



Policy Manual for the
**PROJECT MANAGEMENT INSTITUTE
MANITOBA CHAPTER INC.
(PMI MANITOBA)**

Last updated on May 16, 2019.

Approved by majority at the Board of Directors Meeting on June 18, 2019.

PMI MANITOBA POLICIES

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Revision History

| Date Updated | Reason | Date approved by Board of Directors |
|--------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| 18-Dec-2018 | New policy manual that replaces prior policies approved on 2013. | 18-Dec-2018 |
| 16-May-2019 | Changes to Policy 3.0 to reduce contract threshold to \$5,000 and to require competitive bidding with minimum 3 quotes. | 19-Jun-2019 |
| | | |

Purpose of this Policy

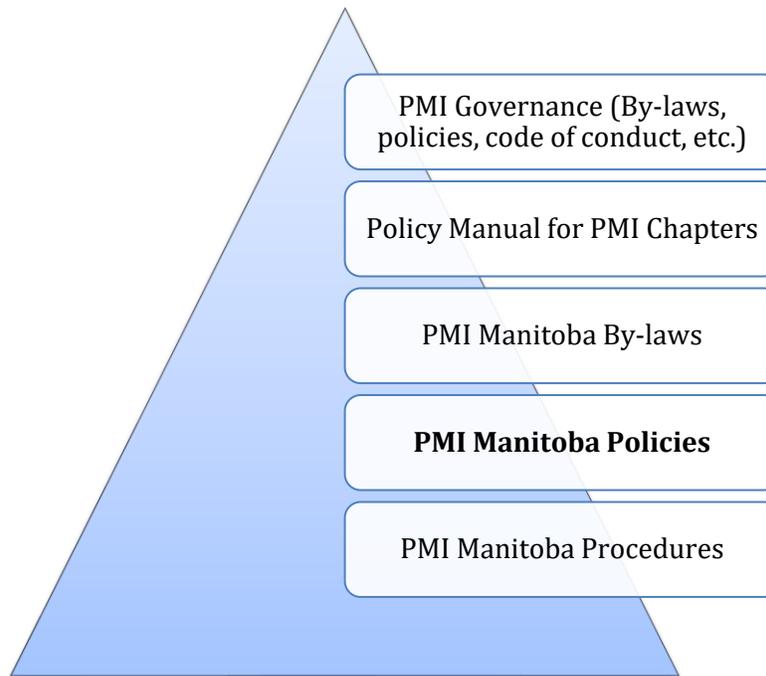
This policy manual is an extension to the Project Management Institute's *Policy Manual for PMI Chapters* to establish chapter-specific rules, intentions and directions for the governance of PMI Manitoba.

Chapter volunteers including elected members of the Board of Directors are expected to comply with these policies.

As per PMI Manitoba's chapter by-laws, policies must be revised and approved by the Board of Directors via majority vote.

For any discrepancy between these policies and *Policy Manual for PMI Chapters*, the latter should prevail.

PMI Manitoba's governance follows the below structure:



1.0 Disbursement of Promotional Items

The purpose of this policy is to set guidelines for the disbursement of PMI Manitoba's promotional items.

1. The Director of Marketing must maintain a current inventory of promotional items. This inventory shall be limited to the forecasted demand and within the allocated budgeted amount for that year.
2. A Board member may request promotional items from the Director of Marketing for routine chapter events (chapter meetings, conferences, networking events, etc.) without Board approval, if the items can be supplied:
 - 2.1. Within the current inventory; or
 - 2.2. At a total cost of purchase within the allocated budget and a unit cost equal or less than \$5.00.
3. Any promotional items that do not meet the criteria above or where the total cost is in excess of the allocated budget amount must be approved by the Board.
4. An inventory update should be maintained by the Director of Marketing and available to the Board on request.

2.0 Fee Reduction for Volunteers

The purpose of this policy is to set guidelines for reducing fees for volunteers at PMI Manitoba events.

1. At the discretion of the Director, volunteers on committees who put in a significant amount of effort (20+ hours) in planning/running the event, may be eligible to reduced fees or complimentary admission, as per the following criteria:
 - 1.1. In the event a volunteer must be in attendance at an event to support the running of the event and if that event were unable to run as planned without that volunteer, the volunteer's fee to attend that event will be waived. The volunteer will receive PDUs for volunteering but will not be entitled to receive educational PDUs for the event. The volunteer's food and beverage in this instance will be complimentary.
 - 1.2. If the volunteer is not required to be at the event as specified above, the following guidelines will apply
 - 1.2.1. If the volunteer's employer provides reimbursement to attend professional development events, the volunteer must pay the cost of the event in full and request reimbursement from their employer.
 - 1.2.2. If the volunteer's employer does not provides reimbursement to attend professional development events, the volunteer may have their fees reduced to the actual cost per person, at the discretion of the Director.
2. The Board must approve all other requests for reducing fees/costs for attendance by volunteers to PMI Manitoba events, subject that sufficient expense budget has been allocated.

3.0 Review of Contract or Letter of Agreement

The purpose of this policy is to describe who must review and approve contracts or letter of agreements that PMI Manitoba may be entering in.

Routine contracts are described as open-ended or repetitive contracts for continuous goods or services (e.g. website hosting). Non-routine contracts are described and contracts for discrete goods or services (e.g. conference venue or speakers).

Routine Contracts

1. Routine contracts or letter of agreements already approved by the Board do not need to be reviewed on an individual basis by the Board upon renewal, unless fees have increased above a 10% threshold.
 - 1.1. If threshold is exceeded, the policy for non-routine contracts will apply including reviewing alternate vendors and signing authorities.

Non-routine Contracts

2. A minimum of three (3) estimates or quotes including any incumbent or alternate vendors must be obtained before signing a contract or letter of agreement.
3. For non-routine contracts under \$5,000, the submitting Director and one Officer (President, Vice President(s), Secretary or Treasurer) must review and approve any document that binds PMI Manitoba into a contract or letter of agreement with another party.
4. Non-routine contracts exceeding \$5,000, must be approved by Board majority.
5. Contracts or letter of agreements may only be signed by a Board member.

4.0 Third-Party Information Distribution

The Manitoba Chapter will not distribute third-party information to our members via direct e-mail communication.

The Manitoba Chapter will not distribute third-party information to our members via website, newsletter and social media communication, with the following exceptions, at the discretion of the Board:

1. Free events, meetings, training or webinars, which are solely for the benefit of the membership; and that are relevant within the Project Management field.
2. Events from a joint venture between PMI Manitoba and a Corporate Partner, such as a Sponsor, Educational Provider or a Professional Association. Other events or goods and services offered by a Corporate Partner will not be advertised.
3. PMI Manitoba can recognize Corporate Partners via electronic means as part of a sponsorship package without advertising their goods and services offered.

5.0 Group Discounts

The purpose of this policy is to describe in what circumstances group discounts may be given by PMI Manitoba.

1. At the discretion of the Director, a group discount can be given to an organization that registers at least 10 individuals to a PMI Manitoba event. The amount of discount will be 10% of the published price.
2. An additional 5% group discount can be applied if an organization registers more than 20 individuals, at the discretion of the Director.
3. Group discounts should apply based on member and non-member status of each registered individual.
4. Group discounts may apply in conjunction with an early bird discount, if registration takes place within the required timeframe.
5. Group discounts or total combination of discounts should not reduce the price below actual cost.

6.0 Cancellations

The purpose of this policy is to describe PMI Manitoba's cancellation policy.

Individual Cancellation

1. If a registered individual cannot attend an event and PMI Manitoba is notified prior to the event's registration deadline, PMI Manitoba will refund the registration fee in full via a electronic refund.
 - 1.1.Exception: If the registered individual is part of a Group Invoice, PMI Manitoba will offer a coupon voucher for a future event.
2. If the registered individual notifies PMI Manitoba after the event's registration deadline, the individual is not eligible for a refund. Substitutions will be allowed as long as the person substituting is eligible for the same price as the person they are taking the place of.

Group Cancellation

3. For group cancellations where PMI Manitoba is notified prior to the event's registration deadline and the registration was paid via the website, PMI Manitoba will refund the registration fee in full via a electronic refund.
4. For group cancellations where PMI Manitoba is notified prior to the event's registration deadline and the registration was paid via Group Invoice, PMI Manitoba will apply a 2.5% cancellation administration fee that covers the refund processing costs. This fee should be publicized in the refund policy for that event.
5. For group cancellations where PMI Manitoba is notified after the event's registration deadline, the Director will notify and obtain approval from the Director of Finance with the appropriate cancellation administration fee depending on the sunk costs incurred due to the late notice.

6. Substitutions will be allowed as long as the person(s) substituting is eligible for the same price as the person they are taking the place of.

7.0 Nomination and By-Law Dates

The purpose of this policy is to establish accepted timelines for PMI Manitoba's election and by-laws voting process.

| <u>Process</u> | <u>Timing</u> |
|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| AGM | Must take place within 90 days after Jan 1 |
| <i>The President is responsible to ensure the following activities are done:</i> | |
| President appoints Chair of Nominating Committee. Chair establishes Nominating Committee (if required). | No later than December 1 |
| The Nominating Committee nominates current incumbents (who are letting their names stand) for Officers and Directors. | By 55 days before AGM |
| Email to membership announcing Nominations now open for Officers and Directors. Email would include names of incumbents. | By 55 days before AGM |
| Membership Director should ensure proxy votes for Officers / Directors and by-law changes are available. | By 55 days before AGM |
| Email to member saying nominations are closed. | 35 days before AGM |
| AGM notice to members that would include by-law changes & nominations list (Bio's). | 30 days before AGM - As per by-laws |
| Proposed by-law changes are voted on (passed by 2/3 vote). Successful nominees for open BOD positions are announced to the membership. | AGM |

8.0 Non-Members Pricing

The purpose of this policy is to set guidelines for non-member pricing as well as describe when PMI Manitoba will allow non-members to receive member rates on events.

1. When pricing PMI Manitoba events, there should be at least a 20% price difference between member and non-member rates for events.
2. Non-members will be required to pay non-member rates if they are not a PMI Manitoba member at the time they are registering for a PMI Manitoba event.
3. If the non-member becomes a PMI Manitoba member within 60 days of the event, the new member may apply for a refund for the difference between the member and non-member rate for the event.
 - 3.1. The Membership Director will verify that the member applied and was awarded membership within 60 days following the event.
4. Exceptions to this policy can be made at the discretion of a Director under circumstances outside of the control of the member, as deemed reasonable.

9.0 Dissolution Policy

This policy is an addition to the *Chapter Dissolution Policies* outlined in the *Policy Manual for PMI Chapters* to describe what PMI Manitoba will do to financially prepare for the possibility of dissolution.

1. In the event PMI Manitoba ceases to operate, any assets that remain after meeting all financial obligations will be donated to the United Way Winnipeg.
2. The Board of Directors shall ensure that a minimum balance of funds be identified as a “Contingency Reserve”. The funds in this Reserve shall be maintained to cover any possible costs that the Chapter would reasonably incur in the event where dissolution of the Chapter has been deemed required. The amount of the “Reserve” shall be reviewed and if required modified by the Board of Directors on an annual basis.
3. The amount of the “Reserve” shall be identified in the Chapter’s annual financial statements.

10. PMI Leadership Meeting Attendance

The purpose of this policy is to describe PMI Manitoba's criteria for selecting Board members to attend the bi-annual PMI Leadership and Regional meetings.

1. When 1 person has been budgeted for, the President shall represent PMI Manitoba.
2. When 2 people have been budgeted for, the President and President Elect shall represent PMI Manitoba.
3. When 3 or more people have been budgeted for, the President, President Elect and other Board member(s) who meets the following criteria shall represent PMI Manitoba:
 - 3.1. Longest serving Board member that has not attended a PMI Leadership Meeting before. The next longest serving Board member will be selected if the longest serving Board member is unavailable and so forth.
 - 3.2. Board members traveling on Chapter business must arrange for out-of-province medical insurance coverage. PMI Manitoba will cover this cost, only in the event the member does not have out-of-province insurance through their employer or spouse's employer medical plan
4. If the President or President Elect are unable to attend, another Board member may attend based on above criteria.

11.0 Chapter Expense Reports and Reimbursements

The purpose of this policy is to set guidelines for Chapter Expense Reports and reimbursements.

1. When a Board member submits a Chapter Expense Report it must be accompanied by supporting receipt(s).
2. If the expense is for food and beverage the attendees of the meeting must be listed on the back of the receipt or in the form.
3. The exception to this is if the attendees are already documented elsewhere (BOD Minutes, registration lists, etc).
4. Two Board member approvals are required for each report. The member submitting a Chapter Expense Report must not approve their own report.
5. The President and Vice President must get another Board member other than the President/Vice President to approve their Chapter Expense Report.

Cash Handling

6. When cash is received at a PMI Manitoba event, the amount of cash will be documented on the envelope and verified by 2 people (verify expected cash receipts to cash received).
7. When the money changes hands (from a Board Director to the Treasurer) the Treasurer will recount the monies and verify the amount with the Director and initial the envelope.
8. The Treasurer will then deposit the cash into the bank.
9. An attendee list for all PMI Manitoba events should be made available to the Treasurer on request and for audit purposes.

12.0 Volunteer Recognition Guidelines

The purpose of this policy is to set guidelines for awarding PDUs for committee work as well as recognizing volunteerism throughout the PMI Manitoba Chapter.

Definition of a volunteer

Any person who contributes uncompensated time to the chapter in an effort to help the chapter reach its organizational goals. Volunteers may or may not be chapter members. Preference is given to members.

1. Volunteers will receive up to a maximum of 25 PDUs per calendar year for volunteering based on the amount of hours worked. PDUs should be awarded following the guidelines established by PMI Global.
2. It is the Directors' responsibility to issue PDU letters to volunteers.
3. Volunteers will be recognized annually at the PMI Manitoba gala. Their recognition consists of free admission to the event, which includes food and beverage, as well as a certificate of appreciation.
4. Board Member responsibilities include:
 - 4.1. Ensure the above criteria are met prior to the distribution of PDU letters and volunteer recognition gifts.
 - 4.2. Ensure all committee chairs and volunteers are aware of this policy.

13.0 Audit Committee Guidelines

The purpose of this policy is to provide an understanding of the objectives, makeup and duties of an Internal Audit Committee.

Objectives of Internal Audit

1. Review financial books and make sure that they are in accordance with generally accepted accounting principles.
2. Ensure that the financial books are being kept up-to-date on a timely basis.
3. Look for opportunities to improve internal financial controls.

Make-up of Internal Audit Committee

4. The Audit Committee should be made up of three (3) non-elected chapter member volunteers. In the event there is no member volunteers willing to take on the role, the committee should be made up of three (3) Board of Directors, except for the following roles to ensure segregation of duties:

4.1. Treasurer

4.2. Vice-President of Operations

4.3. President

5. Every effort should be made to ensure that there is one returning member on the committee. If that is not possible then ensure that appropriate knowledge transfer takes place.

Duties of Internal Audit Committee

6. Meet quarterly to review the financial books:
 - 6.1. Review the deposit book entries and bank statement(s) to make sure they match.

- 6.2. Review cheque stubs and ensure that there is a corresponding expense statement.
- 6.3. Review a representative sample of the expense statements to ensure they follow our accounting principles.
- 6.4. Ensure monthly bank reconciliation have been completed.
- 6.5. Review investment account and check withdrawals and deposits. Ensure transfers are in accordance with investment policy set by the Board.
- 6.6. Review existing financial processes looking for improvements and review the audit committee roles and responsibilities.
- 6.7. Treasurer to provide a backup of PMI's financial books to members of the Audit committee on a monthly basis.
- 6.8. Review year-end financial statement.
- 6.9. Meet with the external auditor to review the year end statements and discuss any financial process improvements recommended.
- 6.10. Report findings to the Board of Directors on a quarterly basis.

14.0 Job Posting Guidelines

The purpose of this policy is to provide guidelines for advertising career opportunities on our web-site. The objective of this policy is to allow employers and not-for-profit organizations to advertise project management career opportunities in our province.

1. PMI Manitoba is posting this information as a service to its members.
2. PMI Manitoba charges a nominal fee to the posting organization to cover administration effort. The fee must be advertised on the website.
3. IT/Communications will be responsible for the managing of this initiative since it involves mostly web communications.
4. PMI MB will advertise the opportunity in the newsletter and social media posts as a service to its members.
5. PMI Manitoba should not dictate the contents of the opportunity.
6. Opportunities will be posted for 30 days or until the expiry date provided by the employer or not for profit organization, whichever is earliest.
7. PMI Manitoba has unilateral “right of refusal” to not post the opportunity.
8. PMI Manitoba will not post resumes on the website.
9. A disclaimer is to be listed on the web-site (in the career section) that states:

“PMI Manitoba cannot and does not endorse the organization or the career opportunity listed below. PMI Manitoba will not participate in any discussions, decisions, negotiations, etc. It is solely up to the individual and the organization to discuss the opportunity.”

15.0 Conflict of Interest

The purpose of this policy is to identify the policy and mechanism by which PMI Manitoba will recognize and respond to potential conflicts of interest. This policy should adhere to the *PMI Global Code of Ethics, Conflict of Interest* policy, *PMI Manitoba Chapter Bylaws*, and *Policy Manual for PMI Chapters* available. In the event of a discrepancy between this policy and the PMI Global policies, the latter should supersede.

1. Participation on the Board of Directors and on Board Committees constitutes acceptance of the underlying standards set out in the *PMI Global Code of Ethics, Conflict of Interest* policies, *PMI Manitoba Chapter Bylaws*, *Policy Manual for PMI Chapters*, as well as this Policy Manual.

In addition to the PMI Global standards:

2. Board of Directors will refrain from taking part in door prize draws at Chapter meetings, AGM and Professional Development functions sponsored by the Chapter.
3. Board of Directors may participate in Chapter prize draws where **all** participants receive a prize i.e. social functions such as golf and curling events.

Mechanism

1. At the annual Board transition meeting, held after the AGM, all Board members are required to review and abide by the *Conflict of Interest* policies from PMI Global.
2. All Board members are required to self-identify verbally or in writing, to the Board, any potential conflicts of interest that may arise for themselves or any of their Committee members during the course of their term on the Board.
3. All instances of potential Conflicts of Interest will be reviewed by the Board at their next scheduled meeting. A resolution will be agreed to by majority vote and recorded in the minutes.

16.0 Disclaimers

The purpose of this policy is to collate and summarize common disclaimers that must be used when developing or updating PMI Manitoba contracts and other letters of agreement whether paper based or electronic. Other PMI Manitoba documents, e.g. membership directory, handouts, etc., may have unique copyright, privacy or other clauses and these are not addressed by this policy. The collection of disclaimers below is the minimum set of clauses to be included in contracts and other letters of agreement and is not intended to be an exhaustive list.

Required clauses:

1. The PMI Manitoba Chapter Inc. is not responsible for personal property that becomes lost, stolen or damaged during an event. PMI Manitoba Chapter Inc. encourages all individuals to maintain the security of their personal property at all times.
2. PMI Manitoba Chapter Inc. is not responsible or liable for any injuries incurred during any social events hosted by PMI Manitoba Chapter Inc.
3. A photographer may be on site to document events and activities including delegates. Photographs are the sole property of the PMI Manitoba Chapter Inc. By registering for or attending these events, attendees understand and agree that all photographs may be used for promotional purposes.

17.0 LinkedIn Group

The purpose of this policy is to establish guidelines for professional online networking sites such as LinkedIn Groups or similar.

1. LinkedIn Groups representing the chapter will be overseen and moderated by the Director of IT/Communications or an appointed committee member(s).
2. Access to the chapter's group will be free for chapter members.
3. Membership will be open only to chapter members and other chapter contributors (such as non-member chapter volunteers) at the discretion of the moderator.
4. The primary purpose of the online networking will be to promote professional networking and discussion. This purpose will be made clear to all applicants and members. The group moderator will not encourage or engage in conversations irrelevant to the chapter's purpose (i.e. list your favorite TV shows), but need not act adversely upon them unless they are objectionable in nature or cause member complaint.
5. Group moderators will regularly review group posting content, but will not be expected to read each member post individually.
6. Posts by individual members do not necessarily express the opinions of PMI Manitoba Chapter. The chapter accepts no responsibility for posts made by individual users and a disclaimer to this effect will be made visible for individual members.
7. The moderators will respond to alerts from group members as to inappropriate or objectionable content in a timely manner. If the moderator verifies that a posting is objectionable, (s)he will take a screenshot and then remove that posting. It will be replaced with a message that indicates that the post was removed by the moderator. The moderator will pass the screenshot to the Director of IT/Communications in case further action is warranted.

8. Inappropriate or objectionable content includes:
 - 8.1. Off-color language and humor.
 - 8.2. Discriminatory remarks against any persons based on age, gender, marital status, race, religion, sexual preference, etc.
 - 8.3. Chain mail posts.
 - 8.4. Political endorsements/statements.
 - 8.5. Prayers or religious recruitment.
 - 8.6. Advertising for personal service or product not related to project management (i.e. Avon).
 - 8.7. Alerts to viruses, etc.
 - 8.8. Announcements of business or networking events/activities that compete with or are PMI Manitoba or are judged to be in poor taste or objectionable by the moderator.
9. Action taken against members who abuse the online services will be at the discretion of the Director of IT/Communications and may include removal from the group.

18.0 Social Media Policy

This policy is an extension the Social Media Policy outlined in the *Policy Manual for PMI Chapters* to establish guidelines for usage of social media (Facebook, LinkedIn Company Page, Twitter, etc.) by PMI Manitoba.

1. The Director of IT/Communications is responsible for the social media content distribution and access.
2. The purpose of the social media accounts is:
 - 2.1.To connect with members and future members.
 - 2.2.To advertise chapter events and communicate announcements.
 - 2.3.To extend content from the newsletter and website to the social media followers.
 - 2.4.To forward content from PMI Global, that will benefit the chapter members and followers.
 - 2.5.To connect with external organizations and corporate partners.
 - 2.6.To share media (photos, videos) from PMI Manitoba chapter events.
3. The Director of IT/Communications may delegate content management capabilities to committee members. He/she may retract content management capabilities if these are deemed to be inappropriate or non-compliant to this policy or PMI Global's *Code of Ethics*.
4. PMI Manitoba will not advertise or post any third-party material, or content that may not comply with any chapter policies or may be deemed a conflict of interest.
5. Posts by individual members do not necessarily express the opinions of PMI Manitoba Chapter. The chapter accepts no responsibility for posts made by individual users.
6. Action taken against members who abuse the online services will be at the discretion of the Director of IT/Communications and may include removal as a follower or a complete ban.

19.0 Service Levels to Members

This policy is an extension to the Adherence to Fiduciary Duties policies outlined in the *Policy Manual for PMI Chapters* to establish guidelines for responding to member (and future member) inquiries in a timely manner and provide a minimum level of service.

1. Inquiries to info@pmimanitoba.org will be managed by the Director of Governance. The Director of Governance will respond to simple inquiries. The Director of Governance must respond or forward to the appropriate Director in no longer than 48 hours after the receipt of the request.
2. Inquiries forwarded to Directors, or made directly via the website or email address, should be responded to by each director in no longer than 48 hours after the receipt of the request.
3. Exceptions to these standards may apply for long weekends or statutory holidays, where a response should not exceed 96 hours after received.
4. Directors are expected to setup their PMI Manitoba email on their mobile phones to be able to respond to members even if they do not have access to a personal computer.

Absences or Leaves

1. In the event of a planned absence, such as vacation or work trip, each Director is expected to setup their out-of-office notification, specifying length of absence, return date, and alternate contact in the event a member requiring immediate assistance.
2. In the event of an unplanned absence, such as illness or unexpected leave, the Director must inform the Board. It is at the Board's discretion to assign an alternate person to attend to the Director's mailbox, depending on the length of absence. A Director's mailbox should not be left unattended for longer than 5 business days.