



UNITED STATES CHAMBER OF COMMERCE

# ACCREDITATION

## 2025 Accreditation Application for Local Chambers

### Section 3: Human Resources

# 3. Human Resources and Staff

## Standard

An Accredited chamber meets all federal and state regulations governing employers and acts as a catalyst in the professional development of its staff. Each chamber staff member recognizes his or her responsibility for implementing the decisions of the board of directors.

## Minimum Qualifications

- Distinct roles and job descriptions are set up for staff
- Staff understands chamber's mission and program of action
- Personnel policies are in place and current
- Meets federal and state regulations regarding employees

## Minimum Requirement Attachment Checklist

- A 3.1 Sample employee job descriptions
  - a) President/CEO or executive director
  - b) Administrative staff
  - c) Mid-level management (if applicable)
- A 3.2 Personnel policies

## Additional Criteria Attachment Checklist

- A 3.3 Agenda for the chamber's employee orientation program
- A 3.4 Employee performance review materials

## Section 3: Human Resources Minimum Requirements

### A. General

1. Please indicate the following:

a. Number of full-time employees \_\_\_\_\_

b. Number of part-time employees \_\_\_\_\_

c. Number of interns \_\_\_\_\_

2. Are there job descriptions for each staff position?

Yes  No

a. If yes, does each job description include: (check all that apply)

Job objective

Clear description of essential responsibilities and duties

Description of relationships and roles within the chamber

Knowledge and skills requirement

Job location

**A 3.1 Attach a sample copy of a current employee job description for each of the following: (a) Senior executive (b) Administrative personnel (c) Mid-level manager (if applicable).**

**Attachment (a) :** \_\_\_\_\_

**Attachment (b) :** \_\_\_\_\_

**Attachment (c) :** \_\_\_\_\_

3. Do employees understand the chamber's mission and strategic goals?

Yes  No

**B. Policies and Procedures**

1. Does the chamber have a centralized location for all personnel policies (Either on shared cloud-based or network drives, or published in a manual)?  Yes  No

a. If yes, please indicate what the policies include: (check all that apply)

(1.) Organization background

(2.) Personnel policies relating to:

i. Hiring

ii. Hours of work

iii. Discipline and dismissal

iv. Pay period

v. Benefits

vi. Absences

vii. Performance and evaluation

viii. Harassment

ix. Whistle-blower clause

x. Standard of conduct and ethics

(3.) Administrative policies

**A 3.2 Attach a copy of the chamber’s [personnel policies](#)<sup>i</sup>.**

**Attachment :** \_\_\_\_\_

### C. Federal Regulations

1. Does the chamber ensure compliance with the following federal regulations?  Yes  No

(check all that apply)

Note: If the chamber is not required to comply with a specific regulation, please indicate why in the explanation section below.

- a. Fair Labor Standards Act (FLSA)
- b. Equal Employment Opportunity Act (EEOC)
- c. Equal Pay Act
- d. Immigration Reform and Control Act
- e. Federal Unemployment Tax Act
- f. OSHA Act of 1970
- g. Consolidated Omnibus Budget Reconciliation Act (COBRA)
- h. Health Insurance Portability and Accountability Act (HIPPA)
- i. Civil Rights Act
- j. Pregnancy Discrimination Act
- k. Americans with Disabilities Act (ADA)
- l. Age Discrimination in Employment Act (ADEA)
- m. Family and Medical Leave Act (FMLA)

Explanation (where applicable):

## Section 3: Human Resources and Staff Additional Criteria

### A. General

1. Does the chief paid executive have complete internal administrative authority?  Yes  No
2. Are staff meetings held at least monthly?  Yes  No
3. Is there an orientation program for new employees?  Yes  No

**A 3.3 Please attach the agenda from the [employee orientation program](#)<sup>ii</sup>.**

**Attachment :** \_\_\_\_\_

### B. Policies and Procedures

1. Are the chamber's personnel policies reviewed annually?  Yes  No
2. Are employees required to attest to having read these policies?  Yes  No
3. Have the policies been reviewed by legal counsel in the last five years?  Yes  No

### C. Performance and Evaluations

1. How often is employee performance reviewed?  
 Quarterly  Semiannually  
 Annually  Other \_\_\_\_\_
2. Is staff included in the performance review process?  Yes  No
3. Is a process of continuous staff feedback encouraged?  Yes  No
4. Is the chief executive's performance reviewed?  Yes  No  
a. If yes, who conducts the reviews? \_\_\_\_\_
5. Are there systems in place for employees to share and suggest ideas?  Yes  No

**A 3.4 Attach a copy of the [employee performance review materials](#)<sup>iii</sup>.**

**Attachment :** \_\_\_\_\_

## D. Compensation and Benefits

1. Does the chamber have a salary system that is internally equitable?  Yes  No
2. Does the chamber have a salary system that is externally competitive?  Yes  No
3. Who approves salary increases? \_\_\_\_\_
4. Please indicate which of the following employee benefits are offered: (Check all that apply)
- a. Retirement plan (401K, pension, etc.)
  - b. Life insurance program
  - c. Health insurance
  - d. Vision
  - e. Dental
  - f. Vacation
  - g. Short-term disability
  - h. Long-term disability
  - i. Medical hospitalization program
  - j. Accidental death and travel insurance
  - k. Medical spending account
  - l. Paid federal holidays
  - m. Sick leave
  - n. Bereavement leave
  - o. Military leave
  - p. Dependent care spending account
  - q. Automobile and mileage reimbursement
  - r. Civic or country club membership
  - s. Employee Assistance Program (EAP)
5. How are employee benefits communicated to employees? (Check all that apply)
- Personnel policy and procedures manual
  - Employee newsletter
  - Direct correspondence between manager and employee
  - Employee orientation
  - Intranet or shared internal drives
6. Are benefits examined for competitiveness?  Yes  No
- a. If yes, how often? \_\_\_\_\_

## E. Hiring and Termination Practices

1. Are candidate background checks made during the application process?  Yes  No
- a. If yes, please indicate what the chamber is checking? (Check all that apply)
- Education  Employment
- Criminal background  Other \_\_\_\_\_
2. Are candidate references verified?  Yes  No
3. Are applicants required to have a drug test?  Yes  No
4. Are there guidelines for terminating an employee for poor performance?  Yes  No
5. Are exit interviews performed when employees leave the chamber?  Yes  No

## F. Employee Education and Training

1. What percentage of the budget is allocated to professional development and staff training? \_\_\_\_\_ %
2. Is staff fully trained to work on the chamber's software programs?  Yes  No
3. Is peer coaching provided?  Yes  No
4. Does the chamber pay for tuition reimbursement?  Yes  No
5. How many hours of business training is the chief executive expected to undergo annually? \_\_\_\_\_
6. Does the chamber encourage professional development for staff, management, and executive(s) including the IOM, CCE, and CAE designations?  Yes  No

a. If yes, please list credentials of management staff.

- b. Are any chamber employees currently pursuing the IOM, CAE, or CCE designation?  Yes  No
7. Check the programs or courses listed below that the chief paid executive and staff have participated in the past year:

	<b>Chief Paid Executive</b>	<b>Staff</b>
Institute for Organization Management	<input type="checkbox"/>	<input type="checkbox"/>
Institute Faculty/Class Advisor	<input type="checkbox"/>	<input type="checkbox"/>
State/Regional Chamber Executives Association Meetings	<input type="checkbox"/>	<input type="checkbox"/>
American Chamber of Commerce Executives Annual Management Conference	<input type="checkbox"/>	<input type="checkbox"/>



8. List the number of hours and type of business training that each full-time staff member has undergone in the past year. **Please sum the total number of training hours for all full-time employees at the bottom of the page or in attachment.**

Staff and title	Conference / Seminar	Courses or type of development	Location	Trainer	Hours
Total number of hours					

If a staff training outline already exists in a file, you can attach the file in the space provided and check the box to the left.

**Attachment :** \_\_\_\_\_

## Supplementary Information

Applicants can use this page to enter or attach supplementary information not required by the application.

Please note that the U.S. Chamber of Commerce will review the material, but does not score supplementary information either as a part of the application process or as a basis for designating the chamber as Accredited, Accredited with 3 Stars, Accredited with 4 Stars, or Accredited with 5 Stars.

Supplementary information may be awarded up to five discretionary points as deemed by the Accreditation consultant for exceptional policies or best practices.

Comments can be entered in the space below.

Additional documents can be attached here : \_\_\_\_\_

<sup>i</sup> **Personnel policies:** The Accrediting board requires the creation of a human resources personnel policy comprised of chamber personnel policies, employee benefits, general office procedures, administrative policies, and job descriptions. The chamber's personnel policies should be shared with all employees. For sample employee policy and procedures, refer to the best practices Web page at [http://www.uschamber.com/chambers/accreditation/best\\_practices.htm](http://www.uschamber.com/chambers/accreditation/best_practices.htm) [Return to Page 12](#)

<sup>ii</sup> **Employee orientation program agenda:** The agenda from an organized orientation program provided to new employees to help them better understand the chamber, its policies, and work expectations. For sample new employee orientation agenda, refer to the best practices Web page at [http://www.uschamber.com/chambers/accreditation/best\\_practices.htm](http://www.uschamber.com/chambers/accreditation/best_practices.htm) [Return to Page 14](#)

<sup>iii</sup> **Employee performance review materials:** While the Accrediting board does not require a formal system to evaluate the chamber's employees, it is strongly recommended that the chamber have either a standardized form or written criteria that it uses to evaluate the chamber staff. For sample employee evaluation materials, refer to the best practices Web page at [http://www.uschamber.com/chambers/accreditation/best\\_practices.htm](http://www.uschamber.com/chambers/accreditation/best_practices.htm) [Return to Page 14](#)