



NEWGEN  
NETWORKING

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# MEMBERSHIP MANUAL

## Welcome to NewGen!

NewGen Networking is all about creating a platform for businesses to meet, build relationships, pass work, and more importantly have fun whilst doing so!

Networking is like marmite—you either love it or hate it! At NewGen Networking, we want to make it easy and enjoyable for you; we like you to have a bit of fun too, after all, networking doesn't have to be boring! We'll provide you with flexible and affordable networking solutions, where we will measure success, hold every member accountable and provide you with forward-thinking support.

Our weekly meetings and online sessions are created around you and for you! Additional training sessions are affordable and designed to arm you with skills to benefit your business, not ours.

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## Our Mission Statement

*“Generate a hub for businesses to grow and develop strong relationships”*

## Goals

To provide successful business networking hubs, aimed at building strong relationships and supporting each other in the growth of our businesses.

## Values

- *Honesty*
- *Integrity*
- *Commitment*
- *Loyalty*
- *Accountability*
- *Professionalism*
- *Confidentiality*
- *Respect*

## Ethics

Our policy ensures that as a business our practices are ethical.

We require all members, directors, guests & third parties to comply with our ethical and organisational values and to be aware of their own behavior and actions. Members, directors, guests & third parties, who operate in a manner that is deemed unethical will be asked to leave the hub.

## Code of Conduct

All members, directors, guests & third parties of the NewGen Networking Hub are guided by and required to uphold our code of conduct.

- *Members will be honest and act with integrity to fellow networkers and guests*
- *Members will deliver a quality service based on the quotes provided and work agreed*
- *Members will build strong valuable relationships within the hub*
- *Members will be committed to supporting the growth of the hub*
- *Members will abide by the standard and ethics of their relevant governing bodies*

## Importance of Policies & Processes

Having considered the good and bad from networking generally we have developed our own policies and procedures that align to our goals and mission statement, all we ask is that you are committed to working with us to achieve them!

## Membership Information

Membership includes access to a hub of choice, for one year or two dependent on the membership term selected and paid for. Members can sub at other hubs if requested and may do a 60-second pitch, as long as there is no clash within the hub. Members are to limit subbing to 6 times per year for all hubs. Members may also have two visits per year to other hubs. This includes face to face meeting and virtual meetings.

Members may join two hubs, face to face or virtual; they must pay for both memberships/monthly fees. Businesses may pay for membership in other hubs if their category is available.

Regular training sessions will be available to book onto, the price of which will be published with the information about the session.

Monthly payments are required of £20(online) or £50(face2face) to cover subs for room hire/catering

An annual membership fee of £197.00 is required after the first four visits, (£350 for 2 years membership)

Considerations for any clash of category will be determined and resolved by the directors & committee

Acceptance to the network shall depend on the provision of two good references, no significant clashes with existing hub members and the outcome of the interview.

If you wish to appeal the decision, this needs to be made formally in writing, via email to

**info@newgen-networking.com** they will be reviewed by the hub's committee and the director that supports the hub. A final decision will be made within two weeks.

Members can move between hubs if their circumstances change. They can choose a new group, either virtual or face to face if their category is available. Hub changes are approved at the discretion of the membership committee.

There are times due to changing circumstances that members may want to suspend their membership. They can submit their request to **info@newgen-networking.com** along with a brief explanation of why, and the management team will issue a credit note. The suspending member will forfeit the right to their category within the hub and may be offered a different hub upon return.

Members are advised that failure to attend 3 meetings without due cause may result in membership being terminated.

Membership fees are non-refundable.

## Membership Information Packs

All new members will receive a copy of the application form, terms & conditions, category list and the membership manual

Reasons for removing a member/terminating membership

- *Gross misconduct*
- *Harassment in any form*
- *Complaints about poor workmanship*
- *Overcharging*
- *Breaches of the Code of Conduct*
- *Three absences without a valid reason, within the space of six months*

## Committee

Each hub must have a committee, there should be upto 2 Directors and upto 4 members per committee, meetings should take place monthly with a minimum quorum of 4.

### Committee Roles:

- *Directors - Min 1 in attendance*
- *Committee Chair - responsible for monitoring the Hub Growth*
- *Events Coordinator - arranges training & social events*
- *Compliance Coordinator - deals with Attendance / Issues*
- *Activity Coordinator - monitors stats/performance - reports figures' back to Director/s*

### Committee Responsibilities:

The committee are responsible for:

- *Reviewing attendance*
- *Evaluating/vetting and processing new member applications*
- *Membership renewals*
- *Resolving any complaints or disputes*
- *Organising social activities*

## Applications to Join Hub

Process for new applications:

- *New applications are submitted to the committee*
- *Committee gain consensus from the group*
- *Committee complete 2 reference checks*
- *Committee report back to Directors for sign off*
- *Directors then process the application/finances*

## Hub Funds

Directors will be responsible for managing all finances for each hub

## Hub Administration

- *New applications will be processed by the hub's committee then progressed to the Directors for approval*
- *Complaints should be raised with the committee in the first instance*
- *Weekly Activity Sheets/online submission forms will be used to monitor the contributions of members, activity should be recorded weekly and provided to the Director/s*
- *Weekly meeting sheets will be provided to members*
- *Visitor details will be logged for future reference (unless they request their data be deleted)*

## Time Keeping

Members are required to be punctual to meetings and be present for the duration of the meeting. If you are running late, let a member of the team know as soon as possible

## Attendance

Regular, consistent attendance is required. If you are unable to attend, you should send a representative in your absence. 3 missed meetings without representation in any 6-month rolling period (with exception to medical & exceptional circumstance) will result in your membership being terminated and your category released

All members must confirm their attendance for each meeting at least 48 hours prior to the meeting to allow for catering requirements

## Hub Best Practice

- *Be respectful to others when they are speaking/presenting their business spotlight*
- *Switch Mobiles phones to silent to avoid disruption*
- *All members are responsible for ensuring that guests receive a warm welcome*

## Bullying & Harassment

NewGen Networking Ltd does not allow for any form of bullying or harassment to its members or guests and we are fully committed to the principles of equality and diversity.

Should an instance arise, a complaint should be raised with the committee. The committee will then investigate and work towards resolving the complaint.

## Complaints Procedure

Instances should be resolved informally where possible, however should this not be possible, the complaint should be raised in writing to the committee.

The committee will then address the complaint accordingly within 14 days. Should the complaint not be resolved, the member has the right to appeal within 5 days. The appeal should be in writing to the Directors, the decision being final. (email to: [info@newgen-networking.com](mailto:info@newgen-networking.com))

## Health & Safety

The Directors are fully committed to providing safe and healthy networking environments. The health & safety of our members and guests is of utmost paramount and we request that all member and guests act in a responsible manner.

All venues must have a (Covid19) Risk Assessment and checklist completed to ensure safety and compliance – a copy of the assessment templates can be obtained from the Directors.

## Hub Materials

The directors will be responsible for ensuring that the hubs have access to all relevant marketing materials required to meet the company's requirements.

## Hub Marketing & Branding

Any documentation relating to NewGen Networking should be in compliance with the company branding guidelines.

In the event of any information not being detailed within the guidelines, please contact the Directors (or an official representative) of NewGen for further guidance and support.

## Hub Terminology

R = Representative – someone attending on your behalf

G = Guest – people attending as a visitor

CH = Coffee Hub (121)

ABR = Actual Business received (TYFTB)

ABP = Actual Business passed

RP = Referral passed

RR = Referral received

PR = Personal Recommendation

(Attendance)

A = Absent

P = Present

R = Representative

M = Medical

## NewGen Contact List

Details for the NewGen Networking Business Team

### General

Tel No: 03333 600 680

Website: [www.newgen-networking.com](http://www.newgen-networking.com)

Email: [info@newgen-networking.com](mailto:info@newgen-networking.com)

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