administrator will send a calendar invite for board meetings to the Board members. Changes to the schedule will be permitted following a majority vote. Board meetings may take place either in person or virtually.
 - iii. MPI Ottawa Chapter facilitates efficient communication between all Board members by using a reporting and consent agenda system. Board members will submit written reports to the Chapter Administrator at least seven days in advance of the Board meeting and will ensure that their reports detail activities, current projects and highlight any outstanding issues which require Board attention.

- iv. Board members will clearly identify in the report which items require discussion, specifying the amount of time required for each issue, for inclusion on the meeting agenda.
- v. The meeting agenda will be compiled by the Chapter Administrator based on the submitted reports and will be uploaded to Basecamp 72 hours prior to the Board meeting.
- vi. Board members may request an amendment to the agenda at the start of the meeting to incorporate any items not previously brought to the Board's attention under new business.
- vii. The Chapter Administrator will maintain accurate Board meeting records and ensure an electronic copy of the final/approved Board minutes, including approved Board reports, are stored in the appropriate folder in Basecamp.

3.10 BOARD MEMBER QUALIFICATION: MPI Ottawa Chapter will identify the best possible candidates for Board of Directors positions.

- i. All Board members must meet the following qualifications:
 - Be an active MPI Ottawa Chapter member in good standing.
 - Be willing and able to fulfill the obligations of office, in the capacity indicated.
 - Have a history of involvement, accomplishment and dependable service to MPI or to the Chapter, preferably as chair of the committee in question or with at least two (2) years' experience at the committee level.
 - Be willing to contribute time, energy and creativity to the Chapter with one's employer's written consent (if applicable).
- ii. In addition to overall qualifications for any Board position, to serve as a Vice-President a member should have a history of involvement, accomplishment and dependable service to MPI or to the Chapter, preferably as director of the committee reporting to that vice-president's position, or as a member of the Board of Directors, or with at least three (3) years' experience at the committee level.
- iii. In addition to overall qualifications for any Board position, to serve as President-Elect, a member should have a history of involvement, accomplishment and dependable service to MPI or to the Chapter, preferably as vice-president of the Board of Directors, a director of the Board, or with at least four (4) years' experience at the committee level.d) In addition to overall qualifications for any Board position, to serve as President, a member should have served as President-Elect of the Chapter.

3.11 BOARD MEMBER EDUCATION: MPI Ottawa Chapter will support its leadership in the participation of as many Canadian/North American leadership training opportunities as financially feasible.

- i. Participation and training opportunities for the president, president-elect, and other Board members - as is deemed necessary from time to time - will include, but not be limited to: the MPI World Education Conference (WEC), the Chapter Business Summit, and any pre-conference Chapter Leader Forums. Expense reimbursement will be accounted for in the annual budget can include:

- Early-bird registration;
 - Best available airfare;
 - Hotel accommodations at the host hotel for the duration of the event and one day prior (to account for flight times).
 - Reasonable incidental expenses related to ground transportation, food and beverage, etc. See section 11.1 a) & b) for further details.
- ii. In order to be reimbursed for attendance, those attending any of these approved meetings must complete the Chapter expense claim form found in Basecamp, with receipts, and adhere to the appropriate policies and timelines outlined in the claim form.

SECTION 4. BOARD COMPENSATION:

- 4.1 **COMPENSATION:** Directors and elected Officers shall not be compensated for their services as an MPI Chapter Officer or Director, but they may be reimbursed for reasonable expenses incurred in the performance of their duties to the Chapter in accordance with such Chapter policies approved by the Chapter Board of Directors. The term “compensation” means direct or indirect remuneration, including gifts and benefits that are not insubstantial.
- 4.2 **GIFTS:** Directors and elected Officers shall not accept any gifts over the value of \$100.00 unless otherwise approved by MPI Global.

ARTICLE V. COMMITTEES, TASK FORCES, AND ADVISORY COUNCILS

SECTION 1. STANDING COMMITTEES

- 1.1 **COMMITTEE PARTICIPATION:** MPI Ottawa Chapter will encourage active participation in all committees.
- i. Committee directors/chairs are responsible for verifying with the Director of Leadership and Volunteer Management that all prospective volunteers are Chapter members in good standing. Should a volunteer’s membership lapse during their period of service, the committee director/chair shall consult the Board regarding next steps.
 - ii. The committee director/chair has the authority to contact a committee member for discussion should one of the following situations occur. A committee member: has failed to complete assigned tasks; has failed to attend regular committee meetings with notification of his/her absence; has failed to abide by MPI’s code of conduct or; is no longer actively participating as a member. At his/her discretion, the director/chair may ask the committee member to resign.
 - iii. Volunteers of the MPI Ottawa Chapter are prohibited from earning compensation for their volunteer activity, excluding reimbursement of approved expenses.

- iv. All volunteers will be required to understand and sign, on an annual basis, the MPI Ottawa Volunteer Code of Conduct, which will include details on the Conflict of Information and Workplace Welfare policies.
- v. In recognition that many of the volunteers take personal leave or incur personal costs to do the work of committees, Committees Chairs may incur a one-time only cost to provide a thank you for committee volunteers. The expense can be for something such as a working lunch or a debriefing meeting with food provided, but the cost per person must not exceed the corresponding meal charge stipulated in the Chapter Expense rates, and should not include alcohol. Any committee wishing to provide such a thing to their volunteers must include the costs in the budget at the beginning of the applicable fiscal year. Should the anticipated costs exceed this amount then the Committee Chair must seek approval from the Board prior to the event.

1.2 **COMMITTEE RECORDS:** It is the policy of the MPI Ottawa Chapter to maintain accurate committee records for easy and affordable retrieval.

- i. Each Vice-President, Director, Committee Chair, President, President Elect or Past President is responsible for uploading an electronic copy of committee minutes for storage on Basecamp. Retention Period – 4 years.

1.3 **COMMITTEE CONFLICT OF INTEREST:** MPI Ottawa Chapter will ensure all Chapter leaders and volunteers remain impartial with regards to our partners.

- ii. MPI Ottawa Chapter committee members and volunteers must not favour any specific individual supplier/planner if asked for a recommendation or endorsement by a client if it pertains to MPI business. The member may give the client names from the MPI Ottawa Directory of related MPI members.

1.4 **COMMITTEE KNOWLEDGE:** MPI Ottawa Chapter will ensure the experience and expertise of past Chapter leaders is valued and preserved.

- i. The Council of Past Presidents has been created to act in an advisory role and as a source of wisdom for current Boards to consult. This volunteer group will be consulted as required and the Board liaison will be the Immediate Past President. In the event that the Immediate Past President is unable to fulfill his/her duty as the liaison, the Board will then appoint a replacement to Chair the Council of Past Presidents.
- ii. A volunteer Chair will be appointed for each standing committee annually. Include in each who is responsible for making the appointment for chairs/committees and if a board vote is required.

Standing committees of the Chapter are: Membership Events, Education, Awards, Community Outreach, Charity Auction, Communications, Retention, Recruitment, Student

SECTION 2. ADVISORY COUNCILS AND TASK FORCES:

2.1 Volunteers for any advisory councils and/or task forces shall be appointed as needed.

ARTICLE VI. FINANCE

SECTION 1. FISCAL YEAR:

1.1 The fiscal year of the Chapter for financial and business purposes is July 1 through June 30 unless otherwise determined by MPI Global.

SECTION 2. ANNUAL BUDGET & FISCAL RESPONSIBILITY:

- 2.1 **FISCAL RESPONSIBILITY:** MPI Ottawa Chapter will operate in a financially sound and prudent manner.
- i. All financial obligations must be agreed to in writing, initialed by the Director concerned, and approved in basecamp by the VP Finance and one other authorized signing officer.
 - ii. The signing officers for all payments including cheques, credit card authorizations, contracts, and any other financial obligation are any two of the following: President; President-Elect; Immediate Past President; VP Finance and Chapter Administrator. All payments must have 2 approvals, whether that be the physical signatures or approval of invoices and cheques electronically.
 - iii. Payment requests must be posted with the G/L account number and appropriate budget reference by the director/VP in charge of the expense, and accompanied by original invoices, receipts or letters of agreements/contracts for approval in basecamp. Only the signature of one Board member is required for cheque requests.
 - iv. Whenever possible, direct payment will be used to defray Chapter expenses. Credit card payment is permitted for instances when a budget item has been approved/allocated, but invoicing is not practical or permitted (i.e. flight reservations, hotel, MPI International event registration).
 - v. The use of personal credit cards is permitted for Chapter expenses only with the written permission of at least two (2) members of the Executive.
 - vi. Chapter committees may incur costs over and above their approved budget as long as the year-to-date net surplus (or deficit) of the committee meets or exceeds the committee's approved budget projection, unless the Board has agreed through due process that all committees must scale back expenses to address an anticipated deficit in one or more areas of activity.
 - vii. Committees may transfer savings from one budgeted expense to allow spend in another expense as long as the overall amount is less than \$500. Budget transfers

over \$500 can be made but must be approved by the Board of Directors prior to the expenditure.

- viii. For all advertising revenues, if an agreement is signed by an advertiser for a commitment which spans over multiple fiscal years, the revenues are to be deferred until the year they are earned (accrual accounting).
- ix. All hard copy financial documents including but not limited to budgets, cheque requests, bank and credit card accounts, auditing, etc. shall be kept on file by the Chapter Administrator or Accountant for a period of 7 years, at which point they shall be destroyed. This applies to hard copies and not electronic files.

2.2 **BUDGET POLICY:** The annual budget is prepared by VP Finance in collaboration with each portfolio for review by the Executive Committee. The Chapter Board of Directors approves the annual operating budget in compliance with MPI Global Bylaws. Chapter operations will be in alignment with the annual budget.

SECTION 3. RESERVE FUND:

- 3.1 **TERMS:** The term “Reserves” for financial purposes will be defined as funds set aside to be used in emergency cases or in the event of an investment by the Chapter to further its mission.
- 3.2 **RESERVE TARGET:** Global requires a Chapter reserve target shall be defined as a minimum 25% of annual fixed expenses. This should not include any event-related expenses, only expenses needed to keep the chapter operational (i.e. costs related to chapter administrator, bank fees, telecommunication, rent, etc.).
 - i. MPI Ottawa will strive to go above and beyond the global minimum requirements to maintain a minimum reserve of 12-18 months operating funds. Operating funds will be defined as annual fixed expenses plus 20%. This timeframe is to be a minimum as it is recognized that external events in the industry, significant downturn in the economy or stock market could make a longer commitment necessary
- 3.3 **ACCESS TO RESERVES:** The access of the “reserves” shall first be referred to the Chapter VP Finance for consideration. Final approval by a majority vote of the Chapter Board of Directors is required.
 - i. A maximum of 20% of the Chapter Reserves will be approved to be spent in any given fiscal year.
 - ii. The operating reserve funds will be invested in accordance with the Investment Policy adopted by the Board. Earnings from the operating reserve investments will be added to the balance until the maximum reserve balance is achieved. Once the maximum balance is achieved, then the earnings can be used for general operations.

- 3.4 INVESTMENTS: A minimum of 75% of the increase in unrestricted net assets from the current year will be added to the operating reserve until the maximum reserve balance has been achieved.
- i. Since capital preservation and liquidity are the two main objectives for the investment of the operating reserve funds, the portfolio will be one with a short-term focus and low risk. Following are the investment guidelines for the investment of the operating reserve fund:
 - i. Maturity for each investment should be no more than 3 years.
 - ii. At least 10% of the portfolio should have a maturity of less than 90 days.
 - iii. Investment options for the portfolio must be short-term, and conservative based. This would include investments such as Money Market Funds or Guaranteed Investment Certificates (GIC).
 - iv. The VP Finance is to receive regular reports of investment performance and activity.
 - v. The reserve fund and investment strategy will be monitored by the VP Finance and reported on as needed. Any spending of the operating reserve must be approved in advance by the Board of Directors.

SECTION 4. REQUEST FOR PROPOSALS & CONTRACTING:

4.1 MPI Ottawa will pay hospitality suppliers reasonable rates as it is able to afford for all its events. Every other year, a price survey will be completed by the VP of Finance using no fewer than five area hotels (three in Ottawa, two in Gatineau) to determine the average pricing for:

- a breakfast meeting/workshop
 - a luncheon/entertainment function
 - a regular dinner/reception function
 - an award/gala evening meal/reception
 - and any other type of event at the discretion of the Committees
- i. The biennial survey will be carried out by taking the average of the mean meal price for each period at each hotel. Prices must include gratuity. (e.g. hotel A has a mean or “middle” price of \$10 per person for a cold breakfast; hotel B has a mean of \$12; and hotel C has a mean of \$14. The total of the mean prices of \$10+\$12+\$14= \$36; when divided by 3, the average price of \$12 is found.)
 - ii. The results of the biennial survey will be used to propose changes to the rates paid to venues for monthly meetings, educational events and other special events. Once completed, a review of the results and proposed changes will be undertaken by the board during budget preparations.

4.2 REQUEST FOR PROPOSALS: MPI Ottawa will employ a fair and transparent Request for Proposal process for all major expense areas.

- i. In order to provide appropriate accountability the following parameters must be adhered to in awarding supplier contracts:
 - a. Requirements of \$500.00 or less – receipts only required.
 - b. Requirements of \$500.01 - \$1,500.00 – a written quotation from at least one (1) supplier is required and at least three (3) must be solicited
 - c. Requirements of \$1,500.01 plus - RFP is required and must follow the Chapter's guidelines
- ii. Any RFP process undertaken by members of the Chapter for purposes of MPI Ottawa must adhere to the following requirements:
 - a. The RFP is posted on the Chapter website and a broadcast email is sent to the membership announcing the RFP posting for those who wish to apply.
 - b. Three (3) quotes must be solicited / received in order to make a selection.
 - c. Non-members are invited to bid at the Chair/Board member's discretion.
 - d. A standardized template with evaluation matrix is utilized.
 - e. The chair/board member must provide recommendations and rationale to the Board for their decision.
- iii. Board members or committee members must disclose any potential conflict of interest. Failure to disclose conflict of interest or failure to respect the procurement process may result in a request for resignation from MPI Board or Committee positions.
- iv. The standard RFP template must include the following parameters:
 - a. An introduction/overview on the Chapter with a list of contracted services that would be anticipated throughout the year including approximate time frames.
 - b. An advisement that MPI members do not win a contract by default.
 - c. An advisement that all proposals will be evaluated on the following criteria: Price; Services offered; References; Responsiveness; and Membership (which will be the determining factor, all other things being equal).
 - d. A clear evaluation matrix with weighted %'s developed by the appropriate Director.
- v. Notification that exemptions from the RFP process must be approved by the Board.
- vi. the Committee Chair and Director will be responsible for RFP and proposal management. This includes writing the RFPs, receiving the proposals, compiling and summarizing the proposals and presenting the proposal summary to the Board of Directors.

SECTION 5. REIMBURSEMENT OF EXPENSES OR TRAVEL

- 5.1 For any travel directed or offered by MPI Global, Chapter Board of Directors members will comply with expense and reimbursement guidelines outlined for such event by MPI Global Policy Manual.
- 5.2 CHAPTER CREDIT CARD: MPI Ottawa Chapter will possess a credit card for ease of financial transactions and online purchases.
- i. Chapter Administrator will be listed as the Cardholder and updated as required. The physical Chapter credit card will be stored with the Chapter Administrator or Accountant. The credit card agreement will be kept on file and signed off on by two of the signing officers. Further credit card specific terms and conditions are contained within said agreement.
 - ii. The credit limit will be a maximum of \$10,000 Canadian dollars.
 - iii. Any credit card purchases must be authorized through a credit purchase request form and approved, in writing (email will suffice), by two of the signing officers which are the President, President-Elect, Immediate Past President, and VP Finance. Purchases permitted by credit card may include, but are not limited to, service and venue contract deposits, travel expenses, and other day to day Chapter expenses that cannot be paid by cheque.
 - iv. The Chapter credit card shall never be used for personal items even if the associated balance is paid as soon as the statement comes due.
 - v. The Chapter Administrator shall manage online payments to ensure no interest is incurred and the credit card balance is paid in full each month.
 - vi. All travel rewards accumulated through credit card use will be used towards travel for approved leaders to attend events such as MPI World Education Congress.
- 5.4 ACCOUNTS RECEIVABLE: MPI Ottawa Chapter will handle overdue accounts in an expedient manner.
- i. The Chapter Administrator is responsible for follow up on all overdue accounts. Overdue accounts will be re-invoiced monthly with a surcharge added of 5%, along with any bank fee charged for NSF cheques. The Chapter Administrator will advise the VP Finance and President of any problems arising from unpaid invoices.
 - ii. When a second notice of overdue fees is sent, it will be accompanied by a note indicating that the individual will not be admitted to any further functions, or that no other advertisements will be permitted (etc.), until the debt is cleared.
- 5.4 OUT OF POCKET REIMBURSEMENT: MPI Ottawa Chapter will ensure that Board Members and volunteers are reimbursed for appropriate out-of-pocket expenses while attending Board Meetings, Retreats, and national or international chapter leader meetings.
- i. Board members will be reimbursed for reasonable parking expenses to attend Ottawa Board meetings or retreats. Mileage will not be reimbursed for meetings within Ottawa-Gatineau. For meetings outside of Ottawa-Gatineau, when the use of one's own vehicle is required, mileage will be reimbursed at the rate set in the budget at the beginning of the fiscal year.

- ii. Expenses for Board members to attend national and international chapter leader meetings will be budgeted for prior to the start of each fiscal year based on the Chapter's financial situation and the topics offered/discussed. In addition to the three Board members funded by MPI Global, the Board will budget for an additional one to five members to attend based on the Chapter's financial situation.
- iii. Members attending national and international chapter leaders' meetings on behalf of the Chapter will be reimbursed for reasonable incidental costs such as ground transportation, airport parking, and meals not covered by MPI Global. All travelers are eligible for daily incidentals to cover such things as internet and phone charges.
- iv. The completion of a Chapter expense claim form, including receipts, is mandatory for any reimbursement. Expense claim forms must be submitted within 30 days of return, or prior to the end of the fiscal year, whichever occurs first.

5.5 CASH ADVANCES: Ottawa Chapter will consider cash travel advances to Chapter Board members who have been asked to represent the Board at MPI business events.

- i. Requests will be eligible for the payment of 85% of the estimated costs, to be dispersed one month prior to the requested event. Should there be a cancellation of the intended trip, the recipient of the travel advance will be required to reimburse the Chapter. Exceptions will be reviewed on a case by case basis.
- ii. Requests must be submitted to the MPI Ottawa Chapter President and VP Finance for review and approval. Upon approval, the President will submit the signed request to the Chapter Administrator or Accountant for payment.
- iii. Within 15 business days upon returning from the event, the recipient must complete an expense claim and submit it to the Chapter Administrator. Should the claim exceed the original advance, regular expense claim processes will be followed for the reimbursement. Should money be owed to the Chapter, the advance recipient must provide payment upon submitting the expense claim.
- iv. For any travel directed or offered by MPI Global, board members will comply with expense and reimbursement guidelines outlined for such event by MPI Global procedures.

SECTION 6. SPONSORSHIP AND SOLICITATION:

- 6.1 ACCESS TO MEMBER LISTS: All chapters are bound by the MPI Data Privacy Policy <https://www.mpi.org/about/privacy> and are responsible for protecting all data. As such, all member types have access to the Membership Directory <https://www.mpi.org/membership/member-directory>. There are no additional direct member benefits to access registration lists and/or member lists. Any lists provided via Sponsorship opportunities must account for opt-outs and be respectful of the MPI Data Privacy Policy/CASL.
- 6.2 CHAPTER SPONSORSHIP POLICIES: Chapters have the ability to sell Sponsorship opportunities to partners that are members of MPI. Such sponsorships can include education, events, website advertising, newsletters, etc. All sponsor campaigns must take into account opt-outs and the

MPI Data Privacy Policy. All sponsorships should be considered for overall member value and chapter business strategies.

- 6.3 SPONSOR RECOGNITION: MPI Ottawa Chapter will offer fair recognition and deliverables to all sponsors and strategic partners.
- i. Levels of recognition and deliverables for each level shall be set annually during budget preparations, or prior to, after due consideration has been given to programs of comparable/competitive organizations (e.g. CSAE, PCMA, etc.) and to the feedback of current sponsors.
 - ii. Company promotional materials may not be handed out at Chapter events unless they are from a sponsor of that event, as agreed in the Partnership agreement/prospectus. These could include but are not limited to, fulfillment, RFP processes, and in-kind value/tracking.

SECTION 7. PAID STAFF ADMINISTRATORS:

- 7.1 DUTIES: Paid staff administrators must adhere to the standards and qualifications established by MPI Global. A minimum scope of services as outlined below will be included in administrator RFP and contracts. Additional services above the minimum requirements can be added by the Chapter at their discretion with board approval.
- 7.1.1 Minimum scope of services of paid administrator shall include the following for the provision of professional management and administrative services:
- i. Provision of headquarter office and necessary technology to support all methods of communication with board and members
 - ii. Proven skills in basic administrative functions and support of associations
 - iii. Capable in bookkeeping services
 - iv. Capable in website management
 - v. Capable in event management and registrations
 - vi. Capable in record keeping and documentation
 - vii. Capable in all facets of Chapter Board of Directors support
- 7.2. EVALUATION OF PAID STAFF & CONTRACT RENEWALS: Each Chapter is required to complete an annual review of their administrative services prior to end of the Chapter's fiscal year. Chapters must, at a minimum, adhere to the evaluation guidelines provided on the sample template promulgated by MPI Global. Additional processes can be deemed necessary at the Chapter's discretion. All Chapters must submit a copy of their paid staff evaluations and updated contracts for services (if applicable) to MPI Global at any time upon completion but no later than June 15.
- 7.3. Contracts for any Chapter Administrators or paid staff services will require the following language included in contracts and/or scope of services. This includes all existing and future contracts.

- i. Chapter Administrators and their support staff will represent the Chapter and MPI Global in a professional manner adhering to the Principles of Professionalism Guidelines provided by MPI Global.
 - ii. Chapter Administrators and their support staff will follow all MPI Global and Chapter Bylaws, Policy & Procedures, Financial budgeting requirements and any other defined requirements set forth by Chapter or MPI Global.
 - iii. Chapter Administrators are required to adhere to all Chapter Administrator Program (CAP) guidelines and policies. See program guidelines for specific requirements.
 - iv. Chapter Administrators or paid support staff must be licensed and insured with a minimum of \$1 million dollars in general liability insurance and provide proof of said policy to Chapter and MPI Global annually by June 15.
 - v. Non-compliance with these requirements will require termination of contract.
- 7.4. Chapter Administrators or paid staff cannot be family or an immediate relative of board members. Family or immediate relative is defined as, spouse, children, parents, siblings or grandchildren.
- 7.5. Chapter Administrators will work to hold Chapter Board of Directors accountable to all defined MPI Global performance standards, policies and Principles of Professionalism. Chapter Board of Directors will support Chapter Administrators in this process.
- 7.6. All administrative services must be contracted as a vendor for services, not an employee of the Chapter. In the event a Chapter is without capacity to support a paid staff administrator, consult your Chapter Operations Manager (COM).
- 7.7. **MANAGEMENT OF PAID STAFF:** An RFP for chapter administration services will be emitted to all qualified members and non-members every three years with the option to extend for up to two more years. The RFP will be processed according to procurement policies and managed by the Office of the Presidents, with support from all Board Members as required.

ARTICLE VII. CHAPTER EVENTS

SECTION 1. EDUCATIONAL & SOCIAL EVENTS:

- 1.1 **EVENT ATTENDANCE:** Pending market conditions, Chapters should charge a member rate and a non-member rate for events where appropriate. The price difference between member and non-member rates is at the Chapter's discretion based on specific event needs. Anyone who is not a MPI preferred or premier level member is required to pay the non-member rates for events with no limitations to event attendance. Refer to Article III, Section 2.1 for additional Chapter member attendance guidelines.
- Partnership events with other industry organizations are excluded from this requirement.

- 1.2 CHAPTER EVENTS: MPI Ottawa Chapter will have a mix of social/networking events, educational events and showcase events per year. The Chapter plans educational and social events throughout the fiscal year of July 1 to June 30.
- i. MPI Global will mandate the number of Education events needed to reach top performing chapter status.
 - ii. In compliance with guidelines from MPI Global, the Chapter Administrator will liaise with event committees in order to submit the Chapter's calendar of events on August 1st of each year. Should the entire program year be planned in full by August 1st, only one submission will be made.
 - iii. The September monthly event, in addition to the plans of the Member Events Committee, will also consist of the Annual General Meeting (AGM). Plans for the program of the AGM will be handled by the Immediate Past President and Member Events.
- 1.3 REGISTRATION: MPI Ottawa will present clear and fair terms and conditions for registration at all its events.
- i. The cut-off date for live event registrations will be 3 business days prior to the live event, unless otherwise requested by the event lead/venue. Acceptance of late registration for a live event will be at the sole discretion of the Director/Chair.
 - ii. Registrations, once received, will be considered definite. An automated registration confirmation will be sent by email. It will be the responsibility of the registrant to contact the Chapter Administrator should they not receive a confirmation email.
 - iii. Payment is due upon registration, with a deadline of the day of the event. No exceptions to this rule will be allowed (including on-site registrations)
 - iv. Receipts will be issued via email upon validation of payment. e) Refunds will only be issued if cancellation notice is received 4 business days prior to the event date, unless cancellation results from a documented medical reason. A cancellation fee will be applied according to MPI's refund.
 - v. An event registration is transferable between MPI members with prior notification to the Chapter Administrator.
 - vi. All registrants who do not show at an event (no shows) will be invoiced if they have not pre-paid and will be responsible for paying the fee regardless of their attendance.
 - vii. MPI members are responsible for the unpaid registration fees of their guests
 - viii. The Chapter Administrator, Director and/or Chair will have the discretion to allow last minute attendees if space is available.
- 1.4 EVENT FEES: MPI Ottawa Chapter will charge fair rates for all its monthly meetings, educational events and other special events.
- i. Fees for all Chapter events will be set during budget preparations after due consideration has been given to pricing levels of comparable/ competitive organizations (e.g. CSAE, PCMA, etc.). The VP of Finance will work with event directors to propose any necessary changes based on venue pricing surveys and other resources.

- ii. A subsidized student member fee will be maintained for all events, while a surcharge will be added to non-member fees to attend Chapter Events.
 - iii. One complimentary registration will be supplied to the volunteer acting as the MPI Chapter Administrator at each event. Additional volunteers (or student helpers) should be included at the Chapter's expense for larger events (i.e. over 100 attendees) when required, and whenever financially feasible.
 - iv. At the discretion of the Committee Chair and/or Director, one complimentary registration per event will be given to a committee volunteer.
 - v. For each Signature event (Awards Gala and Charity Auction Dinner), two Volunteer Champions will be allowed to attend complimentary per event. Each champion is to be a working volunteer from the respective event planning committee.
 - vi. At its discretion, MPI Ottawa may allow a host venue to have extra representatives attend the event. This should not entail any added costs to the Chapter (e.g. meals, table décor, etc.). If they do not intend to register as a regular attendee, the host venue will be asked not to charge the Chapter for the additions.
 - vii. Should catering be provided by an entity separate from the host venue, both the host venue and the caterer will receive one complimentary meal and/or registration. As the caterer and venue are deemed to be part of a partnership, the benefits and/or entitlements will be shared between both organizations and no other adjustments to benefits will be made.
 - viii. Non-member rates will not include an early bird discount and there is to be a consistent mark up of at least 30% between the member late rate and the non-member rate.
 - ix. Anyone who is not a preferred or premier level member is required to pay the non-chapter member rates for events and is limited to no more than 2 events in one fiscal year at the non-chapter member rate.
 - x. Partnership events with other industry organizations are excluded from this requirement.
 - xi. Non-industry guests are exempt from this rule and can be charged a guest rate to be determined by the Chapter.
- 1.5 **SPEAKERS:** MPI Ottawa will acknowledge both MPI and non MPI members who attend Chapter events as guest speakers/facilitators
- i. If MPI Ottawa has agreed to pay a professional guest speaker/facilitator, said speaker will have their registration fee waived and receive a thank you letter from the President. Funding for this should be pre-approved by the Board during budget preparations.
 - ii. If MPI Ottawa is being offered the complimentary services of a professional guest speaker/facilitator, said speaker will have their registration fee waived, receive a thank you letter from the President, and be presented with a gift. The gift will be approved by the VP of Finance and align with the current year's budget.
 - iii. An MPI member who gives a dedicated educational session is asked to do so because of his/her expertise in the topic area and, as such, is considered a professional speaker. The registration fee for said speaker in this case would be waived, and one of the above would apply.

- 1.6 **BOARD EVENT ATTENDANCE:** MPI Ottawa Chapter will ensure that proper representation is provided for each MPI Ottawa event.
- i. The scheduled board member will be expected to arrive 15 minutes prior to the beginning of the registration period and will be responsible for welcoming attendees, and other duties if required. However, volunteers who are not signing authorities may not handle payments related to registration.
- 1.4 **NETWORKING/SOCIAL PROGRAMS: ALCOHOL CONSUMPTION:** MPI Ottawa will encourage the responsible consumption of alcoholic beverages.
- i. It is our view that the responsibility for the conduct of each member in all matters involving the consumption of alcoholic beverages at MPI events, and his/her family and guests, lies with the individual member. Therefore: non-alcohol beverages will be made readily available throughout the duration of an event and at a cost significantly lower than drinks containing alcohol.
 - ii. Members will be reminded during announcements at all events to drink responsibly. Venues should be encouraged to post signs at the bar reminding attendees to consume responsibly and encouraging them to comply with federal and provincial alcohol laws. Insert any applicable policies for social programs here. These may include, but are not limited to; site selection criteria, registration rates, request for proposal processes, AV policies, food and beverage, smoking, alcoholic beverage use and duty of care policies.

ARTICLE VIII. COMMUNICATIONS

SECTION 1. BRAND STANDARDS:

- 1.1 All Chapters must adhere to the MPI Chapter Logo and MPI Brand Guide documents provided. Any theme-specific logos for events must not conflict with the MPI Global Brand Guide and must be approved by MPI Global prior to use.

SECTION 2. CHAPTER COMMUNICATIONS:

- 2.1 **ELECTRONIC SECURITY:** MPI Ottawa Chapter will protect its members from any potentially harmful electronic communication.
- i. Through its management contract with the Chapter, the Chapter Administrator providing association management services will guarantee the Chapter that it is fully protected against infection or attack by computer viruses through the use of appropriate firewall technology and anti-virus software.
 - ii. **Website Security** – The Chapter Administrator will monitor the website for security purposes to ensure it remains available to all users and to protect information in the system. By accessing the website, the user is expressly consenting to these monitoring activities. Unauthorized attempts to defeat or circumvent security features, to use the system for other than intended purposes, to deny service to authorized users, to access,

- obtain, alter, damage, or destroy information, or otherwise to interfere with the system or its operation are prohibited.
- iii. Privacy – MPI Ottawa Chapter does not collect personal information about the user without their knowledge upon visit to the site, unless user may choose to provide this information in specific instances. However, we do not collect and store data and/or information automatically. Web Analytics – MPI Ottawa uses the summary statistics to help make our site more useful to visitors, such as assessing what information is of most and least interest to visitors, and for other purposes such as determining the site's technical design specifications and identifying system performance or problem areas.
 - iv. During registration/login, a user is required to provide contact information (such as a name and email address). This information is used only to contact the user about the services on the MPI Ottawa Chapter site for which he/she has expressed an interest. Any information retained is NOT shared with anyone beyond the Chapter Administrator staff for this website, except when required by computer security, law enforcement investigation or other authorized legal purpose.
 - v. Collection of personal information by MPI Ottawa will be limited to what is necessary for the purposes of collecting data-registration, volunteer forms, award nominations and any other information deemed necessary. When we use trusted third parties to act on our behalf by performing such functions as processing credit card payments or providing customer service, contractual or other appropriate means are used to ensure compliance by such third parties with this Policy and all applicable privacy laws. Personal information will not be used or disclosed for purposes other than those for which it was collected. The Policy is subject to The Personal Information Protection and Electronic Documents Act (PIPEDA) and/or any other applicable privacy laws.

ARTICLE IX. MISCELLANEOUS

SECTION 1. PHILANTHROPIC ACTIVITY:

- 1.1 CHAPTER CHARITIES: MPI Ottawa Chapter will select a local charity(ies) to support for the duration of two program years.
- i. To be selected as Chapter Charity, an organization must/should:
 - a. Have its head office or satellite office in Ottawa.
 - b. Work to improve the quality of life for families, children or elderly in our community.
 - c. Receive little or no support from government or from official funding agencies.
 - d. Use MPI Ottawa's donation to make an impact within the community and in turn, make a significant impact within the organization chosen.
 - ii. The above criteria should be published in the newsletter and/or in an e-blast, and members should be requested to submit suggestions to the Community Outreach &

CSR Committee. The Committee should review all suggestions and propose a final recommendation to the Board for approval.

- iii. Upon approval from the Board, the charity recipient(s) will be published in the newsletter and/or e-blast, along with a description on how the criteria for the donation were met.
- iv. The charity(ies) of choice will be reviewed biennially by the Community Outreach & CSR Committee with recommendations made to the Board of Directors.
- v. The Chapter will also consider supporting a project or foundation that advances and/or supports the meetings industry and/or MPI Community.

1.2 **FUNDRAISING:** MPI Ottawa Chapter will fundraise for the local charitable group(s) through at least one activity each year.

- i. The Chapter will contribute each year as follows:
 - a. The proceeds from the major fundraising event will be given to a local charity(ies).
 - b. A set amount from each registration throughout the program year will be given to the MPI Foundation. The amount may vary from year to year but should be decided on as part of the annual budget discussions.
- ii. The Chapter will distinguish funds derived from partnership/sponsorship agreements from donations to the charitable organization. Since partnership/sponsorship agreements typically entail benefits delivered by MPI Ottawa to the sponsoring organization, any funds derived from such agreements shall be considered part of the Chapter's annual revenues and not calculated into an event's net revenues to be donated to a charity.

SECTION 2. CHAPTER AWARDS:

2.1 **AWARDS:** MPI Ottawa Chapter will acknowledge outstanding members of our Chapter by holding an annual event to present awards to the recipients of the recognition program.

- i. The Prix Prestige Awards Gala will include a public presentation ceremony where recipients of each award are bestowed with a token provided by the Chapter.
- ii. The Chapter awards will include: Planner of the Year, Supplier of the Year, Mentor of the Year, Student of the Year, Rising Star and Volunteer of the Year. An optional President's Award will also be given out at the discretion of the Chapter President for that year.
- iii. All award nominees will be offered a complimentary registration if fiscally possible
- iv. Each of the six (6) award recipients will be presented with an MPI award (e.g. plaque or trophy, etc.)
- v. The recipient of the President's Award will be presented with an MPI award (e.g. plaque or trophy, etc.) The recipient and a guest will be invited to attend the Gala compliments of the Chapter if fiscally possible.

- vi. The recipient of the Honourary Membership will be presented with a formal letter from the Chapter President and lifetime registration at the member rate to the Ottawa Chapter Events.

2.2 **NOMINATIONS:** MPI Ottawa Chapter will ensure selection criteria for the awards recognition program are fair, equitable and clearly identified.

- i. The Recognition & Awards Committee will be responsible for the maintenance of a Chapter Awards nomination form. To be considered eligible, a nomination must be submitted via a completed form and remain within the stipulated word limit. Nominators must be members in good standing of MPI Global. Self-nominations will not be accepted. All directors shall encourage their committee members to make nominations for the awards.
- ii. The Call for Nominations for Chapter awards will be released no later than two months prior to the Gala event and will remain open for a period of four weeks. This will permit the announcement of Award nominees one month prior to the Prix Prestige Awards event through the Chapter's Communications media. Additional e-blasts and newsletter articles referencing the award nominations will be sent out as determined by the committee.
- iii. Each Director and Committee Chair will be responsible for a nomination for the Volunteer of the Year Award. Further, all directors shall encourage their committee members to nominate for all other awards.
- iv. The Planner of the Year and Supplier of the Year awards are bestowed to both a planner and supplier Chapter member who represents leadership and excellence in the meeting planning profession along with an exemplary record of customer service. Specific considerations will be based on: code of ethics; fairness and honesty; ability to listen; integrity and MPI community involvement. Student members and Board Members are not eligible for these award
- v. The Mentor of the Year is awarded to a Chapter member who has demonstrated an outstanding ability to inspire, motivate and educate other Chapter members and who is considered an expert in his/her field. Preference will be given to candidates who are active members of the meetings industry and who have had a positive impact on the lives of others. Nominees must demonstrate/embody an openness with new colleagues and an eagerness to support their professional development; create a non-threatening environment to listen and educate members; share a range of experiences, and encouraging others to learn from his/her strengths, weaknesses and vulnerabilities; and strive to build personal relationships and abiding by a strong code of ethics. Student members are not eligible for this award.
- vi. Student of the Year award is to recognize an MPI Ottawa student member who has devoted significant time and effort to the Chapter (within their first two years of membership), and who recognizes the importance of being actively involved with an industry association. Board members are not eligible for this award.
- vii. The Rising Star award is bestowed to a Chapter member who has become a new, first time member in the previous two-years. Nominees must have volunteered their time

and expertise to one or more MPI Ottawa Chapter committees. Board members are not eligible for this award. i) The Volunteer of the Year award is based exclusively on the involvement of a nominee on an MPI Ottawa committee and obvious dedication and hard work toward the good of the committee(s) and the Chapter. Board members are not eligible for this award.

- viii. The selection of the President's Award is at the sole discretion of the President. It is bestowed to an MPI Ottawa member who has made a unique and outstanding contribution to the Chapter which has not otherwise been recognized. The award is not required to be given out annually, but rather as a deserving individual is deemed worthy by the President.
- ix. The Recognition & Awards Committee will vet all received nominations to ensure the selection criteria are met. The names and nomination forms for all nominees will be given to the Awards Selection Committee for selection of the award recipients.
- x. The Awards Selection Committee shall be comprised of the Executive Committee: President, Immediate Past President, President-Elect, VP Finance, VP Communications, VP Education, VP Membership and VP Administration (if applicable).
- xi. Current Board members are not eligible to be nominated for Chapter Awards, with the exception of the Mentor of the Year Award, for which Directors will be eligible. Members of the Executive are not eligible for any Chapter Awards.

2.3 HONOURARY MEMBERSHIPS: MPI Ottawa Chapter will recognize special contributions from Chapter Members in the meetings and events industry with Honourary Memberships.

- i. A Call for Nominations will be sent annually to all members of the MPI Ottawa Chapter in good standing. The notice and nomination form will be released no later than two months prior to the Gala event and will remain open for a period of four weeks.
- ii. The nomination form must be completed in full and submitted to the Recognition and Awards Committee with information pertaining to how the nominee fulfills the selection criteria.
- iii. Applications will be reviewed by the Executive Committee, who shall present their recommendations to the MPI Ottawa Chapter Board of Directors for decision.
- iv. This category does not need to be awarded each year if there are no eligible candidates. A maximum of five (5) honorary memberships can be bestowed in one year.
- v. Honourary Membership shall be bestowed on a deserving candidate if ALL of the following criteria is satisfied:
 - a. Candidate must have been a member in good standing of the MPI Ottawa Chapter for a minimum of 10 years, calculated on a cumulative basis
 - b. Candidate must have made a significant contribution to the MPI Ottawa Chapter or to the meetings, tourism or hospitality industry during the time they were a Chapter member;
 - c. Candidate must be retired or no longer be employed in the meetings, tourism or hospitality industry and, therefore, not be eligible for MPI membership; OR must no longer derive direct professional (i.e. monetary) benefit from MPI membership.

- i. The President of the MPI Ottawa Chapter will advise the successful nominees and invite them, with a guest, to attend the next MPI Ottawa Chapter Awards Gala for an official presentation.
- ii. The benefits of Honourary Chapter Membership will be as follows:
 - a. Honourary Membership status is effective immediately upon Board decision, and is conferred for the lifetime of the individual.
 - b. Member's name and contact information is listed with the other Honourary Members in the MPI Ottawa Chapter Directory.
 - c. Member receives all mailings of the MPI Ottawa Chapter.
 - d. Member may register for all MPI Ottawa Chapter activities at the member rate.
 - e. Member may sit on a committee as a Chapter volunteer.
 - f. NOTE: Honourary members are not recognized at the International level, and as such they are not eligible to vote at the Chapter Annual Business Meeting or in Chapter elections and are not eligible to hold Chapter office.

SECTION 3. CHAPTER SCHOLARSHIPS:

- 3.1 Currently the MPI Ottawa Chapter does not have scholarships.

SECTION 4. NON-COMPLIANCE:

- 4.1 Chapters may forfeit awards and metrics incentives for non-compliance with the MPI Chapter Bylaws and the MPI Chapter Policy Manual.

SECTION 5. MPI POLICY MANUAL:

- 5.1 Where there is a conflicting provision in this Chapter Policy Manual with the provisions of the MPI Global Policy Manual, or where there is a provision in the MPI Global Policy Manual that applies to a situation where this Chapter Policy Manual is silent, then the MPI Global Policy Manual shall control.