

Chamber Accreditation Council of Canada  
**Application for Chamber Accreditation**



Chamber of Commerce/Board of Trade Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_  
 Contact Email: \_\_\_\_\_  
 Regional Population Represented: \_\_\_\_\_  
 Number of Members: \_\_\_\_\_

<input type="checkbox"/> <b>Small Chamber</b>	Less than 100 members and/or less than \$100k total Chamber revenues	\$150	\$150
<input type="checkbox"/> <b>Medium Chamber</b>	100 to 500 members and/or \$100k to \$500k total Chamber revenues	\$300	\$150
<input type="checkbox"/> <b>Large Chamber</b>	Over 500 members and/or over \$500k total Chamber revenues	\$400	\$150

Accreditation Cost    Re-Accreditation Cost

Please note that “Chamber” refers to both Chambers of Commerce and Boards of Trade.

**Application Instructions:**

Submit this application and the required documentation to the Chamber Accreditation Council of Canada (CACC) Executive Director, Deneen Belliveau at:  
[ExecutiveDirector@CCEC.biz](mailto:ExecutiveDirector@CCEC.biz)

The deadlines for 2024 are:

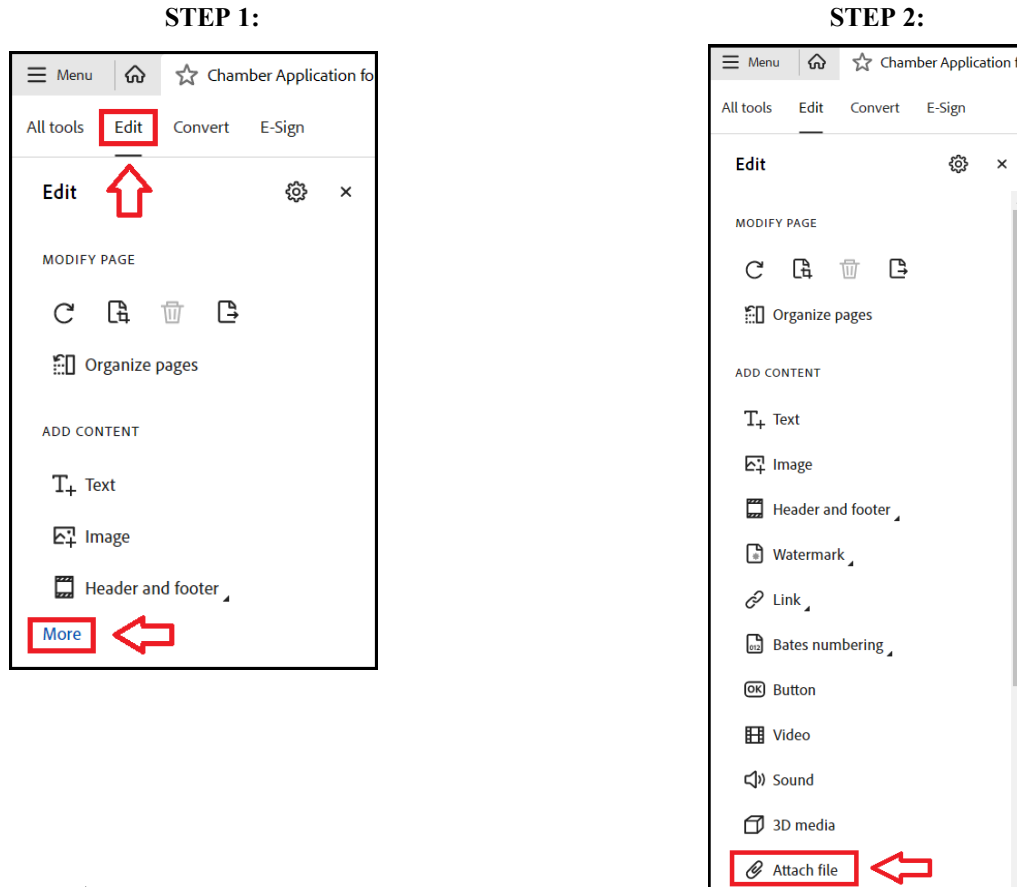
- Wednesday, April 10, 2024
- Wednesday, August 7, 2024

Accreditations and re-accreditations are valid for 5 years.

- I give permission for the Chamber of Commerce Executives of Canada (CCEC) to share our Chamber’s documents in their Member Resource Centre so that other Chambers can reference them as examples of best practices.

### Attaching Documents

You can attach documents to this PDF form by selecting **Edit > More > Attach File**. See the diagram below:



### Start a Master Accreditation Document:

In some cases, instead of attaching a document to support your application you'll need to provide a written explanation. Please include all required explanations in a master accreditation document. Include the reference number from the application checklist below, input the relevant information, and attach the completed file to this PDF.

## PILLAR 1: ORGANIZATION/GOVERNANCE

Reference #	Category	Definition	Verification	Complete <input checked="" type="checkbox"/> (For CACC Only)
<b>Mission</b>				
1	Mission Statement	The Chamber's Mission Statement (sometimes referred to as the Chamber's objective or purpose) should be clearly defined.	Include the mission statement.	
<b>Vision</b>				
2	Vision Statement	The Chamber's Vision Statement reflects the long-term achievements being pursued, and should be clearly defined.	Include the vision statement.	
<b>Bylaws</b>				
3	Bylaws	The Chamber must have a set of bylaws.	Attach your Chamber's bylaws. The items below will be verified against the bylaws document.	
3.1	Chamber Name	The name of the Chamber must clearly reflect the area that is represented by the Chamber.	Highlight the Chamber name in the bylaws document.	
3.2	Purpose	The purpose of the Chamber must clearly reflect the role of the Chamber.	Highlight the purpose in the bylaws.	
3.3	Membership qualifications	The Chamber must have membership criteria clearly defined in the bylaws.	Highlight membership criteria in the bylaws.	
3.4	Elected Board of Directors	The Chamber's bylaws must include a provision for an elected Board of Directors.	Highlight Board composition in bylaws.	
3.5	Directors' Elections	The procedures for electing Directors and Officers must be clearly defined in the Chamber's bylaws.	Highlight the election processes.	
3.6	Term Limits	Board member term limits and term renewals must be referenced in the bylaws	Highlight the reference to term renewals and limits	

3.7	Officers' duties	Officers' duties must be clearly defined in the Chamber's bylaws.	Highlight Officers' duties	
3.8	Directors' and Officers' Insurance and Indemnity	Directors' and Officers' indemnification must be clearly stated in the bylaws, and the Chamber must have Directors' and Officers' insurance in place.	Highlight the reference to indemnification in your bylaws.  Include the insurance policy number.	
3.9	Quorum	Required quorum for meetings (Board, executive, committees, and/or membership) must be clearly stated in the Chamber's bylaws.	Highlight the references to quorum in the bylaws.	
3.10	Meeting attendance	The Chamber's bylaws must address attendance/tenure issues, including consequences for Board member absences.	Highlight the reference to attendance/tenure in the bylaws.	
3.11	Statement of Signing Authorities	The Chamber's bylaws must have a statement regarding signing authorities and responsibilities regarding Chamber funds.	Highlight signing authority passages within the bylaws.	
3.12	Fiscal year	The Chambers's fiscal year must be clearly identified in the bylaws.	Highlight fiscal year in the bylaws.	
3.13	Auditing/review procedure	Auditing and financial review procedures must be described in the Chamber's bylaws.	Highlight the procedure within the bylaws.	
3.14	Amendments	The Chamber's bylaws must identify the procedure for bylaw amendments.	Highlight amendment procedure in the bylaws.	
3.15	Voting methods	<b>Required for Medium and Large Chambers Only:</b> The Chamber's bylaws must clearly state how votes are determined at meetings (Board, executive, committees, and/or membership).	Highlight voting methods section in the bylaws.	
3.16	Vacancies	<b>Required for Medium and Large Chambers Only:</b> The Chamber's bylaws must clearly identify the procedure for filling vacancies among Directors and Officers.	Highlight vacancy procedure in the bylaws.	
<b>Governance and Operations: Policies &amp; Procedures</b>				
4	Governance & Operations	The Chamber must keep an up-to-date Policies and Procedures Manual.	Attach a copy of the Chamber's Policies & Procedures Manual.	
4.1	Conflict-of-Interest Policy	The Chamber must have a Conflict-of-Interest policy in place.	Highlight the Conflict-of-Interest policy.	

4.2	Parliamentary Procedure	<b>Required for Medium and Large Chambers Only:</b> A parliamentary procedure (such as Robert’s Rules of Order) must be outlined in the Chamber’s policies, or in its bylaws.	Highlight the parliamentary procedure.	
4.3	Chamber Dissolution	<b>Required for Medium and Large Chambers Only:</b> A dissolution procedure must be outlined in the Chamber’s policies, or in its bylaws.	Highlight the dissolution clause	
4.4	Committee formation and authority	<b>Required for Large Chambers Only:</b> The Chamber’s policies and procedures must describe the process for forming committees and similar bodies such as task forces or councils. These policies/procedures should also address committee appointments, authority, accountability, and dissolution.	Highlight the relevant policies/procedures.	
<b>Incorporation</b>				
5	Incorporation documentation	The Chamber must be incorporated provincially or federally and must be in good standing with their corporate registry.	Attach a copy of the Chamber’s Articles of Incorporation or Charter.	
<b>Officers and Directors</b>				
6	Board Meetings	The Chamber’s Board of Directors must meet on a regular basis and record minutes from these meetings.	Include the current Board meeting schedule.  Include minutes from the past three Board meetings.	
6.1	Board Orientation	<b>Required for Medium and Large Chambers Only:</b> The Chamber must have policies or procedures in place to provide new Directors with an orientation that covers their roles and expectations.	Attach a copy of the Board orientation policies/procedures.	
6.2	Director and Officer Job Descriptions	<b>Required for Medium and Large Chambers Only:</b> Director and Officer roles must be clearly defined in either the Chamber’s bylaws or its policies.	Attach the policy or highlight in the bylaws the roles of Directors and Officers.	
6.3	Succession Plan and Nominations Process	<b>Required for Large Chambers Only:</b> The Chamber must have a succession plan and nominations process to assist with identifying and recruiting new volunteers for the Board of Directors and Executive.	Describe your Chamber’s succession plan and nominations process.	
<b>Strategic Plan</b>				
7	Strategic Plan	The Chamber must have a strategic plan that covers a period of at least three years, and identifies strategic priorities related to the Chamber’s mission.	Attach the Chamber’s strategic plan.	

7.1	Strategic Plan Review & Updating	The Chamber must have a process for reviewing the strategic plan annually and updating it every three years.	Describe the process for reviewing and updating the strategic plan.	
7.2	Strategic Planning Process	<b>Required for Medium and Large Chambers Only:</b> The Chamber must have a strategic planning process that gathers input from its Board of Directors and committees.	Include an agenda from the most recent planning session.	
7.3	Strategic Plan Communication and Updates	<b>Required for Medium and Large Chambers Only:</b> The Chamber must make its membership aware of the strategic plan and must update the membership on progress towards strategic priorities.	Provide an example of how the Strategic Plan and related updates are communicated to members.	
7.4	Strategic Plan Accessible Online	<b>Required for Large Chambers Only:</b> The Chamber must post its strategic plan on the Chamber's website.	Include a link to the strategic plan on the Chamber's website	
<b>Business Plan</b>				
8	Business Plan	The Chamber must have an annual business plan. This business plan should cover topics including communications, advocacy, membership recruitment and retention, and financial planning, and should identify how objectives in the business plan will be met.	Include a copy of the Chamber's annual business plan.	
8.1	Business Plan Review	The Chamber must review the annual business plan at least twice per year.	Include agendas or minutes from the most recent meeting that included a review of the business plan.	
8.2	Business Plan Responsibilities	Responsibilities related to business plan objectives must be clearly defined, and assigned to staff, board or committee members.	Highlight responsibilities within the business plan.	
<b>Organization</b>				
9	Organization Chart	The Chamber must have an organization chart that clearly shows how authority, accountability, and responsibility are allocated across staff.	Attach the Chamber's Organization Chart, and indicate which staff are responsible for: membership, events, and policy/advocacy	
9.1	Spokesperson	The Chamber must clearly designate a spokesperson in its policies or procedures.	Attach the policies/procedures that indicate the Chamber's designated spokesperson	
9.2	Record Keeping Procedures	<b>Required for Large Chambers Only:</b> The Chamber must have procedures that address how records are kept, how long they must be kept, and disposal of records.	Attach a copy of the Chamber's record keeping procedures.	

<b>Committees</b>				
10	List of Committees	The Chamber must either have committees focused on governance, audit/finance, and nominations, or must have its Board of Directors provide oversight of these functions.	Attach a list of the Chamber's committees, or indicate how the Board of Directors oversees governance, audit/finance, and nominations.	
10.1	Committee Terms of Reference	The Chamber must have terms of reference for each of its committees.	Attach the terms of reference for each of the Chamber's committees.	
10.2	Committee Evaluation	The Chamber must conduct an annual evaluation of committees and determine if they are contributing to the Chamber's mission.	Outline the process for evaluating the effectiveness and continuation of committees.	
<b>Staff/Personnel (Unstaffed Chambers are exempt from the requirements in this section)</b>				
11	Employee Handbook	The Chamber must have an Employee Handbook or similar document outlining policies and procedures related to staff.	Attach a copy of the Chamber's Employee Handbook.	
11.1	Code of Conduct	The Chamber's Employee Handbook must include a Code of Conduct.	Highlight the Code of Conduct in the Employee Handbook.	
11.2	Vacation Policy	The Chamber's Employee Handbook must include a Vacation Policy.	Highlight Vacation Policy in the Employee Handbook.	
11.3	Statutory Holidays	The Chamber's Employee Handbook must include a list of Statutory Holidays and any additional holidays observed by the Chamber.	Highlight the Statutory Holidays observed in the Employee Handbook.	
11.4	Employee Leave	The Chamber's Employee Handbook must include policies addressing paid and unpaid leave for staff, such as sick leave, bereavement leave, compassionate care leave, jury duty leave, and parental leave.	Highlight the policies in the Employee Handbook that address paid and unpaid leave.	
11.5	Disciplinary Action /Termination	The Chamber's Employee Handbook must include the procedures to be followed in the event of disciplinary action and termination of an employee	Highlight the policies in the Employee Handbook that address disciplinary action and termination.	
11.6	Travel Policy	The Chamber's Employee Handbook must include a travel policy. This policy may address topics including mileage and expense reimbursement or allowances.	Highlight the travel policy in the Employee Handbook.	

11.7	Safety Policy	The Chamber's Employee Handbook must include a safety policy. This policy may address topics including working alone, harassment and violence, drugs and alcohol, slips and falls, compliance with provincial/territorial safety standards, and other safety topics.	Highlight the safety policy in the Employee Handbook.	
11.8	Employee Benefits	The Chamber's Employee Handbook must include a listing of all employee benefits.	Highlight employee benefits in the Employee Handbook.	
11.9	Employee Job Descriptions	The Chamber must have written job descriptions for all management and non-management staff, with clearly defined roles and responsibilities.	Attach staff job descriptions.	
11.10	Performance & Salary Reviews	<b>Required for Medium and Large Chambers Only:</b> The Chamber must conduct annual performance evaluations and salary reviews for all management and non-management staff.	Attach performance evaluation and salary review forms.	
11.11	Professional Development	<b>Required for Medium and Large Chambers Only:</b> The Chamber must support professional development of its staff.	Attach a professional development policy, staff training plan, or highlight the line item for professional development in the Chamber's budget.	
<b>Finance</b>				
12	Annual Budget	The Chamber must have an annual budget and must approve year-to-date financial statements at every board meeting.	Attach a copy of the current annual budget  Attach a copy of the minutes from the past three board meetings showing approval of the year-to-date financials	
12.1	Financial policies	The Chamber must have financial policies in place. These policies must address topics including dues collection and delinquent dues, banking and signing authorities, and investments.	Attach a copy of the Chamber's financial policies.	
12.2	Financial review	The Chamber must undergo an annual, external financial review. This can be either a compilation engagement (also known as a notice to reader), review engagement, or audit engagement.	Attach copies of your Chamber's annual financial statements for the past two years that included an external financial review	



Technology				
13	Membership Database	The Chamber must have a system to track membership information, participation, and dues. This can be done using a CRM system, Excel, or other software.	Indicate what means the Chamber uses to track membership information	
13.1	Data Back-Up	The Chamber must have a data back-up system and procedures to ensure regularly scheduled back-ups of data and offsite/cloud storage.	Indicate how data is backed-up and the frequency of back-ups	
13.2	Data Protection & Privacy	The Chamber must appoint a privacy officer and must have a policy in place to protect the privacy of membership data. The Chamber must not sell or distribute its membership list or member data. The Chamber must use antivirus software.	Attach a copy of the privacy policy.  Identify who is the Chamber's appointed privacy officer. Indicate anti-virus software used.	
13.3	Technology Plan	The Chamber must have a Technology Plan, which may include matters such as goals for hardware/software, the technology budget, technology replacement plan, staff training, and vendors used for network administration and other information technology services.	Attach a copy of your Chamber's Technology Plan	

## PILLAR 2: POLICY & ADVOCACY

Reference #	Category	Definition	Verification	Complete <input checked="" type="checkbox"/> (For CACC Only)
<b>Policy Development</b>				
14	Policy Issues	The Chamber must be able to demonstrate member engagement on policy issues. This could be achieved through member surveys, roundtables, committees, or other means.	Attach an example of member engagement (e.g. a copy of a member survey, a summary report from a roundtable discussion, or minutes from a committee meeting focused on member policy concerns)	
14.1	Policy Process	The Chamber must have a process for developing policy positions/resolutions. All policy positions/resolutions must be approved by the Board of Directors.	Attach or describe the Chamber's policy development process.	
14.2	Local Issues	The Chamber must monitor local government and media to ensure awareness of emerging local issues.	Describe how the Chamber monitors local government and media.	
14.3	Policy Positions Manual	<b>Required for Medium and Large Chambers Only:</b> The Chamber must maintain Policy Positions Manual. This manual includes all policy issues the Chamber is working on and the Chamber's position on these issues.	Attach the Chamber's Policy Positions Manual.	
14.4	Rapid Policy Response	<b>Required for Medium and Large Chambers Only:</b> The Chamber must have a Rapid Policy Response approval process for fast breaking policy issues that require an immediate response.	Attach or describe the Chamber's Rapid Policy Response approval process.	
14.5	Provincial/Territorial & National Policy Debates	<b>Required for Medium and Large Chambers Only:</b> The Chamber must demonstrate collaboration on policy and advocacy with provincial/territorial Chambers and the Canadian Chamber of Commerce	Describe or provide an example of how the Chamber collaborates on provincial/territorial and national policy issues.	
14.6	Public Policy Forum	<b>Required for Medium and Large Chambers Only:</b> The Chamber must convene at least one forum annually which focuses on public policy; this could be an all-candidates, post-budget, economic, or other type of forum.	Attach promotional materials or planning documents showing that a forum was held.	

14.7	Policy Presentations	<b>Required for Medium and Large Chambers Only:</b> The Chamber must prepare written submissions or make presentations during at least one municipal, provincial/territorial or national consultation process annually.	Attach a copy of a written submission or presentation.	
<b>Advocacy</b>				
15	Contact Database	The Chamber must maintain a list or have access to contact information for locally elected officials including mayor and councilors, and local MPPs/MLAs/MNAs/MPs.	Attach a list of contact information for local elected officials or include links to where this information can be accessed.	
15.1	Media Contacts	The Chamber must maintain a list of all local and regional media outlets with contact information.	Attach a list of media outlets with contact information.	
15.2	Local Officials and Media	The Chamber must be able to demonstrate respectful working relationships with locally elected officials and media representatives. This includes meeting with local elected officials at least once per year.	Attach recent correspondence or other materials from meetings held with local elected officials.	
15.3	Advocacy Communications	The Chamber's approved policy positions must be communicated to the appropriate elected officials, the membership, and the media.	Attach examples of recent communications regarding policy positions with members, the media, and elected officials.	
15.4	Media Awareness	<b>Required for Medium and Large Chambers Only:</b> The Chamber must monitor media for mentions of advocacy efforts.	Include links to recent media mentions of advocacy efforts.	
15.5	Provincial and/or National Conventions	<b>Required for Medium and Large Chambers Only:</b> The Chamber must have attended and actively participated in either their provincial or national Chamber convention in at least 2 of the 3 past years. If the Chamber does not send a delegate to the provincial or national convention, they must assign a proxy.	Attach registration confirmation from the conventions attended, and proof of proxy assignment if relevant.	
15.6	Elections	<b>Required for Medium and Large Chambers Only:</b> The Chamber must be able to demonstrate engagement in local/regional, provincial/territorial, and federal election campaigns. This could be done by developing an election platform, organizing candidates' forums, distributing candidates' questionnaires, writing letters to the editor, or by other means.	Describe how your Chamber participates in elections and attach a copy of a questionnaire, letter, forum planning document, or other documentation to support your description.	

15.7	Action Calls	<b>Required for Medium and Large Chambers Only:</b> The Chamber must respond to “action calls” and “action alerts” from provincial/territorial and national Chamber’s advocacy initiatives.	Attach an example of a response to an action call/alert, such as communications supporting the call, or a response to the provincial/national Chamber explaining why support cannot be given.	
15.8	Elected Official Meetings	<b>Required for Medium and Large Chambers Only:</b> The Chamber must meet with relevant MPPs/MLAs/MNAs and MPs at least once per year to review issues of concern to the membership and there must be evidence of regular and ongoing communication.	Include a description of the last meeting or attach related correspondence.	
15.9	Advocacy Communications Plan	<b>Required for Large Chambers Only:</b> The Chamber must develop and implement an advocacy communications plan for each position adopted by the Board of Directors. The advocacy communications plan must set goals and the Chamber must measure its effectiveness.	Attach your advocacy communications plan.	
<b>Community Leadership</b>				
16	Community Leadership	The Chamber must be able to demonstrate active involvement and volunteering time towards initiatives that promote community prosperity and quality of life. This could include initiatives related to education and training, community promotion, economic development, community partnerships, or community consultations.	Describe your Chamber’s community leadership, and provide an example of participation such as related correspondence or media announcements.	

## PILLAR 3: MEMBERSHIP PROGRAMS/SERVICES

Reference #	Category	Definition	Verification	Complete <input checked="" type="checkbox"/> (For CACC Only)
<b>Membership Communications</b>				
17	Communications and Marketing Plan	The Chamber must have a communications and marketing plan outlining goals, target audiences and communications channels used by the Chamber.	Attach a copy of the communications and marketing plan	
17.1	Annual Report	The Chamber must publish an Annual Report or issue a written Year-in-Review to members describing the Chamber's activities over the past year.	Attach a copy of the Annual Report or Year-in-Review document.	
17.2	Website	The Chamber must have an active website.	Include a link to the Chamber's website.	
17.3	Membership Directory	The Chamber must produce an online membership directory that is updated at least annually.	Include a link to the Chamber's online membership directory.	
17.4	Member Survey	<b>Required for Large Chambers Only:</b> The Chamber must survey members at least annually to assess member satisfaction and solicit input for the strategic plan and annual business plan.	Include the results of the most recent survey.	
<b>Events</b>				
18	Networking	The Chamber must stage networking events that strengthen connections between members.	Attach promotional or planning materials from a recent networking event.	
18.1	Annual General Meeting	Must hold an Annual General Meeting (AGM) of members.	Include notice of AGM.	
18.2	Member Training and Education	<b>Required for Large Chambers Only:</b> The Chamber must provide training and education to members. This could include conferences, workshops, seminars, or other types of training and education.	Attach planning or promotional materials used for a recent training/education offering.	
<b>Benefits Programs</b>				
19	Member Benefits Package	The Chamber must have a Membership Benefits Package that outlines all benefits of Chamber membership.	Attach the Membership Benefits Package.	

19.1	Membership Benefits and Events Review	<b>Required for Large Chambers Only:</b> The Chamber must regularly review events and member benefits to ensure they are providing value to members.	Describe the process for reviewing membership benefits and events.	
<b>Services</b>				
20	Referrals and Information	<b>Required for Medium and Large Chambers Only:</b> The Chamber must curate information relevant to the local business community and must be prepared to respond to enquiries regarding the local economy and business conditions.	Describe how the Chamber curates relevant business information and maintains the expertise needed to handle business/economic enquiries.	
<b>Network Participation</b>				
21	Membership with Canadian Chamber of Commerce	The Chamber must be an active member of the Canadian Chamber of Commerce.	Confirm that your Chamber has a membership with the Canadian Chamber of Commerce	
21.1	Membership with Provincial/Territorial Chamber of Commerce	The Chamber must be an active member of their provincial/territorial Chamber of Commerce.	Confirm that your Chamber has a membership with the provincial/territorial Chamber	
21.2	Membership with Chamber of Commerce Executives of Canada	The Chamber must be an active member of Chamber of Commerce Executives of Canada (CCEC). CCEC offers complimentary memberships.	Confirm that your Chamber has a membership with CCEC.	