



# **POLICIES & PROCEDURES**

# INTRODUCTION

You should consider the following policies as the basic parameters of your authority...the rules, if you will, by which your office must function.

## MARKS AND LOGO APPROVAL

American Honda Motor Co., Inc. has the right, license, and ownership (in the 50 states of the U.S.A., the District of Columbia, Puerto Rico and the U.S. Virgin Islands) to use the trademarks 'GOLD WING', 'WING' and the 'WING DESIGN' anyway it wishes. GWRRA is a licensee with American Honda and has permission to use and reproduce these names and marks on items of insignia indicating membership in LICENSEE (GWRRA) as may be approved by LICENSOR (American Honda).

There are two more important items of the agreement to convey so you are aware of the why's and wherefore's of our policy regarding the use of logos, names and marks.

"...LICENSEE (GWRRA) agrees that all goods and services in connection with which it uses the marks GOLD WING and/or WING and/or WING DESIGN and/or the Licensed Name shall be to the standards, specifications and quality established from time to time by LICENSOR (American Honda)... and:"... LICENSEE may authorize local Chapters of LICENSEE located in the Licensed territory to use the Licensed Names and the Licensed Marks only to the same extent as LICENSEE is licensed hereunder but without the right to further sub-license; provided that such Chapters shall be under the direction and control of LICENSEE and that LICENSEE shall require that each such Chapter and all such uses comply with all the terms and conditions of this Agreement..."

With all of that said, you now understand the importance of the logo, name and marks approval requirement that has been instituted. We shall now describe the use of Marks.

## COMMERCIAL USE OF 'MARKS'

Any individual, Officer, Chapter or company may apply to GWRRA for permission to use its insignias, emblems and/or logos, including, but not limited to, 'GWRRA,' 'Wing World,' 'Wing Ding,' Logo and Corporate Name. All such situations are licensed or copyrighted or registered as trademarks and hereafter referred to as 'Marks.' Marks reproduced in any form **for a marketable value** cannot be manufactured, marketed or sold without written approval of the Executive Director of GWRRA according to policy established by the Board of Directors. Requests for such license shall include sample or drawing of item, costs, marketing strategy, quantities, material, resale price, etc. License tenure is for twelve (12) months from the written date of GWRRA's approval and subject to renewal each January. The license fee is \$750 per year, per category and payable in advance, submitted to the GWRRA Home Office in Phoenix. A pro-rated fee will apply to license purchases of eleven months or less.

There is also a Wing Ding-only license that is good for the month of July. Contact the Home Office for details.

## OFFICER USE OF 'MARKS'

It is important to understand the distinction between 'COMMERCIAL' and 'OFFICER' use of marks. Briefly stated, income is the primary criteria. **If income is generated**, 'COMMERCIAL' use will be adhered to. Requests are automatically granted if the following criteria are met:

- 1) The reproduction of the 'National Logo' is exact and utilized on high quality products that convey a positive image of GWRRA.
- 2) The reproduction is used only for GWRRA events.
- 3) When using, the 'Logo', only the proper rendition is acceptable...insure that the word 'International' and registration/copyright mark, do not appear.
- 4) There is no income or "sale" of the item.

It is not within the authority of a GWRRA volunteer Officer to approve marks utilization. Such authority can only come from the GWRRA Home Office in Phoenix. If the item is not used to generate income and is used only for identification of GWRRA Member events, approval is not needed. Other marks may not need approval — subject to quality standards as mentioned above— and, in certain

circumstances, income MAY be generated for use as office fund raising. If in question, ask the Executive Director.

## CHAPTER PATCHES

The National LOGO cannot be subordinate to any other. The only official back patch is the 10" National LOGO. For Chapter identification, with approval of the District Director, a four (4) inch (or less) chest-type LOGO patch will give any Chapter the individual identification desired. Keeping in mind that Chapters are an arm of GWRRA, the foremost emphasis is always on our National Logo. Chapter patches must have at least one of the following on the patch: "GWRRA," "Gold Wing Road Riders Association" or logo.

## MAILING LABEL REQUESTS

If a GWRRA Officer requires mailing labels from the Home Office, the request (See <http://www.gwrro.org/oconnect/Officerresources.html>) should be submitted to the Region Director for approval. Once the Region Director has approved the request, it will be forwarded to the GWRRA Home Office in Phoenix. The cost for mailing labels is \$.08 per label and payable upon receipt.

## GWRRA, ITS EVENTS AND ALCOHOLIC BEVERAGES

While GWRRA makes no attempt to legislate policy as it relates to an individual's freedom, we must give strong consideration to potential liability exposure of the Officer group. For this reason, GWRRA CANNOT: 1) sell alcoholic beverages; 2) profit from the sale of alcoholic beverages; 3) distribute as an award or prize any alcoholic beverages at a GWRRA event; 4) encourage its use by advertising its availability or causing it to be available at GWRRA events.

## AMERICAN HONDA

If an Officer of GWRRA must solicit door prizes and other giveaway or raffle items that's OK...with one exception, American Honda. ***All direct contact with American Honda is handled only through the GWRRA Home Office in Phoenix.*** It has taken a long time, and considerable effort, to establish the present rapport we enjoy with American Honda; and in order to maintain this relationship, they and we want ALL contact done through the Home Office.

## TRANSFER OF MEMBERSHIP

A GWRRA membership can be transferred upon the sale of a Member's Gold Wing, and provided that a minimum of three (3) months remains. Upon receipt of the Transfer Form (See <http://www.gwrro.org/oconnect/Officerresources.html>), the new Member will receive a 4" logo patch, membership pin and the remaining issues of "Wing World" magazine, through the seller's expiration date. A \$10.00 certificate will be issued to be redeemed on the first renewal of the buyer's membership.

## CHAPTER, DISTRICT AND REGION PROPERTY

***Each Director is responsible for the control of funds and property that belongs to his/her respective office. This includes property that may be in the possession of other Officers or staff members, including Officers in Rider Education. Any item that is purchased with Chapter, District or Region funds, received from the previous Director or acquired by any other legal means belongs to that office.***

Items purchased with official funds for the use of the Director, another Officer or staff Member must be noted and forwarded to the new Director when a change of Officer occurs. A record must be kept to log office equipment. As a minimum, this record will include the nomenclature, serial number if applicable, date of purchase, cost and disposition. The disposition will provide information as to the status of the item. If the item becomes inoperable, that should be noted. If the item was discarded, that should be noted along with some justification. This information must be kept up-to-date and passed on to the new Director with a copy to your appointing Officer when you leave office. A copy should be kept in your file as well.

If appropriate financial records are kept, there should never be any question concerning those items purchased during the tenure of any Director. The annual Financial Report is the prime document used to report all income and expenditures. Should there be any requirement to justify income, expenditures or the status of any property, it is the responsibility of the Officer to produce the necessary receipts or other backup to explain any inquiries. ***It is also the responsibility of each Officer to maintain this financial backup as a matter of record after he leaves office.***

## GRIEVANCE POLICY

A grievance is a claim based upon the interpretation, application, or violation of GWRRA policies that have a negative impact on Membership enjoyment, Officer selection, Officer terminations, or any unfair or inequitable treatment. The Aggrieved person is the person making the claims.

GWRRA Members are probably the most easygoing, easiest to get along with bunch, that will be found in organized motorcycling. This doesn't mean that differences of opinion won't surface, however.

The large majority of such differences will be over operating procedures, sometimes compounded by personality conflicts. After all, we are only human. GWRRA can't help much with personality conflicts, but there is a system we use to settle differences of opinion from operating procedures. It's called GWRRA's Grievance Procedure. It allows any Member with a legitimate concern to get the District or Region Director involved to clarify points and/or settle their concerns. A copy of this procedure is discussed below and should be made available to anyone who comes to you with their legitimate concerns about GWRRA operations.

## LETTER OF COMPLAINT

Before entering into Level 1 of the Grievance Policy, a Letter of Complaint shall be submitted to an appropriate arbitrator (approved by parties concerned) listing the complaint of the aggrieved. This letter shall be available to all parties (accused). This allows the complaint to be resolved before becoming formal at Level 1. If the concerns of the aggrieved cannot be resolved, proceed to Level 1.

## GRIEVANCE PROCEDURE

LEVEL 1 — Within approximately ten (10) working days of the discovery of a grievance, the aggrieved shall first discuss it with the appropriate Chapter and/or District Director and other concerned persons with the objective of resolving the matter as close to the problem as possible. All efforts should be focused on resolving the complaint at this point!

LEVEL 2 — If the aggrieved is not satisfied with the disposition of the grievance at Level 1 or if no decision was rendered within five (5) working days after the meeting on the grievance, the aggrieved may file a written grievance form to the Region Director. (See <http://www.gwrra.org/oconnect/Officerresources.html>). Within ten (10) working days after receipt of the written grievance the Director and the aggrieved must meet or communicate in an attempt to resolve the grievance. Full documentation will be assembled and copied to all interested parties.

LEVEL 3 — If the aggrieved is not satisfied with the disposition of the grievance at Level 2, the aggrieved may file a written grievance to the Executive Director. The Executive Director will, within fifteen (15) working days after receipt of the written grievance, review the claim and render a written decision, copying all interested parties. Such decision will be final in the grievance procedure.

## MISCELLANEOUS

WRITTEN DECISIONS -- All decisions rendered at Levels 2 and 3 of the grievance procedure shall be in writing, setting forth the decisions and the reasons therefore, and shall be transmitted promptly and entirely to all interested parties.

SEPARATE GRIEVANCE FILE -- All documents, communications and records dealing with the processing of a grievance shall be filed in a separate grievance file and shall not be kept in the file of any participant. The aggrieved shall have access to all documents pertaining to his/her grievance and may acquire copies of same.

MEETINGS AND HEARINGS -- All meetings and hearings under this procedure shall be conducted in private and include only interested parties and their designated or selected representatives. All meetings or hearings shall be at a time convenient to the aggrieved person and shall not interfere with his/her work schedule. If the aggrieved party is another organization, the grievance will be initiated at the appropriate level but in no case lower than Level 2.

At no time is the aggrieved to present any issues to the Executive Director, Level 3, unless said grievance has gone through due process of the District Director and Region Director (i.e. Level 1 and Level 2). It should also be noted that the Executive Director will not act on any grievance unless the aggrieved has gone through the appropriate Officers (i.e. Level 1 and Level 2) and the Executive Director has conferred with the appropriate Officers. Time limits provided in this grievance procedure may be extended by agreement of the parties.

## OFFICER REMOVAL

Perhaps the most difficult task a GWRRA Officer will ever have to undertake is releasing another Officer or staff person from their volunteer position. This outline defines the process and procedures for releasing an Officer from their position in such a way that negative consequences for the Officer, the Members, and GWRRA are minimized or eliminated. Better yet, with enough information, you may well avoid the removal process altogether by helping Officers become adept at recognizing and addressing performance-related issues BEFORE they become problems. Two main areas of consideration should always be involved in Officer removals. They are: (1) Caring for the individual; (2) Concern for GWRRA and its Members.

You must show and feel empathy, concern and caring. You must be receptive to "ALL" problems, real or perceived, including possible unfairness on the part of either party, honest misunderstandings, lack of education or training, lack of resources, length of service and the particular situation of the Officer in question.

Always remember that Officers are people who have volunteered to help the Association progress by serving its Members in leadership positions. They deserve credit and recognition for their successes, and understanding and concern for their feelings and future in GWRRA, regardless of the nature of the action being considered.

No GWRRA Officer is to be removed from their position **without** an in-depth discussion of the matter with the approving Officer for that appointment prior to any action being taken.

The Officer with direct authority and responsibility over the situation will document and provide the reason(s) for dismissal to include, but not limited to, the steps taken to correct the situation, and written documentation as to the justification of the act. In addition to full documentation as described above, the affected Officer will also receive a copy of the grievance procedure outlining their rights in the matter. Copies of all correspondence and documentation must be forwarded to the appropriate Region Director, and the Executive Director.

## SOME CAUSES FOR REMOVAL

1. Abuse of Member feelings or GWRRA policies.
2. Failure to submit the required financial report at year-end or upon request.
3. Failure to submit the annual Chapter Chartering Fee.
4. Misuse of GWRRA funds.
5. Actions unbecoming an Officer of GWRRA.
6. Lack of compliance with the Memorandum of Understand.

## OFFICER RELEASE CHECKLIST

This checklist is to help Officers considering the removal of Officers or staff Members. Officers involved in such actions should carefully review and consider each of the following questions. Careful and thoughtful consideration may result in new ideas for developing a win/win solution other than removal of the person from their position. This recommended removal procedure would ensure fairness to all.

1. As a Coach and Mentor, have you done all you can to encourage, train, educate, support and contribute to the success of this person in their position? (If not, begin to do so now, before considering the release of the Officer.)
2. Is the problem or concern yours or someone else's? If it is someone else's, have you defined your proper role in the action?
3. Is the issue based on emotional concerns? Is the issue more one of personalities than of operational concerns?
4. Have you identified and documented the specific "root" cause(s) of this issue?
5. Are Members aware of the situation in question? If so, how will you handle that?
6. Are other Officers or staff persons affected by or aware of the situation? If so, what will you do?
7. Is, or will, GWRRA Inc. be affected by this situation or its possible outcome? If yes, what do you anticipate the repercussions from this action will be? What are your recommendations for offsetting any adverse reactions?
8. Have you reviewed all relevant GWRRA policies and procedures regarding removal of Officers?
9. Have you communicated with other "interested parties" for advice? (Your mentor, buddy, appointing Officer, approving Officer)
10. Have you considered other possibilities besides removing the Officer? Identify at least three other possibilities - including the possibility of finding another position to which the person is better suited.
11. Have you defined and considered all aspects of the "problem," yours and theirs?
12. Have you had focused one-on-one discussions either in person or via telephone with the person in question? If so:
  - a) When?
  - b) What was discussed?
  - c) Were all the problematic areas identified and addressed?
  - d) What were the actions taken, decisions made, and follow-up dates set?
  - e) What expectations were agreed to? Were they written down and were all parties provided with copies?
  - f) Were follow-up discussions scheduled and held?
13. Was a formal, written evaluation done? If yes:
  - a) When?
  - b) What follow-up action is/was planned?
  - c) Did the Officer in question receive a copy? Did he/she sign it?
  - d) Did you discuss the results of the evaluation with the person in question? When and how?
  - e) Was a time agreed upon for a follow-up progress review? If so, when?
  - f) Was an agreement reached regarding continuing or resigning the appointment? If not, what were your actions?
14. Has your appointing Officer been consulted in this matter? Do you have their agreement and support? Other options?
15. Has your appointing Officer been provided with copies of all relevant information?
16. Have you prepared a formal Letter of Appreciation for the affected party sincerely thanking them for their service to GWRRA and its membership?
17. Is a replacement in place or planned for?
18. What is the plan for transition of Officers?

**REMEMBER:** Treat others as YOU want to be treated. Treat others with respect, courtesy and sincere concern. Don't allow mole hills to become mountains. Find the win-win solution! A volunteer Officer is first of all a Member and ALL Members are important!

## CHAPTER CLOSURE CHECKLIST

Considering a Chapter closure is a serious situation for GWRRA and its Members. Chapters are the very heartbeat of our Association. **All Chapter closures can be prevented if the proactive steps are taken.**

This checklist is to help Officers considering the closure of an established Chapter. Officers involved in the closure of a Chapter should carefully review and consider all of the following questions and suggestions. It is imperative for the benefit of the participating Members that all resources are utilized to keep the Chapter active.

1. Has the reason for closing the Chapter been explained to all Chapter participants? It is important that all Chapter participants are aware of the situation and the reason the health of the Chapter is in jeopardy. Chapter participants can offer valuable suggestions and possible solutions to the problem.
2. Have all Chapter participants been involved in attempting to save the Chapter? Many times a problem solving meeting or series of meetings of concerned Chapter participants can yield viable solutions to save the Chapter.
3. Have alternatives to closure of the Chapter been discussed with all Chapter participants? The Chapter participants need to have a clear picture of the reason for closure and the alternatives that are available to keep the Chapter active.
4. Have key individuals within the Chapter been contacted for their input? Key individuals may have ideas or solutions that might not be expressed unless contacted directly for their input.
5. Has the Chapter Director explored all alternatives within the Chapter to keep the Chapter active? Do not leave any stone unturned. It is very easy when frustrated with a problem to give in. All alternatives must be considered for the good of the participants.
6. Has the Chapter Director involved the District Director? The District Director can many times lend support and offer additional ideas, suggestions or alternatives.
7. Has the District Director contacted and discussed the closure with any of the Chapter participants? Many times, direct contact from the District Director can carry more weight and solve some problems that were unable to be solved at a local level.
8. Has the District Director met with Chapter participants in an attempt to avert the Chapter closure? At time, this might be advisable to allow the interested Chapter participants an opportunity to work directly with the District Director to solve the problem.
9. Has the Region Director been consulted regarding the possible Chapter closure? Here again, the Region Director, with his/her experience, might be able to offer additional ideas, suggestions or alternatives not previously thought of at District level and below.
- 10. Have all alternatives to closure been exhausted? The Chapter should not be closed until all alternatives have been exhausted. *No alternative should be left untried just because we feel it probably wouldn't be successful.***

If, after all attempts, it is finally determined that closing a Chapter is inevitable, the Chapter Director is to compile a packet of information. The packet is to be forwarded to the District Director who will verify that all the required information is complete, sign the appropriate forms and forward to the Regional Director, who will then forward to the Executive Director with his or her approval for final processing.

In order for a Chapter closure to be accepted the following information must be included with the Chapter Closure Application; final financial report, equipment list and a check for the funds remaining in the Chapter account. These funds are held in escrow by GWRRA and are available should the Chapter be revived in the future. (See <http://www.gwrra.org/oconnect/Officerresources.html>) for Chapter Closure Application, Financial Report form, Financial Report Cover Sheet and Equipment List.)

**REMEMBER:** Chapter participation is an important and invaluable benefit of GWRRA membership. It is through Chapter participation that the GWRRA Member truly develops "FRIENDS FOR FUN, SAFETY AND KNOWLEDGE."