

BMW Car Club
of America
Houston Chapter



Houston Chapter BMW Car Club of America

Policies and Procedures

Operations Manual

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BOARD OF DIRECTORS

COMMON DUTIES AND RESPONSIBILITIES OF BOARD MEMBERS

The following are common responsibilities held by both the elected officers (Executive Committee) and appointed members (Committee Chairs).

- Regularly attend Chapter Business meetings to participate in running the business of the Chapter and represent the events, activities and areas of their respective responsibility.
- Sign and honor the Code of Conduct.
- Attend a variety of Chapter events.
- Be a representative of the general membership collecting and sharing the aspirations and desires of Chapter members.
- Submit annual budgets for the events for which they are responsible and obtain Executive Committee approval for those budgets.
- Coordinate the activities of the members and their respective committees.
- Maintain checklists and other aids for holding effective and successful events.
- Assist the Executive Committee in developing, maintaining and updating the description of respective duties and responsibilities in this Policies and Procedures Operations Manual.
- All contracts may be negotiated by individual Board member; however final decision and authorization to sign a contract must be approved by the Executive Committee.

APPOINTED CHAPTER LEADERSHIP POSITIONS

In addition to the elected officers defined in the Chapter Bylaws, the elected officers (Executive Committee) may appoint additional Chapter members to leadership positions (Committee Chair positions) as appointed Board members with specific duties and responsibilities. Appointed Board members are selected annually (typically in January) and serve for a one-year term. Appointed members may be reappointed without term limits. All Chapter members shall be notified prior to filling appointed positions and given the opportunity to indicate their interest in these positions, even when there is an incumbent who is capable of continuing in the position. This ensures a continuing stream of new leaders for the Chapter. Typical appointed leadership positions are outlined in the Chapter Organizational Chart and defined elsewhere in this Manual.

CODE OF CONDUCT

The Executive Committee and appointed members of the Houston Chapter BMW CCA Board of Directors acknowledge and accept the scope and extent of their duties as stipulated in the Bylaws of our organization and these Policies and Procedures. They acknowledge they are entrusted with and responsible for managing the operations and for performing oversight of the assets and business affairs of the Houston Chapter in an honest, fair, diligent and ethical manner. They acknowledge the responsibility to carry out their duties in a courteous, respectful and businesslike manner and the duty to make and enact informed decisions and policies in the best interests of Chapter members and the affiliation with our national organization, the BMW CCA, and then adopt this official Code of Conduct.

THE BOARD OF DIRECTORS WILL:

1. Act in the best interests of, and fulfill their fiduciary obligation to the Houston Chapter BMW CCA and its members as a whole. Be responsible first and foremost to the welfare of the Chapter; and therefore will not work to advance personal agendas;
2. Act in a manner that brings credibility and general goodwill to the Chapter;
3. Demonstrate fairness and respect for all members; listen to and seek to understand their points of view, particularly if they are different than your own;
4. Promote collaboration, respect, and partnership among all members of the leadership team by maintaining open and inclusive communication, and an effective partnership with all;
5. Be “solution focused,” offering criticism only in a constructive manner, and not engaging in activities that could delay or impede the process of work, because of differences in opinion;
6. Dedicate sufficient time, energy, and attention to ensure the diligent performance of his or her assigned duties and effective participation in meetings and discussions;
7. Exhibit high standards by acting honestly, fairly, ethically and with integrity in all situations;
8. Conduct themselves in a professional, calm, courteous and respectful manner in both verbal and written communications avoiding the use of foul, profane or offensive language. Not initiate or participate in gossip, rumor, or unconstructive discussion that could impugn the character of others;
9. Avoid participation in written or verbal statements that could result in libel or slander, or which could potentially damage the reputation of the Houston Chapter or BMW CCA;
10. Act in good faith, responsibly, with due care, competence and diligence;
11. Act in a manner that consistently enhances and maintains the reputation and efficacy of the Houston Chapter leadership team, maintaining solidarity with fellow leaders in support of any decision that has been made in good faith. We will support each endorsed Chapter leadership decision, regardless of personal position on the issue, pledging to “disagree and commit” if need be. In public, we will sustain through word and deed any leadership team decisions, avoiding the appearance of splintered or fractured governance of the Chapter;
12. Disclose potential conflicts-of-interest regarding matters that come before the Executive Committee, avoid even the perception of impropriety. Avoid inappropriate obligations or entanglements; not solicit, provide, or accept favors, gifts, or special benefits in his/her role as a Chapter leader if such actions might obligate or appear to obligate that individual or the Chapter in any way;
13. Respect confidentiality of information relating to the affairs of the Chapter and its members, acquired in the course of their service as leaders, except when authorized or legally required to disclose such information.

Members of the Executive Committee are responsible to advise any appointed Board member(s) if their conduct appears to be in breach of the above Code of Conduct and, if necessary, to assist those members in achieving full compliance. Any Board member who consistently remains in non-compliance after consulting with the Executive Committee will be asked to resign his/her position.

In return for compliance with the above Code of Conduct, Board members should expect:

1. To have productive, inclusive and effective meetings, communications, and decisions;
2. To be treated fairly, honestly, ethically, with integrity and respect;
3. To have their opinions, concerns, and issues heard and given fair consideration;
4. To be kept included in and informed about Chapter business;
5. To be appreciated for their contributions to the Chapter.

Executive Committee members and appointed Board members will confirm annually that they have read and pledge to fully comply with this official Code of Conduct, as part of their acceptance of responsibilities associated with their elected or appointed office with the Chapter.

Should an elected Board member become incapacitated, or deemed not to performing their duties and responsibilities as outlined in this Operations Manual and in the Code of Conduct, they may be removed from office by two-thirds (2/3) majority vote of those present at a Special Meeting of the membership. A Special Meeting may be called by the President, or majority of the Board of Directors, or by at least twenty-five (25) of the Chapter members in good standing. All members shall be advised of the purpose, time and place of such meeting at least thirty (30) days in advance in the Chapter newsletter.

PERQUISITE POLICY

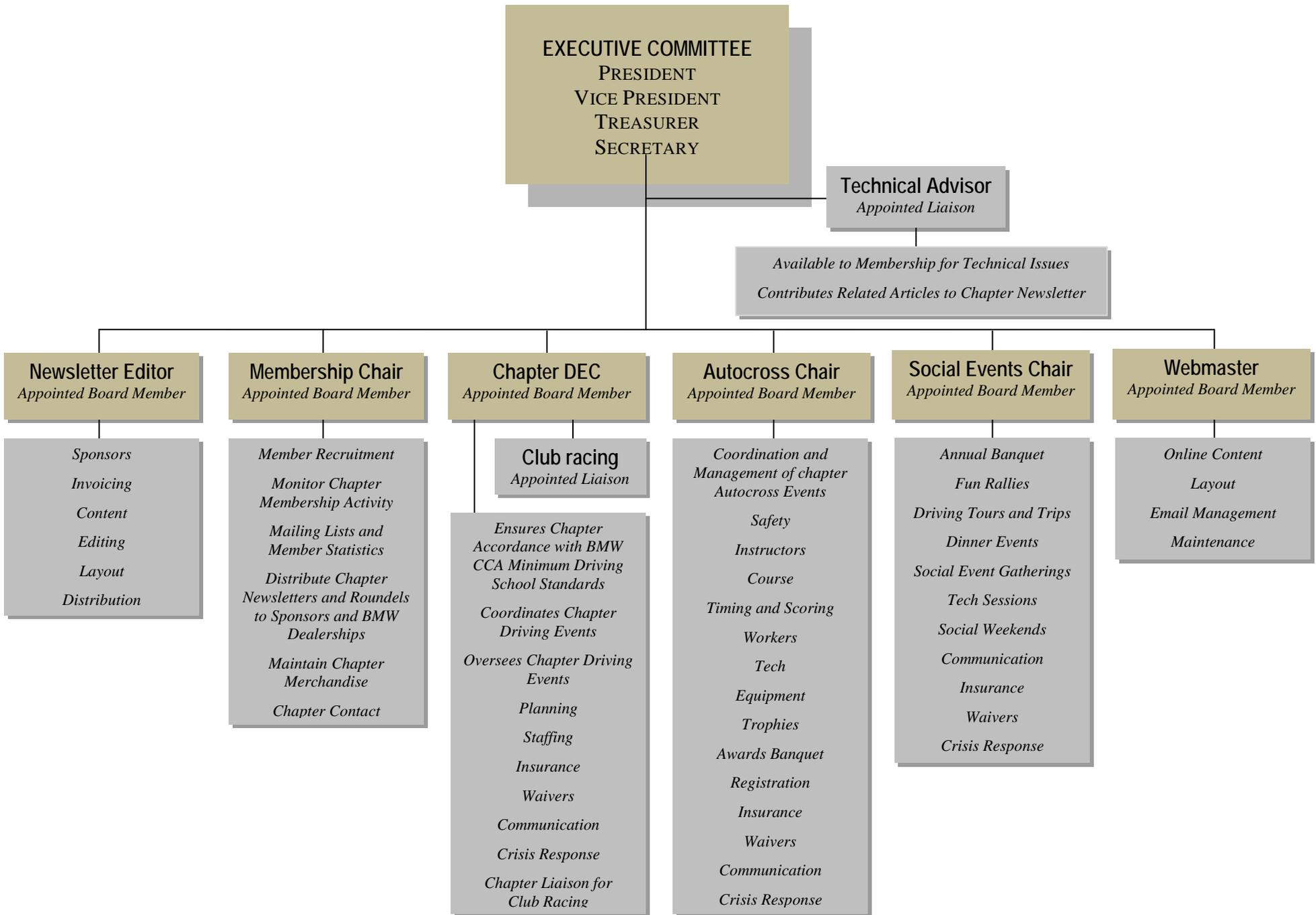
In an effort to recognize their commitment and contributions toward the Chapter, in each calendar year for which they hold office each Executive Committee member and appointed Board member will receive complimentary attendance at the Annual Meeting and Dinner.

Event Chairs shall receive entry for themselves at the event they coordinate and manage.

At the discretion of a committee Chair, event/entry fees may be waived for key committee members. These comps must be planned and accounted for in the event budget and approved by the Executive Committee in advance.

These complimentary perks are non-transferable and may not be carried over to future years. It is the responsibility of the Chapter Treasurer to maintain records of members' use of these perks.

Chapter Organizational Chart



COMMON DUTIES AND RESPONSIBILITIES OF THE EXECUTIVE COMMITTEE

PRESIDENT

The President shall be the Chief Executive Officer of the Chapter and shall:

- Preside at all meetings and provide the meeting agenda.
- Supervise the general functioning of the Chapter.
- Call Board meetings as conditions warrant.
- Provide an annual report to the membership on the Chapter's activities and financial health.
- Shall sign checks for disbursements authorized by the Board of Directors and forward supporting documentation to the Treasurer within ten (10) days.
- Perform other executive functions as may be required.
- Ensure Chapter compliance with and maintain the BMW CCA Operations Manual.
- Shall turn over all Chapter assets, accounts, records, etc. to successors as directed by the Board of Directors.

Vice President

The Vice-President shall assist the President in the conduct of the affairs of the Chapter and shall:

- Assume the duties of the President in the event of the President's absence or inability to serve in his office.
- Make arrangements for and assure necessary insurance coverage for all events.
- Be responsible for coordinating social events for the Chapter in conjunction with the Social Events Chair and/or appointed committees.
- Have oversight of the Chapter website regarding posting of events.
- Shall turn over all Chapter assets, accounts, records, etc. to successors as directed by the Board of Directors.

TREASURER

The Treasurer shall be the Chief Financial Officer of the Chapter and shall have custody of all the Chapter's assets and funds. The Treasurer shall:

- Receive, record, and deposit all Chapter funds.
- Maintain an accurate and complete accounting of all the Chapter's assets and funds. Report the Chapter's financial status at each Business meeting.
- Shall sign checks for disbursements authorized by the Board of Directors.
- Shall turn over all Chapter funds, assets, accounts, records, etc. to successors as directed by the Board of Directors.
- At the end of the calendar year, prepare an annual financial statement for submittal by March 1st of the following year to the national office of the BMW CCA, and for publication in the Chapter newsletter.
- Prepares and submits the annual tax return. The Chapters FY ends in June and the return is due by the end of September of each year.
- Prepare for an independent audit of all Chapter funds, assets, accounts, records and etc. in his/her possession for turn-over to successors as directed by the Board of Directors.

SECRETARY

The Secretary shall be responsible for maintaining full and complete records of the Chapter meetings, meetings of the Board of Directors and Special Meetings as designated by the President. The Secretary shall:

- Take complete minutes of each Chapter and Business meeting, and make them available two weeks prior to the next scheduled Board meeting.
- Maintain and have custody of all records for the Chapter except those delegated to the Treasurer.
- Prepare correspondence as directed by the President or the Board of Directors.
- Maintain a current roster of Chapter members in conjunction with the Membership Chair and/or committees.
- Shall turn over all Chapter assets, accounts, records, etc. to successors as directed by the Board of Directors.

COMMON DUTIES AND RESPONSIBILITIES OF APPOINTED BOARD POSITIONS

NEWSLETTER EDITOR

The overall responsibility of the newsletter editor is to gather, prepare and edit the materials for the chapter newsletter, ensuring that BMW CCA national minimum standards are met. The Chapter may utilize outside contractors to print and distribute the newsletter.

Typical duties and responsibilities include:

- Design, editing, layout, pre-press, and proof of all newsletter content
 - Accumulate Press Release information and photos from BMW AG (Automobiles – MINI – Motorcycles).
 - Collect articles and photos from members.
 - Research various sources for articles and content.
 - Write the welcome column - monthly membership list of new members.
 - Update sponsors prior to each publication – check account status (current) /verify status of expiring ads.
 - Update Masthead – Legal Notice as needed.
 - Attend events and take photos.
 - Update the newsletter event calendar.
 - Write or delegate event promotional articles.
 - Answer emails and/or telephone calls from members, advertisers, sponsors and etc.
- Coordination of sponsors and advertising:
 - Accumulate, cultivate & contact possible new advertisers.
 - Follow up in 7-10 days to address any questions.
 - Offer to assist in developing their advertisement.
 - Receive signed Contract with payment and their pick of payment choice.
 - Proof Ad for insertion – request changes if necessary.
 - Invoice for advertisements in a timely manner.

- Write and send contract renewal letters.
- Maintain advertiser correspondence - thanks for recent ad, ad renewal, or payment.
- Send accounts to collections (if applicable).
- Maintain file of all correspondence – i.e. contact, invoice, payment.
- Manage production and circulation of newsletter:
 - Prepare content.
 - Proof final copy, make or specify changes and place captions on photos.
 - Complete final copy.
 - Send final newsletter PDF file to printer, BMW CCA and Executive Committee members.
 - Ensure an updated mailing list is provided for distribution/mailing.

WEBMASTER

Maintaining a Chapter website is a requirement for BMW CCA chapters. The website allows instantaneous transmission of information and also provides an easy access to Chapter reference materials. The Chapter Webmaster is responsible for the creation and maintenance of the Chapter website. The Chapter's Web designer or Webmaster must have not just the skills, but also the time for these tasks. Current and accurate information is what Chapter members expect, the Chapter Webmaster needs not just the skills to update the site, but also the willingness and time to make changes as they occur, in real-time.

- The Webmaster has primary responsibility for gathering and creating editorial content, designing the site, and uploading the website content.
- Ensures that the information contained on the website is current.
- Strives for a website that is easy to navigate, meets the informational needs of the Chapter members, and can also serve as a recruiting tool for new members.
- Web Content:
 - Managing the pages, words, images, layout and style of the website.
 - Maintaining current subscriptions for the website.
 - General website updates and refreshes to keep the site current and interesting.
 - Creating new web pages for chapter events.
 - Maintain the chapter activity and event calendar web page.
 - Update web pages
- Web Database:
 - Managing the database and associated scripts associated with website logins, accounts and event registration.
 - Development and maintenance of the database and configuration.
 - Perform database backups as needed.
 - Assist members when they have problems using the database system
- Email:
 - Configuring email accounts for chapter officers, Committee Chairs and key volunteers.
 - Configuring and managing the email spam filtering system.
- Chat Groups:

- Assigning and coordinating group ownership and moderator privileges.
- Moderate posts on the discussion groups and reject the spam and off-topic posts.
- Approving members to the restricted groups.

MEMBERSHIP CHAIR

The Membership Chair will have the responsibility of handling all matters relating to membership at the local Chapter level including but not limited to the following:

- Answering calls, emails, and letters from members and non-members inquiring about the club, its activities, joining, connecting with other members, and other information.
- Protecting the members' privacy and sharing membership rosters and lists only with the Board of Directors or as directed for other mailing purposes.
- Monitor Chapter membership activity, renewals rates, and reasons why members don't renew.
- Contact members who are about to lapse to ensure that they realize their membership is due to expire.
- Call or send a Welcome letter to new members, inviting them to upcoming events.
- Distribute copies of the newsletter and Roundel to BMW dealerships and sponsors within the Chapter's region.
- Maintain Chapter merchandise
- Helping to promote membership growth in the club.
- Providing membership materials to individuals, sponsors and advertisers as needed and upon inquiry.
- Provide suggestions on ways to retain and reward members and volunteers.
- Attend a variety of Chapter sponsored activities when scheduling allows and connect with many of the attendees, familiar and new alike.
- Write an occasional article or 'note of engagement' for Chapter members in the newsletter
- Check the Chapter Post Office Box once a week (more often if needed) and distribute the mail expeditiously to the appropriate people. Especially important are items that should go to the President, Treasurer, and Newsletter Editor, as some materials are time-sensitive. It should always be checked just prior to newsletter deadline, as there might be classified ad submissions or information requiring dissemination to the members.
- As a means of check and balances, open every bill and statement to verify that all seems in order prior to giving this information to the Treasurer.

Chapter mailing lists and circulation

- Maintain and validate with the newsletter editor the "local" mailing list created by augmenting the list provided by BMW CCA with local advertisers and sponsors, local car clubs, members' changes of address that haven't been updated by national and others who are to get the newsletter. Delete duplicate and overseas addresses.
- Track the number of copies of the newsletter to be printed and mailed (local, members, extras for marketing, etc.).
- Communicate copy count and mailing label data to the newsletter print shop for each issue.
- Forward any address changes members provide to national and verify national makes the changes on the member mailing list.
- If a member has a problem with delivery of the newsletter or *Roundel*, investigate and solve the problem.

BMW CCA (National) provides and maintains the membership roster for all chapters. This information is provided on the BMW CCA website. Chapter officers can access and download this information in real-time. All materials for joining BMW CCA are provided by National.

AUTOCROSS CHAIR

The primary objective of the Autocross Chair is to provide safe, fun, educational autocross events for the enjoyment of club members. Specific responsibilities include:

- Create and obtain approval of a budget for the autocross season.
- Site acquisition and contract negotiations, coordinate approval.
- Coordination and communication of event dates and times with Chapter members.
- Acquisition and coordination of Committee members before and during season schedule.
- Coordination of Committee member's jobs before and during an event.
- Coordination of the insurance sanction before the event with the VP, and the holder of the certificate on site.
- Coordination and execution of the drivers meeting.
- Schedule and execution of an event as a whole.
- Coordination of committee members in accordance to the Crisis Response Plan before any event.
- Filing of an incident report, in the event of an incident.
- Coordination of post event reports and publishing of results.
- Coordination and acquisition of event prizes and season trophies.
- Coordination and acquisition of trophies for post season awards banquet.
- Define any annual changes to the car classification specifications.
- Ensure events meet the requirements of BMW CCA national minimum standards.
- Arrange port-a-potty delivery to the event site.
- Prepare and deliver year-end report including final budget/financial details.

Autocross Committee members' typical responsibilities include, but are not limited to:

- Safety - responsible for the safety of all event participants and course safety regulations.
- Course - responsible for coordinating course design prior to the event, setting up the course in a timely manner, with approval of the course prior to the start.
- Timing and Scoring - responsible for the accurate timing of all event participants, the recording of the results, and the communication of the results.
- Registration - responsible for the record of event participants and their payments. The coordination of the eligibility of event participants and participant payments with the treasurer.
- Tech - responsible for the safety and eligibility of each car that will be on course in accordance with current rules.
- Workers - responsible for coordination of worker assignments with participants.
- Equipment - responsible for the maintenance of Chapter equipment, transportation of equipment between the storage facility and the event site. Responsible for maintaining the levels of expendable items, regularly used on site during the course of an event.

- Instructor - responsible for the coordination and execution of a Driving School. These responsibilities are in conjunction with the Chapter DEC for the school.
- Trophies - responsible for the acquisition of trophies for post season distribution.

DRIVING EVENTS COORDINATOR

The primary responsibility of the Driving Events Coordinator is to ensure Chapter sanctioned Autocross Events, Driving Schools, Safety Schools and Club Racing are in accordance with the BMW CCA Minimum Driving School Standards. Act as a liaison between Club Racing and the Chapter Board of Directors.

The primary objective of the Driving Events Coordinator is to provide safe, fun, educational driving schools for the enjoyment of club members and non-members alike. Typical duties and responsibilities may include:

- Planning:
 - Procure and negotiate track rental agreements with available track venue organizations, coordinate Executive Committee approval.
 - Develop close working relationships with key personnel at various track venues.
 - Produce budgets for each school.
 - Call and chair meetings of the driving school committee.
 - Appoint and manage the positions of Chief Instructor, Chief of Safety, Chief Tech Inspector, Registrar, and Car Control Clinic Chief.
- Staffing:
 - Chief Instructor: Ensure a flow of information throughout the year. Coordinate changes in instruction procedures. Ensure adequate training and evaluation of new instructors. Ensure that sufficient instructors are available to conduct an efficient driving event.
 - Chief of Safety: Constantly strives for increased safety at events. Listen, evaluate, and implement good safety ideas.
 - Chief Tech Inspector: Ensure they are aware of BMW CCA guidelines, evaluate and update forms when necessary.
 - Registrar: Registration and worker volunteers all have to be managed and encouraged. Management of this group is by exception, i.e. corrective action is taken when deemed necessary.
 - Car Control Clinic Chief: Hold planning discussions with and evaluate prior schools. Collaborate with Street Survival Schools when applicable.
- General:
 - Contact each staff member frequently to ensure that they are performing their respective duties adequately.
 - Coordinate necessary elements for driving schools including: ambulance, equipment, meals, tech inspection labels, crisis management, sponsorships, communications, checks and cash disbursements, trophies, rental chairs for classroom, etc.
 - Ride with students as needed and instruct them.
 - Ride with instructors as needed. Provide guidance.
 - Pay special attention to instructor's behavior on the track during instructor sessions.
 - Pay special attention to any solo students.
 - Report progress at regular Board meetings.

SOCIAL EVENTS CHAIR

The Social Events Chair is responsible for the overall execution of all Chapter social events. The most common social activities include tours and rallies, dinners, picnics, parties, tech sessions, trips, go-karting, the Chapter's Annual Dinner and etc. Primary responsibility is for planning, organizing, and supervising the staging of these Chapter events and activities. The Social Events Chair will lead a committee consisting of individual event coordinators and other volunteers.

- Establish a committee and roles.
- Lead the committee.
- Responsible for financially structuring the entry fees for events in such a way that the Chapter costs (including insurance and any plaques or trophies) are covered with a small profit. (Growth of the Chapter rather than profit is the goal.) All costs for an activity must be included in computing the final entry fees. These include insurance, postage, telephone calls, publicity, supplies and any rental of equipment.
- Arranges to receive merchandise, trophies or awards as donations from local merchants or car shops, the cost of the event should still be structured as though they were paid for. This will provide continuity from one event to another as well as reward the Chapter financially for their efforts.
- Appoints members or recruits volunteers to take care of portions of events as needed, maintains a record of these events and how well they succeed. Encourages the participation of as many enthusiastic volunteers as possible on committees for various activities, events and programs.
- Mentor committee members on event planning and volunteer coordination.
- Identify opportunities for future events.
- Report on events at Board Meetings.

EVENT INSURANCE POLICY

- All Chapter driving events (driving schools, autocrosses, car control clinics, street survival schools, rallies, tours, etc.) must have insurance coverage as provided through BMW CCA. Copies of the insurance statement must be available at the event and in the possession of the event coordinator.
- Insurance waiver forms must be signed by everyone present at the event. The event coordinator is responsible for ensuring that waivers are properly completed at the top and bottom prior to the event and that signatures are obtained from everyone. Wrist bands may be used to indicate that the waiver has been signed when it is difficult to control event access. At the conclusion of the event, the coordinate must return the waiver forms to the chapter Treasurer for safe filing, as these may be requested by various entities.

Crisis Response Protocol

It is the policy of the Houston Chapter BMW CCA to assign an on-site Crisis Response Coordinator and a Designated Spokesperson for all day trips, tours, fun rallies and similar events to respond to and cooperate with authorities and members of the media who are responding to, investigating or reporting on an incident or, situation which has occurred at an event involving participants(s) and the Chapter.

The Crisis Response Coordinator and Designated Spokesperson will have certain responsibilities relating to addressing the media, assisting participants in an emergency situation, and preserving the reputation of the Chapter and the BMW Car Club of America should an event incident occur. The Chapter's primary concern is for the wellbeing of those involved in the incident. Please refer to the Crisis Response Protocol posted on our website for a more in-depth procedural review.

CHAPTER ELECTION PROCEDURES & PRACTICES

ELECTION

- The election of Officers shall be held at the Annual Membership Meeting.
- All officers shall be elected by a simple majority vote.

NOMINATING COMMITTEE

- Prior to the Annual Meeting the Board of Directors shall appoint a Nominating Committee of at least two (2) active members. All votes for elected Officers shall be directed to the Nominating Committee.
- At the Annual Meeting all votes for available Board positions will be recorded by the Nominating Committee and turned over to the Secretary for safe keeping.

NOMINATIONS

- Prior to the Membership Meeting, the Board of Directors shall seek potential candidates for office by publishing a notice in the newsletter. For all elected positions candidates must be in good standing with the Chapter. Candidates for the position of President must have served on the Board for a period of not less than one (1) year. The list of candidates for elected office, with the time and place of the Membership Meeting, shall be published in the December issue of the newsletter. In the event no qualified candidates can be found for the position of President, the requirement for serving a minimum of one (1) year on the Board may be waived.
- Any member may nominate a member in good standing for an available position in accordance to the Chapter Bylaws by submitting a written nomination with both membership numbers, and countersigned by the nominee. All write-in nominations must be received by the Nominating Committee to be considered. Nominees must be a Chapter member in good standing.

VOTING

- All votes received via US Mail, fax, electronically and members present at the meeting shall be tallied by the Nominating Committee and results immediately given at the Annual Meeting and Dinner. All officers shall be elected by a simple majority vote. In the event of a tie vote, the tie shall be broken by a vote of the Board of Directors present at the event listed in Section 2 above, excluding Board of Director members included in the tie. In the event this vote ends in another tie, then the tie shall be broken by a coin flip. The Officers duly elected shall assume their offices in February determined by the date set by the Board for the Turn-over Meeting.

Vacancies

- If a vacancy occurs between elections, the vacancy shall be filled by a voting member appointed by the Board of Directors. The Board of Directors may, at its discretion, appoint a voting member to assume the duties of any officer who is absent or incapacitated, or otherwise unable to perform the duties of the office. In the event no candidate can be found for a vacant position the Board of Directors may override term limits for appointment of a sitting Board member to the vacant position.
- Any Board member shall have the right to resign by submitting a resignation in writing to the Board.