



Business Referral Group Operating Guidelines

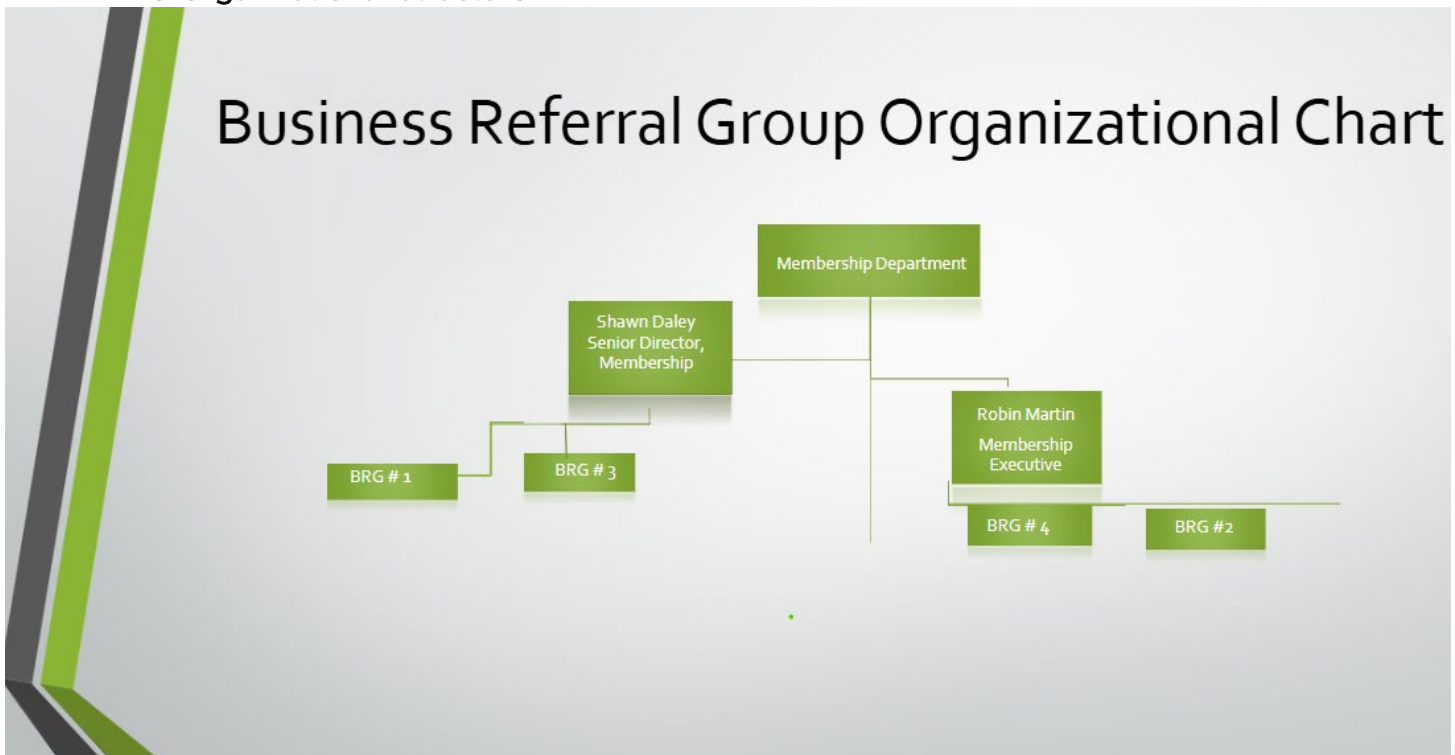
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What is a Business Referral Group?

BRGs are networking forums where members exchange referrals and leads in a non-competitive environment to foster professional growth.

BRG Organizational Structure



Eligibility: Premium-level Chamber members in good standing. One member per business type. Only one representative per organization may join a BRG at a time.

Member Application Process

The Chamber staff manages the BRG application process unless agreed otherwise by the Chair and Liaison.

Application Steps:

- Submit online application.
- Liaison reviews and shares with BRG.
- Applicant may visit up to 3 groups.
- Members report conflicts within 7 days.
- If no conflict, applicant joins; otherwise, waitlisted or redirected.

Attendance Policy

- Attend at least half of each meeting.
- Max 3 absences per 6-month period (January through June and July through December.)

Absences	Action
2	Reminder
3	Warning email
4	Removal from group.

Excused Absences

- Significant health issues (excluding common illnesses) and family emergencies.
- Jury duty.
- Chamber events.
- Religious holidays.

Submit excused absences to the Chamber Liaison/Chair/Vice Chair before meetings that the member will be absent.

Substitute Policy

- Send a substitute, when possible, preferably from your own company.
- Substitutes represent the organization and individual listed on the BRG roster.
- If a company substitute isn't available, someone from another company or industry may attend.
- Non-member substitutes may give an elevator speech but must respect existing members' business categories.
- Substitutes must only promote the rostered member's business and industry.
- The sole purpose of a substitute is to participate on behalf of the absent member.

[†]All Call-to-action, announcements and activities must reflect the rostered member's organization and industry.

Meeting Information

BRGs meet twice monthly at their designated Chamber's offices.

In the event an in-person BRG is not able to meet[†], the Chair/Vice Chair will notify the group via email.

Occasionally the BRGs may host an offsite combined BRG, or an "open networking" event, providing for an all BRG networking opportunity. *Attendance at offsite or open networking events is optional and does not affect attendance records.

[†]*May switch to virtual meeting when deemed necessary by Chamber.*

Group Format

Each BRG sets its own format. Max group size: 30. Groups may cap size based on space or logistics.

BRG Guests

- Guests may attend one meeting per BRG group (up to three groups total) before applying. Application must be submitted within one week of attending.
- Guests must notify the Chamber Liaison, Chair, and Vice-Chair preferably one week prior to attending.
- BRG members are welcome to invite guests to meetings.
- Guests may participate fully in all group activities during the meeting they attend.
- If a guest is not a Chamber member, they must contact the Chamber Liaison by end of day after attending.

BRG Leadership Process

Role	Appointment	Term	Key Duties
BRG Member	Application process	1 year	Attend meetings, share referrals, build relationships, follow guidelines. Estimated time commitment: 2 hours/month
Chairperson	Vice-Chair succession	1 year (max 2 terms)	Lead meetings, mentor Vice-Chair, recruit members, communicate with Chamber. Estimated time commitment: 4 hours/month
Vice-Chairperson	Appointed by Chair & Liaison	1 year	Assist Chair, lead in absence, prepare to succeed Chair. Estimated time commitment: 3 hours/month
Secretary/Program Chair (optional)	Elected by group	1 year	Schedule presentations, support AV needs, manage business card swaps. Estimated time commitment: 1.5 hours/month
Chamber Liaison	Staff role	N/A	Track attendance, support members, lead meetings if needed
Member Engagement Manager	Staff role	N/A	Process applications, send communications, manage rosters

Expectations:

- Be a champion for the Chamber
- Maintain a safe and inclusive environment for members, guests, and staff
- Implement new processes as approved by the Chamber
- Responsible for acting in the best interest of the Chamber and for effective communication with the Chamber liaison
- In collaboration with Chamber staff, recruit new members
- Work with Chamber staff on succession planning to ensure bench strength and consistency of BRG leadership

* Members may engage in multiple business activities and be listed under several categories but may only represent one business and category per BRG. Promoting other ventures may affect standing.

BRG seats belong to the member organization, not the individual. If a representative leaves the company, the organization may appoint a replacement. If not, the seat goes to the next on the waitlist.

Former members are allowed to reapply under a new organization and are subject to the guidelines in force at the time of reapplication.

Contact Information

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