



BUSINESS **HELPING** BUSINESS  
PROFESSIONAL RESOURCES

# Business Helping Business of WNY

*Guidelines and Membership Policies*







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## Overview

Welcome to Business Helping Business (BHB)—a membership community that fosters collaboration, growth, and shared success. This Membership Handbook and Bylaws document is a comprehensive guide to outline the principles, guidelines, and operational framework governing our collective membership experience.

The BHB website and members directory can be accessed at <https://bhbwny.com> from any browser or mobile device.

## Mission

Business Helping Business aims to build and sustain committed business relationships while focusing on its participating Members' specific needs and goals to generate new valuable opportunities.

## Membership Guidelines and Policies

Policies are subject to change at any time. During the next meeting, the Board of Directors will notify the Membership of any policy changes or additions.

## Classification

Only one (1) person from each professional classification is permitted to join Businesses Helping Businesses. Existing Member (s) of the professional classification have final authority to classification conflicts.

Members can only hold one (1) business classification at a time. Members who operate in multiple classifications must choose which classification to represent. The Board has final approval authority of all membership classifications to ensure no conflicts with any other member in good standing.

The Board of Directors will notify a member of any potential membership conflict from submitted applicants in writing. The Member is responsible for responding with any concern if an application conflicts with their classification. The response should be done within five (5) business days of the Board's notification to the Member. If no concerns are submitted within five (5) business days, the Board of Directors will "assume consent."

Members must represent their primary occupation, not a part-time business.

Members who wish to change their classification must submit a new membership application and get approval from the Board of Directors for that classification change.

A Member's classification may be opened for failure to comply with the policies and/or the code of ethics of BHB.

## Dues and Invoicing

Members will be invoiced quarterly on the 1<sup>st</sup> of the month for membership dues and selected refreshment package.



At their sole discretion, the Board of Directors may increase monthly dues at the beginning of the calendar year. Membership dues will be communicated during the fall mandatory meeting or the calendar year's final meeting.

Upon acceptance into BHB as a new Member, the initial invoice will be processed and sent immediately. The invoice will include the current quarter's Dues and an Initiation fee.

## Inviting Guests or Potential New Members

A member may invite a visitor to attend a regularly scheduled meeting up to two (2) times. A regularly scheduled meeting does not include the spring mandatory meeting, the fall mandatory meeting, or special events such as Holiday and Summer parties.

### Guest Process

#### Member Submits Guest Information:

- If a member wishes to invite a guest to a regularly scheduled meeting, they must first provide the following details to the Board for consideration:
  - Guest's Full Name
  - Guest's Company
  - Guest's Potential Business Classification

#### Board Review:

- The Board will review the submitted guest information to ensure the guest aligns with the organization's goals and objectives and does not conflict with other members.

#### Approval or Disapproval:

- After reviewing the guest's information, the board will either approve or disapprove of the guest's attendance at a regularly scheduled meeting.
- The member who submitted the request will be notified of the board's decision.

#### Scheduling the Guest:

- **If Approved:** Only after receiving approval from the Board should the member schedule the guest for an upcoming regularly scheduled meeting.
- **If Disapproved:** The member may not invite the guest to the meeting.

#### Final Confirmation:

- The member should confirm the guest's attendance and ensure the guest is aware of meeting details once the scheduling is completed.



## Temporary Member Substitutes

Attendance is critical to the group. A Member may send a substitute to the meeting if a Member cannot attend. When a substitute is used, the meeting will not count as an absence.

## Disciplinary

At their sole discretion, the Board of Directors may open any Member classification and terminate membership status if a Member's attendance is deemed unacceptable by a unanimous vote. See the Attendance Policy for further clarification.

At their sole discretion, the Board of Directors may open any Member classification and terminate membership status if a Member's account balance is more than sixty (60) days past due.

At their sole discretion, the Board of Directors may put a Member on probation relating to the Member's business practices, abusive or threatening interactions with other Members, or commitment to the organization.



# Attendance Policy

## Policy Definitions

**Excused Absence** – A member is considered excused from a meeting when they have notified the Board at [board@bhbwny.com](mailto:board@bhbwny.com) at least two (2) hours before the meeting starts.

**Unexcused Absence** – A member is considered unexcused from a meeting when they have not notified the Board at [board@bhbwny.com](mailto:board@bhbwny.com) at least two (2) hours before the meeting starts.

## Policy Scope

The BHB Attendance Policy applies to all registered members regardless of company classification or position within BHB.

## Policy

Collaboration is an essential benefit of your Membership in BHB. To make this collaboration possible, you must be punctual and attend the scheduled meetings on the BHB website (<http://www.bhbwny.com/events/>). Excused Absences are understandable and acceptable. When a schedule conflict arises, Members must email the Board ([board@bhbwny.com](mailto:board@bhbwny.com)) indicating their absence from a scheduled meeting at least two (2) hours before it starts.

The Treasurer or designated Member will maintain accurate and complete attendance records during each meeting. Your Attendance History will be available to you as a Member upon request. Any member violating this policy will maintain their Membership with BHB but will no longer be considered a Member in Good Standing.

Business classifications for Members not in Good Standing will be considered unprotected and open. The Board and BHB Membership Committee will entertain new applicants to these unprotected business classifications.

It is the right and responsibility of the Member to petition the Board to return to Good Standing. These petitions will be considered on a case-by-case basis after the Member has exhibited consistent meeting attendance, no less than three (3) contiguous meetings before the Board reviews the Member's petition.

## Policy Guidelines

Two (2) Unexcused Absences in any calendar year, the Member will be issued a warning via email.

Three (3) Unexcused Absences in any calendar year, the Member will be issued a final warning via email.

Four (4) Unexcused Absences in any calendar year, the Member will be notified via email that they are no longer in Good Standing, and their business classification will be open for new applicants.





## BHB Name Badge Policy

### Policy Purpose

This policy aims to establish a system that provides constant and quick identification of BHB Members during BHB functions.

### Policy Scope

The BHB Name Badge Policy applies to all registered members regardless of company classification or position within BHB.

### Policy

BHB will issue the original badge and holder as part of the Membership Onboarding Process. Badges are printed in bulk, which may delay delivery to new members.

The Member is responsible for the cost of replacing lost badges. Replacement or new badges can be ordered by emailing [board@wnybhb.com](mailto:board@wnybhb.com). A replacement badge is issued to the Member at \$25.00 per badge and will automatically be invoiced.

The Member is responsible for the cost of replacing their badges in the event of a classification or name change. Replacement badges can be ordered by emailing [board@wnybhb.com](mailto:board@wnybhb.com). A replacement badge is issued to the Member at \$25.00 per badge and will automatically be invoiced.

Members are encouraged to wear their badge during all BHB functions and events.

### Proper Badge Etiquette

The badge must be worn on the upper chest area (right side) and be visible to someone facing the wearer. The badge must be worn horizontally so guests and fellow Members can easily read it.



## Code of Ethics for Business Helping Business

As members of Business Helping Business, we recognize the importance of upholding the highest ethical standards to foster trust, integrity, and mutual success within our lead generation and business referral community. By joining this group, each Member commits to the following Code of Ethics:

### Professional Integrity

We pledge to conduct our business with honesty, transparency, and professionalism. We will not engage in deceptive practices, misrepresentation, or any behavior that could undermine the trust of fellow Members.

### Confidentiality

We respect the confidentiality of information shared within the group. Any proprietary or sensitive information disclosed during meetings or interactions will be treated with the utmost confidentiality, and we will not misuse or disclose it without explicit consent.

### Commitment to Excellence

We strive for excellence in all aspects of our business. This includes delivering quality products and services, providing exceptional customer service, and continuously seeking ways to improve and innovate.

### Collaboration and Support

We recognize the power of collaboration and actively support the success of fellow Members. Referrals and leads will be provided with the genuine intention of helping others succeed, fostering a spirit of mutual support and growth.

### Fair Competition

We commit to fair and ethical competition. Members will not engage in practices that harm other Members' reputations or business interests. Healthy competition is encouraged, but we will always prioritize respect and professionalism.

### Compliance with Laws and Regulations

Members will operate their businesses in compliance with all applicable laws and regulations. Any questionable practices that violate legal or ethical standards will be rectified promptly.

### Open Communication

We value open and honest communication. Members are encouraged to express concerns, provide constructive feedback, and seek resolutions to conflicts through appropriate channels, fostering an atmosphere of transparency and accountability.

### Respect for Diversity

We celebrate and respect the diversity of our Members, acknowledging that a range of perspectives and backgrounds contributes to the strength of our community. Discrimination, harassment, or any form of disrespect will not be tolerated.



## Upholding the Reputation of Business Helping Business

Each Member is an ambassador for the group. Our actions reflect the collective reputation of Business Helping Business. We will strive to enhance and uphold the positive image of the group in all professional interactions.

By adhering to this Code of Ethics, members of Business Helping Business contribute to a thriving and reputable community that benefits each individual and the group as a whole.