

## PNA MEMBERSHIP TERMS AND CONDITIONS: v3.7, 10/18/17

### PNA GENERAL POLICIES:

1. **Business Categories.** PNA permits one representative per category in each chapter. Like-Professions are allowed within groups if existing members are allowed to voice concerns & have a vote regarding if an applying like business is accepted.
2. **Membership Submissions.** All membership applicants are treated equally and go through the same vetting process. The VP of Membership at each chapter handles this process. Each Chapter's current officer group votes to accept each new applicant. To protect out members, applicants are voted in, so that on the off-chance there is ever an issue with that member, they can be legally voted out after appropriate steps are taken to resolve any issues. It is never assumed an applicant will be approved until they are contacted by the VP of Membership. Once an applicant submits, they are requested to not attend any other PNA meeting until they are approved or not. The Membership Coordinator should announce any candidates to the group prior to processing applications. It is the member's responsibility to file a concern with the Membership Committee of the chapter if a visitor "who submits an application in any way conflicts with the member's classification." If there are no complaints, the Membership Committee will "assume their consent."
3. **Members should represent their Primary Occupation, not a part-time business.** We encourage this rule because we want to ensure that every member is 100% focused on goals of growth of other members, the group and their own individual ROI. This also encourages that members become active in his/her community listening for quality opportunities & referrals to bring back to the group. Please note that "**Recruiting**" is not allowed at PNA. There are many successful *MLM/Multi-Level Marketing* businesses that flourish in our PNA environment, but we ask that you respect the focus and wishes of individual business owners and do not recruit. There could and likely would be participants over time of your product or services, but openly recruiting or speaking of is not allowed at our meetings.
5. **Category Changes** are allowed in a PNA group, as long as the change is to an available category. Changes must be submitted in written form to the serving Officer Body which reserves the right to approve or disapprove the new company or category. If approved, a Category change can occur with a (member- owed) \$75 processing fee.
6. **Employee Turnover** is a reality with any business. If an employee that is part of a PNA group leaves or is terminated by a company, the company reserves the right to fill that available position within 30 days, before the category is considered "open." While the membership fees would be accredited for time remaining in a term (1 year) the new prospect member will still be required to go through the standard application & vetting process with the understanding that they will not be immediately considered a viable candidate until standard processes are complete and credited membership application fee & dues are taken.
7. **An individual cannot be part of two PNA groups.** However, if your business has multiple employees covering different regions/territories, they may join other PNA groups representing your business. They will still need to go through the standard application & vetting process with the understanding that they will not be immediately considered a viable candidate until standard processes are complete and membership application fee & dues are taken.
  1. **Corporate Memberships** are allowed. **CM's** can have multiple members in one or numerous chapters, as long as different business categories are represented in a group. All members are still expected to apply, submit to the vetting process, and pay full membership dues and one-time application fee. If a Corporation is sold, membership is terminated. Membership is not transferrable to new owners. New owners may apply for a new **CM** and pay all associated new member fees.
  2. **Member Transfers between Chapters** are allowed if the proper paperwork is filled out completely and approved between both Chapters effected by such a request. The Leadership Committee of the destination Chapter must verify there is no competing business or category already filled initially. If none, the transfer can be approved. Member's **FIRST** transfer between Chapters is free, otherwise they will incur a \$75 processing fee. This is not just due to administrative needs to accomplish this, but also to discourage leap-frog memberships.
- 8) **Attendance is an important part of membership.** While we do not have a strict enforcement policy regarding attendance, it should be clearly stated that it's expected of all members on a weekly basis. Trust and getting to know

about each individual in the group can only be achieved by consistent participation and interaction. If a member requests a "leave of absence"; they are required to approach the current serving Officer Body of a PNA group and state their need. On a case-by-case basis, PNA is often able to reserve the category for a determined time period so members can attend to their needs outside of the chapter, knowing that their membership isn't in jeopardy. Only if it becomes clear after a maximum of 60 days that a member will not return, would they be contacted for clarification, and the current serving Officer Body would decide to open the now vacant category and pursue new membership. If no communication is had between an absent member and the serving Officer Body would the membership be considered defaulted, and therefore open to new members.

**9) Membership Conduct.** PNA Chapters are a place of business. We expect our members to communicate professionally and constructively, whether in person or virtually, handling dissent or disagreement with courtesy, dignity and an open mind, being respectful when providing feedback, and being open to alternate points of view.

**a.** When sharing information about the organization or any other PNA members via public communication channels, PNA expects its members to share responsibly and clearly distinguish individual opinion from fact.

**b.** PNA members are committed to providing a friendly, safe, supportive and harassment-free environment for all members, regardless of gender, age, sexual orientation, gender identity, gender expression, disability, physical appearance, body size, race, ethnicity, religion or other group identity.

**10) Unacceptable Behavior.** PNA does not tolerate unprofessional behavior or harassment of its members, or other persons involved in PNA activities in any way, shape or form.

1. **Harassment** includes offensive verbal or written comments, and negative behavior, either in real or virtual space, including those which are related to or are based upon gender, age, sexual orientation, gender identity, gender expression, disability, physical appearance, body size, race, ethnicity, relation or other group identity. Harassment also includes display of sexual images in public spaces, deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption of talks or other events, and unwelcome physical contact or sexual attention.
2. **Sexual language** and imagery are not appropriate for any member venue, including events, talks, workshops, social events, and social media.

#### **10a) Consequences of Unacceptable Behavior**

1. If an PNA member, in either real or virtual space, engages in inappropriate, harassing, abusive or destructive behavior or language the PNA Founders, once alerted by a Chapter Officer, will determine and carry-out the appropriate course of action, including warning the offender, suspension or expulsion from membership in accordance with PNA's Policies with no membership refund, and/or banning the offender from future PNA membership, events and activities.
2. All PNA members are expected to observe these rules and behaviors in all PNA membership venues, including online venues and conference social events where members seek to learn, network, and enjoy themselves, free from any type of harassment. Please participate as an PNA member responsibly and with respect for the rights of others.

**11) What to Do.** If you are being harassed, notice that someone else is being harassed, or have any other concerns about an individual's potential membership submission or current member's conduct, please follow the incident reporting procedures below:

**a.** To report an incident or problem, please file a written complaint to the PNA Membership Coordinator who has this document available. It can also be downloaded at [www.pnanetworking.com/forms](http://www.pnanetworking.com/forms).

**b.** The Officer will evaluate the concern and will communicate all findings to his/her Chapter President, Vice President and PNA Founders. The following results and/or next steps will occur:

- i. A PNA Founder will contact the complainant and/or the offending member directly for further explanation.
- ii. Based on results, a decision will be made for handling according to the PNA Member Conduct guidelines.
- iii. A decision will be made to/or not to revoke the offending member's membership with no refund.
- iv. This Membership Conduct policy is regularly reviewed and revised by the PNA Founders.

**12) Meeting Agenda.** Every PNA meeting is required to follow a set agenda in order to ensure that a professional and organized meeting occurs weekly. This is a vital component not only for existing members to be part of, but important for guests to see the meeting flow and experience our process. A meeting is comprised of the following:

1. President's Welcome, Introduction of PNA leadership
2. Membership Coordinator, Introduction of Guests
3. Vice President's Report
4. 45 second Commercials of each member & Guests
5. 1<sup>st</sup> Speaker of the Day, 8 minutes – Speech Breakout session to follow, 4-6 minutes
6. 2<sup>nd</sup> Speaker of the Day, 8 minutes – Speech Breakout session to follow, 4-6 minutes
7. Referrals & Testimonials
8. Door Prizes
9. Announcements
10. Meeting Adjourned

**13) Meeting length.** Standard PNA meetings last for 1 hour (60 minutes). If a group grows to the capacity of 30+ members and decides to extend the meeting length, it is up to the serving Officer Body to bring this to the attention of the group and determine the new finish time.

**14) Membership Dues.** PNA offers a (1) One-year membership to its members' of \$250.00. There is a one-time Application fee of \$75.00. PNA does not have monthly dues that it requires its members to pay. Often a breakfast (or lunch) is served or available as a choice, but not required. It is greatly encouraged that all our members considering ordering a meal or beverage at our supporting venues. We work hard to find locations that do not have dues-based requirements, but still believe in helping these locations.

**15) Referrals.** Referrals are the lifeblood on all our PNA networking groups. PNA doesn't hold its members to strict requirements or a weekly quota, but it is expected that members do their very best to contribute to the group by way of making sure they learn the methodologies of what a good referral is, how to listen for one, and what to do when an opportunity is found. However, PNA does not require members offer up referrals as to maintain membership. We understand that it can be difficult and recognize that certain businesses may have more exposure and opportunities than others to drive referrals. We also know that if members get to know every individual in their group they will become a well-educated extension of that person's sales team. Referrals will come naturally over time, and a good goal for Chapters to consider would be "1 referral for every meeting." Certain categories, such as lawyers/attorneys have ethical rules regarding this practice, which is another reason why we do not require referrals.

**16) One-To-Ones.** Every PNA member is encouraged to take time out of the normal meeting schedule to meet with other members to learn about each other's businesses. Members should take approximately 30 minutes each to describe in depth their business, and leave time as permitting for a Q&A. This is a key factor in becoming a better referral partner.

**17) Policies are subject to change. The Leadership Team in all Chapters will be notified regarding all changes.**