

ACSESS CHAPTER OPERATING PROCEDURES & GUIDELINES

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ACSESS ORGANIZATION

ACSESS services are provided at the National and Regional levels.

It is extremely important that all chapter directors and committee members have current key contact lists immediately available. These are:

ACSESS National Board

ACSESS Chapter Boards

ACSESS National Office

ACSESS KEY DATES

Governance: National & Chapter Board terms commence on April 1 of each year; Nominating processes shall commence in January of each year.

National Conference & Annual Meeting of Members: Is held in April/May of each year; Annual Chapter Reports shall be submitted to ACSESS National Office no less than 21 days in advance of each Annual Meeting.

ACSESS Fiscal Year End is December 31st of each year: Annual Chapter Financial Reports shall be provided to National Office by no later than February 15th of each year.

Program Year: National & Chapter Program Years commence in September of each year.

CODE OF ETHICS & STANDARDS

As members of the Association of Canadian Search Employment & Staffing Services we commit to uphold this Code of Ethics & Standards and to display it prominently in our place of business. We support the principles set forth below and acknowledge that compliance with these principles is in the best interests of ACSESS member companies, their candidates, employees, client organizations, and the reputation of the search, employment and staffing services profession in Canada.

- We will observe the highest principles of integrity, professionalism and fair practice in dealing with clients, candidates, employees and all regulatory authorities; and will respect the confidentiality of records in accordance with law and good business practices.
- We will provide leadership in the adherence to both the spirit and letter of all applicable human rights, employment laws and regulations. We will treat all candidates and employees without prejudice and will not accept an order from any client that is discriminatory in any way.
- We will take all reasonable steps to provide clients with accurate information on each candidate's employment qualifications and experience; and will only present those candidates who have given us authorization to represent their application for employment.
- We will supply candidates and employees with complete and accurate information as provided by the client, regarding terms of employment, job descriptions and workplace conditions.
- We will not recruit, encourage or entice a candidate whom we have previously placed to leave the employ of our client, nor will we encourage or coerce an individual to leave any temporary assignment before the stated completion date.
- We will not restrict the right of a candidate or employee to accept employment of their choice.
- We will not misuse membership privileges for the purpose of recruiting a member's staff, or in any way that may otherwise injure our candidates, employees or competitors.
- We will derive income only from clients and make no direct or indirect charges to candidates or employees unless specified by a license.
- We will maintain the highest standards of integrity in all forms of advertising, communications and solicitations; and will conduct our business in a manner designed to enhance the operation, image and reputation of the employment, recruitment and staffing services industry.
- We will recognize and respect the rights and privileges of competitors in the true fashion of individual initiative and free enterprise, and will refrain from engaging in acts of unfair competition.
- We will ensure that our clients, candidates and employees are aware of our duty to abide by this Code
 of Ethics & Standards and such supporting policies and guidelines as may from time to time be
 adopted by the Association; and will undertake to bring any potential infringements before the
 appropriate Association body.

THE ACSESS VISION

ACSESS strives to be the most highly recognized and respected Association for effectively protecting, supporting, and promoting the interests of the Canadian recruitment and staffing industry. We elevate the way members, candidates, and communities value our contributions to business, employment and society.

THE ACSESS MISSION

To Promote the Interests and Growth of the Canadian Recruitment & Staffing Industry

In order to accomplish this we will . . .

identify, communicate and monitor industry standards and ethical business practices positively influence and protect the regulatory and business environment that impacts our members and the people they serve

promote credibility and visibility of the industry to the business community, government, and general public

provide our members with strategic support services, programs and tools to assist them in achieving their goals and objectives

ACSESS ORGANIZATION STRUCTURE

ACSESS is a federally incorporated not-for-profit association, managed by a national Board of Directors that shall be comprised of not less than 12 and not more than 18 directors, from which number there shall be at least one representative from each formally recognized District of the Association.

The 5 Regional Districts of the Association are as listed hereunder.

Western Canada: British Columbia, the Yukon, Nunavut and the Northwest Territories;

Prairie Provinces: Alberta, Saskatchewan and Manitoba

Ontario Quebec

Atlantic Canada: New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland.

The National Board may establish Chapters within Regional Districts upon receipt of written application to the Board. Such application shall be made by and in the name of at least five (5) Corporate Members in good standing. Upon acceptance of such application, the National Board may create a Chapter of the Association having powers and limitations as hereinafter defined.

Chapters may:

- (i) Establish and amend regulations for the operation of the Chapter subject to the approval of the National Board of Directors;
- (ii) Carry out local programs in accordance with the principles of the Association;
- (iii) Do such other things and take such other actions as may be consistent with the purposes of the Association and the interests of the Members of the Regional District and the Chapter.

ACSESS CHAPTERS

(as of November 2015)

British Columbia Calgary Saskatchewan Edmonton GTA National Capital Montréal Quebec City Winnipeg

THE ROLE OF ACSESS CHAPTERS

The mandate of the Chapters is "to carry out local programs in accordance with the principles of ACSESS". Regional programming and services are often the most visible benefits of membership for new members, local operators and non-management staff.

Chapters shall include as an overall objective a responsibility for providing greater awareness and understanding of ACSESS' goals and activities, and regulatory/operational issues facing the industry. National update reports shall be provided to Chapter members following each regular meeting of the National Board; and Chapters shall provide feedback to the National Board.

COMPOSITION OF A CHAPTER BOARD OF DIRECTORS

The business of a Chapter shall be managed by a Board of Directors, which shall be appointed or elected from within the chapter membership by no later than April 1st of each year. *This section will be reviewed and modified in 2014 to be consistent with by-law changes that are required as a result of new legislation governing federally incorporated not for profit associations.*

Each Chapter Board shall elect or appoint:

A President

A Vice-President

A Treasurer, and

A minimum of two other directors one of whom <u>may</u> be an employee of an Affiliate Member.

No one Corporate Member shall be permitted to fill the majority of seats on a Chapter Board.

In addition to the prescribed Officer and Director positions above, one director shall be appointed to serve as government relations liaison. It is further recommended that Chapter boards be comprised of a cross-section of the ACSESS membership (multi-national, independent, professional placement, temporary/contract services) and include at least one director from a company with in excess of 20 offices operating in regions across Canada.

Election Procedures

On or before the last business day in January of each year, the Chapter shall communicate to the entire membership in the Chapter a "Call for Nominations" which shall be accompanied by a "Form of Nomination & Consent". The standard communication to be utilized by each chapter can be found in this guide under forms (Reference Form-ACSESS-Chapter-001 and 002). The call for nominations shall remain open until the last business day of February of each year. A final slate of nominees shall be supplied to the national office for confirmation of membership status. Voting may be by mail / e-mail ballot or live at a formally constituted meeting of members which shall be held no later than April 1st of each year (Reference Form-ACSESS-Chapter-003).

The steps for voting by ballot shall be as follows:

The closing date for the return of completed ballots shall be no later than the close of business (defined as 5:00 p.m. local time) on the last business day in March of each year.

The final list of candidates will be circulated to the key contact of each Corporate/Associate Member situated in the chapter (refer to Membership Categories), together with a Ballot (Reference Form-ACSESS-Chapter-004).

Ballots shall be received in confidence by a duly appointed member of the chapter, and counted by no less than 2 duly appointed members of the chapter.

Each Corporate/Associate Member will have only ONE vote.

Election results will be communicated to ALL chapter contacts as well as National Office by no later than the end of the first week of April in each calendar year. (National Office will update Chapter Board Lists on relevant pages of the ACSESS web site).

CHAPTER OPERATION

Volunteer Roles & Responsibilities

Chapter President

The President is the chief executive officer of the chapter and shall serve as the central contact for national office.

Specific Responsibilities include:

Leadership and overall direction to the chapter

Establishment of chapter objectives for the year

Scheduling and chairing Chapter business meetings

Appointing committee chairs

Ensuring that matters referred from national are addressed and that chapter matters are brought to the attention of national as required

Submission of an Annual Chapter Report to National Office by no later than 21 days prior to the Annual General Meeting of Members

Attendance at Joint Meetings / Chapter Orientation Sessions as established by National Board.

Treasurer

The Treasurer receives and disburses funds and manages chapter finances.

Specific Responsibilities include:

Maintaining financial accounts of the chapter

Invoicing and follow-up as required on chapter activities (and regional assessments if applicable and as approved by National)

Making deposits and filing support documentation

Preparation of a chapter budget

Submission of an Annual Chapter Financial Report to national office by no later than <u>February</u> 15th of each year.

Vice-President

Vice-President assists the President in the management of the Chapter.

Specific Responsibilities include:

Assuming the responsibilities of the president in his/her absence

Coordinating committee activities as designated by the president

Forward planning in cooperation with the president

Assignments or special projects as directed by the president or board

(Whenever possible) Attendance at the Joint Meeting / Chapter Orientation Sessions as established by National Board.

Director - Government Relations Liaison with National

Each chapter must appoint a director to liaise with the National Director of Government Relations.

Note: Procedures are in place to ensure a uniformity of approach to government and to provide for communication with voting delegates of multi-branch companies; all government relations initiatives and issues must therefore be coordinating through the National Director of Government Relations and / or Executive Director.

Specific Responsibilities include:

Responding to requests from national staff/director on government matters

Monitoring local legislation/government initiatives and communicating same to the Director of Government Relations.

Reporting to the chapter board and national office.

Chapter Business Meetings ("Board of Directors' Meetings")

There shall be no less than 4 meetings of the Chapter Board of Directors each Board Year (April 1 to March 31). Dates shall be established by the Chapter President working in cooperation with the Executive Director to ensure that they held are at least 21 days in advance of each National Board Meeting, thereby enabling the provision of a Chapter Executive Summary to National Board.

Required procedures and record keeping for chapter meetings shall include:

At least 14 days advance Notice of Meeting Date and Location.

Circulation of an Agenda to each elected or appointed member of the Board with copy to ACSESS National office by email/web-based/fax (Form-ACSESS-Chapter-005).

Presentation of the National Board Executive summary as provided by the Executive Director/

Recording and release of official minutes of each meeting to elected and appointed members, and National Office within 14 days following each meeting (for Template refer to page 14 of this manual).

Chapter Finances

Although Chapters are responsible for their own financial management, the National body as the incorporated entity is ultimately responsible for fiscal and contractual matters, and it is for this reason that Chapter directors must understand that all contractual arrangements in excess of \$2,000 must be submitted to the Executive Director for review and endorsement prior to sign-back. (If, in the future, any Chapter of ACSESS wishes to consider incorporation, they shall contact the Executive Director).

Chapter financial management includes the following requirements:

All Chapter Bank accounts shall be with The Royal Bank of Canada and shall require the signature of <u>two</u> signing officers. National office staff shall be available to assist in the completion of banking documentation.

ACSESS National Office shall, at all times, have on file copies of duly executed banking papers.

Signing Officers and Chapter Banking Papers shall be amended, as required, following the annual election of directors and new papers shall be filed with the official banker (RBC) by no later than the last business day in May of each year.

Chapters shall operate on the same fiscal period as the National body (January 1 to December 31).

Chapters shall provide a Year-End (December 31st) Annual Revenue and Expense Summary together with a Statement of Accumulated Reserves by no later than February 15th of each year for review by the Association's Auditor.

Chapter Activities

Programming:

Note: All regional programs must meet the overall aims and objectives of the Association. All promotional materials shall meet ACSESS standards and incorporate the official logo. <u>To avoid confusion</u>, chapters shall clearly state that the event is a chapter program. Revenues and expenses related to Regional programs shall be the responsibility of the chapter unless otherwise determined prior to confirmation of the event.

Shall commence in the fall of each year and run through to the following spring.

All Chapters shall ensure that local programs (topics and dates) do not conflict with major National events.

Chapter programs shall recognize the distinction between representatives of member firms and non-member firms; closed business meetings (members only) are acceptable and shall be clearly promoted as such with contained circulation.

All program notices shall be provided to National Office for circulation to requested listings by National Office; and shall include cancellation policies similar to those adopted for National programs.

Each year the National President addresses as many Chapters as possible. Chapters shall provide a listing of suitable dates well in advance to assist in the planning of the President's schedule.

National Executive members, the Director of Government Relations, the Communications and Marketing Specialist and the Executive Director may also be called upon to address Chapter meetings.

All Chapter meetings shall include as a regular item "Report on National Activities and Government Relations".

Chapter Databases:

Chapters shall coordinate member and non-member databases including email fields through the national office to ensure that membership lists are accurate and non-member mailing lists are available for use for national events.

National shall, in turn, provide regular updated lists to Chapters.

Chapter Communication:

Chapters shall provide written reports to ACSESS National Board 30 days in advance of each meting of the Board (it is the responsibility of the Executive Director to provide chapter leaders with board meeting dates).

Chapters shall share ACSESS National Board updates with all members and/or their Board of Directors as directed.

Chapters shall keep members informed and involved in local activities. If Chapter newsletters/bulletins are prepared they shall be distributed for review and approval by the Executive Director and/or her designate prior to general circulation.

Chapters shall provide regular updates to National Office for posting on the ACSESS web site on the Chapter Page.

Chapter Committees

Chapters may form as many committees as are required to deliver the annual program of activity to their membership. Chapter Presidents shall, however, ensure that certain basic guidelines are followed:

All Committee members must be an owner or full-time employee of an ACSESS Member in good standing.

All Committee members must be made aware of the overall operation and goals of the Association to help them in carrying out their responsibilities.

The following committee structure and guidelines may be modified to fit the scope and needs of each ACSESS Chapter.

Membership

Reviews applications provided by national office, makes recommendation to chapter board, and submits report to national (Form-ACSESS-Chapter-006).

Meets with owners/managers of potential members to apprise them of membership benefits and, if applicable, discuss questions which may have been raised regarding an application submitted Follows-up on non-renewals (using status reports provided by national office)

Welcomes new chapter members and invites potential members to general meetings as appropriate.

From time to time matters regarding the practices of a local company may be brought to the attention of the Membership Committee in the form of an Ethics Complaint. It must be recognized that ACSESS Ethics & Standards are governed at the national level and such matters shall be referred to Executive Director without delay to be addressed by the National Ethics Committee. Such referrals shall be held in strictest confidence and may, under no circumstances, be discussed at the chapter level.

A chapter may not at any time suspend or revoke ACSESS membership; nor may a chapter exercise cautionary or punitive action against a member.

Staffing for Canada Week

Makes recommendation to chapter board on local activities for Staffing for Canada Week Books appropriate facilities for programs

Contacts and books special guests and entertainment (see also Chapter Finances)

Using materials provided and/or approved by ACSESS National, promotes Staffing for Canada Week to: Members – Customers – Press – Provincial and Municipal Government Leaders Provides a post-event report to National Office

Program Committee

Develops, recommends and implements regular chapter meetings

Considers proposed speakers and topics in conjunction with overall ACSESS programming

Selects, contacts, confirms guest speakers and hosts speakers at the event

Makes appropriate arrangements for meeting facilities and refreshments

Prepares meeting announcement for each program and provides same to National Office for signoff, circulation and posting on the ACSESS web site

Provides for receipt of registrations and undertakes telephone follow-up if required

Monitors meeting attendance and analyses the success of programs

(In cooperation with Treasurer) manages financial aspects of chapter meetings

Provides regular reports on chapter programs.

REFERENCE DOCUMENTS & TEMPLATES

The following are key documents. Chapter leaders should familiarize themselves with each of these documents.

- 1. ACSESS By-Laws (A legal Document)
- 2. **ACSESS Complaints Procedure & Form** (A National Board Endorsed Procedure)
- 3. ACSESS Membership Forms ACSESS Guidelines
- 4. ACSESS National Committees
- 5. ACSESS Industry Awards
- 6. ACSESS Guidelines Re ACSESS Representation at the Regional Level
- 7. ACSESS Template for Chapter Business Meetings (pg. 14)
- 8. ACSESS Template for Chapter Annual Financial Summary Report (pg. 16)
- 9. ACSESS Chapter Programs: Check List & Template for Evaluation Form (pg. 18)

GUIDELINE RE ACSESS REPRESENTATION AT THE REGIONAL LEVEL

FINANCIAL POLICY (November 1998)

- 1. Recognizing that matters addressed provincially are often precedent setting, and may later affect other provinces, positions put forward by Chapters must be consistent with the ACSESS overall position. As well, national companies are often asked for support, and may be hesitant to participate unless the ACSESS position and matter under review is fully understood. Therefore, written materials prepared by chapters and/or agreements to retain external professional services on a provincial or local basis, require prior review by submission to the Chairman Government Relations and the Executive Director.
- 2. Any commitments for external professional services and fees which require ACSESS national financial support are subject to prior approval at the National level. To facilitate this process, and to avoid delay, Chapter Presidents and Government Relations representatives will:
- (a) Submit their request, together with background information including member participation required and budget estimates if applicable, to the Executive Director. This request will be discussed <u>promptly</u> with the Chairman of Government Relations and National Treasurer to avoid delay in response.

Or

(b) Discuss the matter in question with a National Director in their Region, with the request that they seek final approval to proceed from the Chairman of Government Relations, Executive Director and National Treasurer.

ADDITION March 2007

Whereas ACSESS does not wish to limit the scope of normal chapter activities, or inhibit the valuable work of its volunteers, it is a requirement that written permission (by fax or email) should be received from the Executive Director on behalf of National Board prior to formal or public regional representation being made in the name of ACSESS. Such actions may include but are not limited to the following:

- (a) Use of the ACSESS letterhead/logo on formal position papers/correspondence.
- (b) Use of ACSESS membership lists for chapter fund raising and/or advocacy purposes.
- (c) Use of the ACSESS name and logo for chapter advertising purposes.

MINUTES TEMPLATE

ACSESS CHAPTER BUSINESS MEETINGS

Minutes of Meeting of the Board of Directors

Of the ACSESS XXX Chapter

Held on Day of Week, Month, Day, Year at Time

At the Location

Attendance: List Directors (alphabetically with Chair first)

List Guests

Regrets: List Absent Directors (alphabetically)

Call to Order

State time and confirm a quorum is present (a quorum is a simple majority of directors).

Approval of Minutes of Last Meeting

Minutes will have been circulated to directors in advance.

Call for a motion of approval, example:

Moved by: XXXXX, Seconded by: YYYYY that the minutes of the board of directors' meeting held on Monday, Day, Year, be accepted as written

Motion Carried

(or Motion Defeated if more than half are opposed)

If there are amendments to the minutes, the motion would read as follows:

Moved by: XXXXX, Seconded by: YYYYY that the minutes of the board of directors meeting held on Monday, Day, Year, be accepted with the following revisions Insert

Motion Carried

Business Arising from the Minutes

Record status report on each item of business arising from the last meeting.

Regular Reports

Finance

Treasurer provides a summary overview of cash in bank and accounts payable and receivable (if applicable)

Membership

Provide an update based on report received from ACSESS National Office; and report on new members/representatives in the chapter. Review potential members in the region, and local suppliers who may benefit from Affiliate Membership.

Education

Report on National and Local upcoming events and attendance. If close to a Chapter event, review director/committee responsibilities.

Government Relations

Provide an update based on report received from ACSESS National Office. Present highlights of provincial files (if any); and discuss director/committee responsibilities.

Health & Safety

Provide an update based on report received from ACSESS National Office. (Note: this may not be applicable in all chapters).

Communications & Marketing

Provide an update based on report received from ACSESS National Office. Present and discuss local opportunities and initiatives

National Conference

Provide an update based on report received from ACSESS National Office. Discuss Chapter actions to encourage attendance by local members.

Staffing for Canada Week

Provide update on Local Events and Initiatives, including promotion and director/committee responsibilities

New Business

Date of Next Meeting

Establish Meeting Date, time and location (note conference calls may be held if necessary).

Termination

Record time meeting concluded.

CHAPTER ANNUAL FINANCIAL SUMMARY TEMPLATE

CHAPTER:				DATE:	
SUBMITTED BY:		_TEL:		EMAIL:	
FINANCIAL PERIOI	D: FROM:	TO:			
CASH IN BANK/INV	/ESTMENTS AT BEGIN	NING OF YEA	<u>R</u> (Jan 1 ^s	st)	\$
<u>REVENUE</u>					
SEMINAR:	1 2		\$ \$	 	
DINNER/LUNCH:	1 2 3 4		\$ \$ \$ \$		
OTHER (explain sour	ce of revenue)		\$	_	
TOTA	AL REVENUE FOR PERI	OD		\$	
<u>EXPENSE</u>					
SEMINAR:	1 2		\$ \$	<u> </u>	
DINNER/LUNCH:	1 2 3 4		\$ \$ \$ \$		
GENERAL OPERAT Postage Printing Committee Expense	TING EXPENSES		\$	\$ \$	
TOTA	AL EXPENSE FOR PERIO	OD		\$	
	NET REVENUE/EXPE	ENSE		\$	
CASH IN BANK/INV	ESTMENTS AT END YI	EAR (Dec 31)			\$

Please attach the Banking Resolution with Full Name and contact for each of the authorized signing officers.

CHAPTER PROGRAM (FACILITY) CHECK LISTS

GUIDELINES

PRIOR TO EVENT

Hotel/Meeting Site:

- Parking
- Size and Location of Room(s)

- Capacity for preferred set-up: Theater (without tables)

Classroom (theater style but with "tables")

U-Shape

Hollow-Square

Rounds

- Advise if Head Table/LCD projector/Internet connection required (if speaker bringing own projector will need to order a projector table)
- Check potential for sound interference from adjacent rooms
- Does the facility have an in-house audio-visual supplier
- State if require microphone/lavaliere etc.
- Request 6' draped table(s) for registration purposes
- If meal function: will it be set up in same room/adjacent room/or elsewhere in facility
- If cash bar: request hotel to provide ticket seller(s). (Note: many facilities charge flat fee for bartender charge if sales are under a specified amount)
- Posting: notify hotel of time of function and correct name for posting (avoid posting under the name of a member company)
 - Provide food guarantee 72 hours prior to function (as stated on contract note if no guarantee provided you will be invoiced for amount stated at time of booking even if numbers are less)

Check all function sheets carefully prior to sign back - National Staff will be happy to assist

DAY OF THE EVENT

(Take function sheets)

- Check Posting (advise immediately if incorrect)
- Check Room Set-Up/microphones/A/V is there sufficient seating
- Check light controls and piped music (be able to turn off!)
- Check heat controls
- Check podium in proper place and screen can be seen by all
- Water on podium
- Have Pens/pads available for all registrants (with advance notice ACSESS will provide)
- Introduce self/convener to Banquet Captain (request extension number in case of problems)
- Confirm times for coffee-breaks, luncheon etc.
- Lay out name badges and handout materials prior to registrants' arrival (Recommend) keep unpaid registrations separate; Display ACSESS Material

SAMPLE EVALUATION FORM

ACSESS _____ CHAPTER

Please rate the following on a scale of 1 (poor) to 5 (excellent)

Value of Content & Speaker's Knowledge of Topic							
• Relevance to Work/Career		5	4	3	2	1	
• Interesting/Provocative		5	4	3	2	1	
• Information provided will assist myself/my peers		5	4	3	2	1	
Speaker's Delivery							
• Handouts / Audio-visual were professional & helpful		5	4	3	2	1	
Kept my attention		5	4	3	2	1	
• Enhanced the message		5	4	3	2	1	
Food and Facilities							
• Meal		5	4	3	2	1	
Service		5	4	3	2	1	
• Meeting Room		5	4	3	2	1	
Parking		5	4	3	2	1	
<u>Overall</u>							
Level of Satisfaction		5	4	3	2	1	
Your brief profile will help ACSESS plan future events							
ACSESS Member Yes / No	CPC Designation Yes/No						
Length of Membership / Involvement in ACSESS	years						
Primary Areas of Responsibility Perm ()	Temp() Contract()						
Comments:							

We value your input and thank you for taking the time to complete this evaluation.

ACSESS CHAPTER FORMS

The following forms are to be used by Chapters in their daily operation.

- 1. Chapter Board Elections: Form of Nomination & Consent (ACSESS-Chapter-001 & 002) http://acsess.org/chaptermanual/ACSESSChapter001.pdf; http://acsess.org/chaptermanual/ACSESSChapter002.pdf
- 2. Chapter Annual Meeting: Agenda (ACSESS-Chapter 003) http://acsess.org/chaptermanual/ACSESSChapter003.pdf
- 3. Chapter Board Elections: Ballot Form (ACSESS-Chapter-004) http://acsess.org/chaptermanual/ACSESSChapter004.pdf
- 4. Chapter Board of Directors' Meetings: Agenda (ACSESS-Chapter-005) http://acsess.org/chaptermanual/ACSESSChapter005.pdf
- 5. Chapter Approval of Membership Applications: Form to confirm/deny for the granting of membership by National (ACSESS-Chapter-006) http://acsess.org/chaptermanual/ACSESSChapter006.pdf