

Director's Handbook

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About this document

Purpose

This Handbook covers the guidelines and procedures to be followed by all members of the Hispanotech Board of Directors. In addition, to its governance value, it is also important for the organization's succession planning and long term sustainability.

Review and Approval

This Director's Handbook is maintained by the Governance Committee and must be reviewed by the Board once a year, as a minimum, as part of the preparation for the Annual General Meeting.

Last reviewed and approved by the Board on: **January 25, 2019**

About Hispanotech

Based in Toronto, Hispanotech was incorporated on October 7, 2008, and started operations in 2009. Hispanotech.ca is registered and regulated as per *Canada Not-for-profit corporations Act S.C. 2009* (NFP Act). Our affairs are conducted as per our *By-law No. 1* and *Articles of Continuance*. Both documents are available publicly in our website, and privately in our shared documents repository.

Mission

Hispanotech is a 100% volunteer organization with the mission *to help Hispanic professionals integrate and advance their careers in Canada*. Our programs and activities are geared to Latino STEM professionals, however everybody is welcome to participate.

Values

Proud: We are grateful and committed to Canada, and proud of our roots.

Progressive: We embrace change and continuous improvement.

Inclusive: We accept and respect that people are diverse in their opinions, ethnic background, religion, sexual orientation, and education.

Community Oriented: We reach beyond our constituency to help and share experiences and know-how.

What We Do

The following diagram depicts the programs and activities that we offer to our Membership



What We Do



Management Structure

Board, Committees, Council

As specified in By-Law No. 1, Hispanotech is directed and managed by a volunteer **Board** consisting of 6 to 9 Directors, elected or approved by the Membership, with terms of up to 4 years. The Board elects among the Directors to fill the positions of: Chair, Co-Chair, President, Secretary, and Treasurer.

In order to properly run the organization and achieve its mission, each Director is assigned to a dedicated working group (“**Committee**”) and expected to direct and manage Volunteers assigned to their Committee.

The Board has also created a **Council of Advisors**, consisting of by-invitation-only members that are pre-approved by a majority of the Board. Advisors are invited based on their experience in industry and standing in the community, to provide advice and guidance to the Board on an as-needed basis, Past Board Presidents are automatically invited to join the Council at the end of their term. Advisors are welcome to attend Board meetings as observers.

Note that all Committee Volunteers, Directors and Advisors are required to sign a Non-Disclosure Agreement (NDA).

Time Commitment

The Board of Directors is an executive board, meaning that Directors are expected to be hands-on, and actively participate in the work of the organization and their assigned Committees.

Directors should plan and expect the following demands on their time:

- Quarterly in person Board Meetings (3 hours each, plus preparation)
- Quarterly conference calls (2 hours each, plus preparation)
- Board communications using Hispanotech mailbox (twice weekly as a minimum; 2 hour/week)
- Direct and manage your Committee work and Volunteers.(as needed, estimated at 1 hour/week)
- Attend Hispanotech events (AGM, and at least half of our networking events; 3 hours every 2 months)

This translates to an average of approximately **18 hours per month** or **4 hours per week**.

Committees

In order to run the organization and deliver our programs and activities, the workload is divided among the following Committees.

COMMITTEE	PURPOSE
Governance	Ensure proper organizational governance and compliance
Membership	Manage membership growth and member services
Educational Program	Organize and execute educational events
Mentorship Program	Organize and execute Mentoring program
Marketing & Communications	Prepare and manage external communications, including web and social media presence
Alliances	Establish alliances and partnerships with other organizations
Operations	Manage Volunteers, tools, technology, and the planning and execution of events and internal projects (PMO)
Sponsorships	Define, manage and grow our Sponsorship program
Women in Tech	This Committee operates across all others, ensuring that our programs, services and events address the special needs of our female members.

Each Committee consists of:

- One Committee Leader, who must be a current and active Board Director;
- One Committee Backup Leader, who must be a current and active Board Director, or a past Board Director that is also an active Member of Hispanotech;
- A number of Volunteers assigned to the Committee, who must be current and active Members of Hispanotech. Volunteers are requested from and assigned by the Volunteer Coordinator in the Operations Committee.

Reporting

- Committee Leaders take direction from and report to the Board of Directors.
- Backup Leaders take direction from and report to the corresponding Committee Leader.
- Volunteers in a Committee take direction from and report to the Leader or Backup Leader of the Committee.

- Leaders and/or Backup Leaders must attend Board Meetings prepared to discuss, as a minimum: activity, progress, challenges, and assistance required from the Board or other Committees. A template Committee Update Report is available for this purpose.
- At the Annual General Meeting, the Board must present a brief summary of each Committees' prior-year's activity and coming year's goals.
- All documents produced by the Committees must be stored in and shared through the assigned collaboration workspace.
- All email communications to and from the Committees must be processed through the assigned Committee email mailbox.

Mandate & Tasks

Each Committee Lead receives an annual Mandate Letter, summarizing the expected deliverables for the year, as agreed by the Board and presented to the Membership at the Annual General Meeting (AGM).

The following chart shows the high-level tasks assigned to each Committee. Typically each task would be assigned to one or more Volunteers.

BOARD COMMITTEES						
Governance	Membership	Mentorship Program	Educational Program	MarCom	Alliances	Operations
Treasurer	Database	Employment	Tech Knowledge	Website	Corporate Sponsors	PMO
Reporting	Onboarding	Entrepreneurship	Career Management	Social Media	PINs & Associations	Event Management
Documentation	Mailings	Online Coaching	Personal Growth	Newsletter	Amigos Program	Volunteers
Filings	Surveys		Women in Tech	Graphic Design	Gov't Programs	Tools & Tech
Compliance	Recruitment			Content	Consulates	
				Media Relations	Higher Ed	

Collaboration Tools

Google Gsuite

Hispanotech uses Google Gsuite as its main collaboration platform. Gsuite includes functionality for email (Gmail), shared storage (Team Drives), surveys (Forms), web viewing/editing of documents (Docs, Sheets, Slides), and more.

As a new Director, you will be given Gsuite credentials soon after submitting a signed NDA. Your userid will also be your email address (e.g. juan.valdez@hispanotech.ca), and will give you access to all the services that you need for your assigned functions.

To facilitate access to our GSuite services we have setup the following shortcuts:

- Email: <http://email.hispanotech.ca>
- Storage: <http://drive.hispanotech.ca>
- Saved emails: <http://groups.hispanotech.ca> (to see historical emails sent to groups)

Email Communications

For governance purposes, and to avoid intruding in your personal or work life, all communications related to Hispanotech affairs must be conducted using your Hispanotech mailbox.

As noted before, you are expected to **check your Hispanotech mailbox at least once a week**, and preferably more often. To make it easier, you could set up auto-forwarding to be notified when you receive new Hispanotech email, however, we recommend that you connect your mailbox to the desktop or mobile email client that you normally use.

Special Mailboxes

In addition to regular mailboxes assigned to Directors by name, we have also defined function-specific mailboxes that are assigned to the person(s) perform that function, typically Volunteers that need to communicate with external people. See table below.

In addition, we have an Archive Mailbox that is used as a historical repository of email communications for governance purposes. If you want a communication to be saved, simply copy (cc or bcc) this mailbox.

FUNCTION	EMAIL ADDRESS
Archive Mailbox*	archive@hispanotech.ca
Event Coordinator	event.coordinator@hispanotech.ca
Media Relations	media.relations@hispanotech.ca
Member Services	member.services@hispanotech.ca
Mentorship Coordinator	mentorship.coordinator@hispanotech.ca
Project Coordinator	project.coordinator@hispanotech.ca
System Administrator	sysadmin@hispanotech.ca
Volunteering Coordinator	volunteering.coordinator@hispanotech.ca
Committee-Operations	operations@hispanotech.ca
Committee-Sponsorships	sponsorships@hispanotech.ca
President*	president@hispanotech.ca
Project Management Office	pmo@hispanotech.ca
Secretary*	secretary@hispanotech.ca
Treasurer*	treasurer@hispanotech.ca
Volunteering	volunteering@hispanotech.ca

Groups

The following groups have been defined to simplify communications and to assign access rights:


GROUP	EMAIL ADDRESS
Advisory Board*	advisors@hispanotech.ca
Board Members*	board@hispanotech.ca
Committee-Alliances	alliances@hispanotech.ca
Committee-Events	events@hispanotech.ca
Committee-Governance	governance@hispanotech.ca
Committee-MarCom	marcom@hispanotech.ca
Committee-Membership	membership@hispanotech.ca
Committee-Mentorship	mentorship@hispanotech.ca

Committee-Operations	operations@hispanotech.ca
Committee-Sponsorships	sponsorships@hispanotech.ca
President*	president@hispanotech.ca
Project Management Office	pmo@hispanotech.ca
Secretary*	secretary@hispanotech.ca
Treasurer*	treasurer@hispanotech.ca
Volunteering	volunteering@hispanotech.ca

(*) Emails sent to these addresses are automatically cc'd to the Archive mailbox.

Shared Storage

We use Team Drives in GSuite to make it easier to store and share documents among all Directors and some Volunteers.

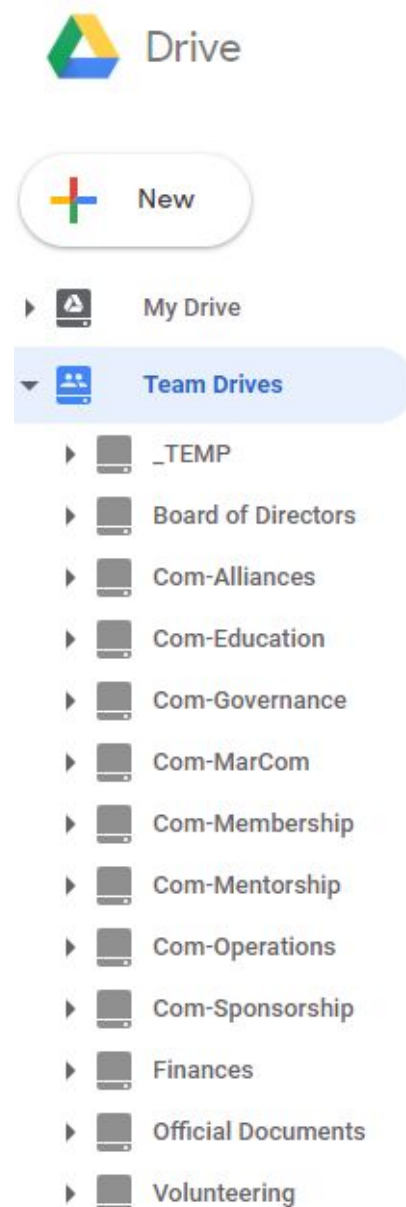
To access the Team Drives: login to GSuite, click on the  icon, then click on Drive, and select Team Drives.

As shown on the screenshot at the right, each Committee has its own Team Drive, with the Lead Director having full rights, and all other Directors having view-only rights. Separate Team Drives are also created for some functions.

Unfortunately Gsuite assigns access rights at the Team Drive level, i.e. a user gets the same rights to all files and folders under the Team Drive.

You can share specific documents or folders with other people, but please do so with extreme care, to avoid exposing information inadvertently.

You will find templates of commonly used documents under the Board of Directors Team Drive.



Processes & Procedures

This section describes some of commonly used processes and procedures that you should follow.

Quarterly Report to the Board

Prior to each quarterly in-person Board Meeting, each Committee Leader must prepare a **Committee Update Report** and email it to all other Directors at least 48 hours before the in-person meeting.

The report must include: activities completed, in progress and planned, challenges, and assistance required from the Board or other Committees. A template is available for this purpose, and a sample is shown below.



Update Report
Alliances Committee
2018-07-09

Committee	Alliances
Date Submitted	2018-07-09
Prepared by	Carlos Paz-Soldan
Activities Completed since last report	<ul style="list-style-type: none"> - Started list of Alliance organizations (in Committee's Team Drive) - June 13: attended TRIEC/PINs event; connected with TRIEC staff - June 13: met new President of Exatec, Carlos Rubén Lerma Colomo, and agreed to cooperate - June 28: attended PCCC event and met President, Ricardo Ruiz Rivas - July 5: attended LAMBA event, met new President, Alejandro Briceño, and agreed to cooperate
Activities in progress	<ul style="list-style-type: none"> - Identifying organizations to connect with
Planned Activities	<ul style="list-style-type: none"> - Propose a Latino PIN Presidents roundtable to collaborate and share learnings - Assign a volunteer to connect with Hispanic Consulates (Gabriela Roca has offered to do this) - Create closer ties with TRIEC
Challenges	<ul style="list-style-type: none"> - What to do about LNBB
Resources/Assistance Required	<ul style="list-style-type: none"> - Formalize assignment of Gabriela Roca as volunteer - Connection to organizations we have worked with in the past

Request for Volunteers

Just like in a for-profit enterprise, Volunteers are the lifeblood of our organization, and we strive to follow sound Human Resources methodologies and processes. In Hispanotech, Volunteers are managed by the Volunteering Coordinator role under the Operations Committee.

If you require a Volunteer to work in the Committee you lead, you must follow the **Volunteer Request Process** depicted in the next two pages, and use the **Volunteer Request Form (VRF)** to describe the position requirements, just as is normally done in a Job Description for recruitment. A VRF template is available for this purpose, and a sample is shown below.

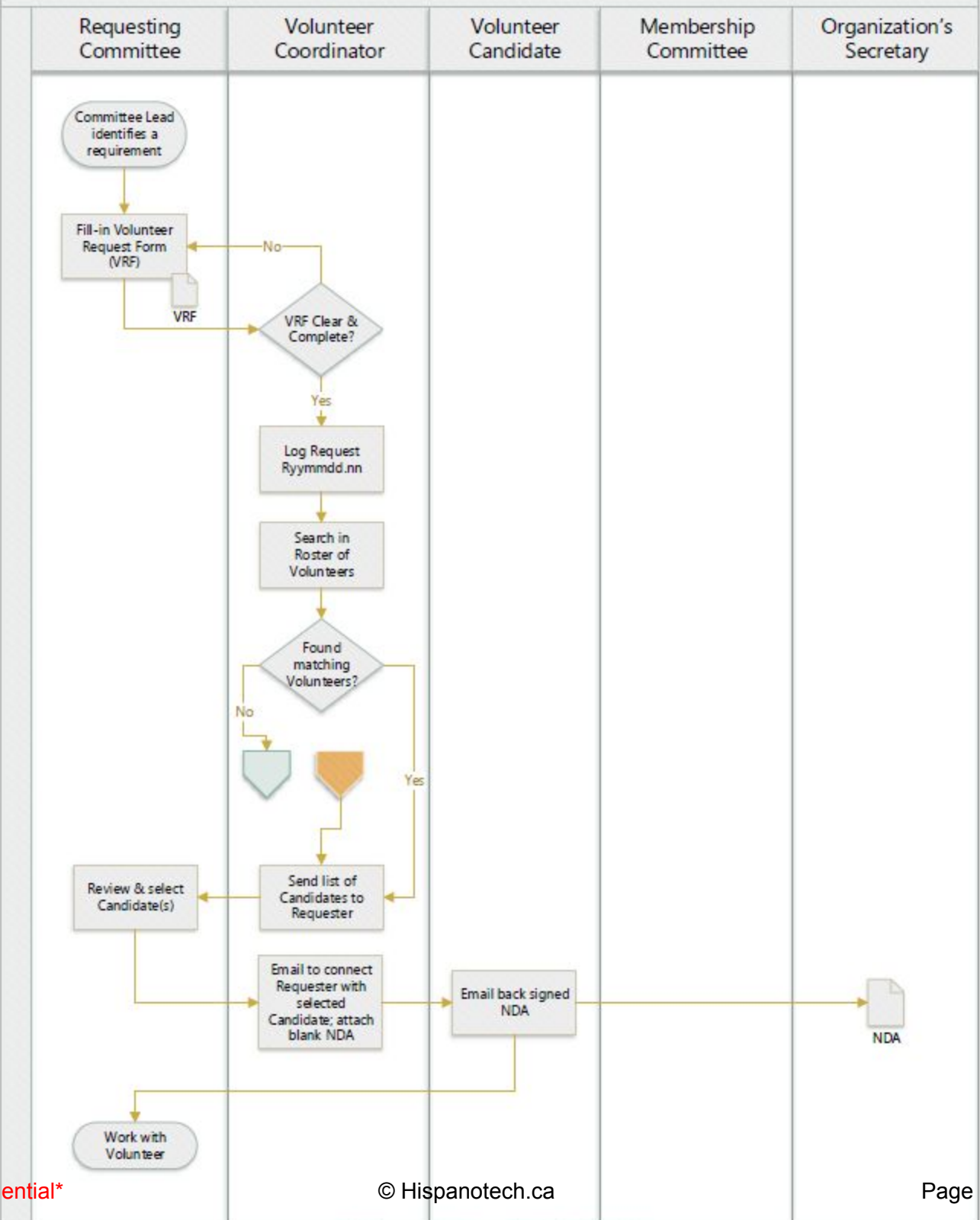


Volunteer Request Form
Governance #201807-02
Event Financial Reporting

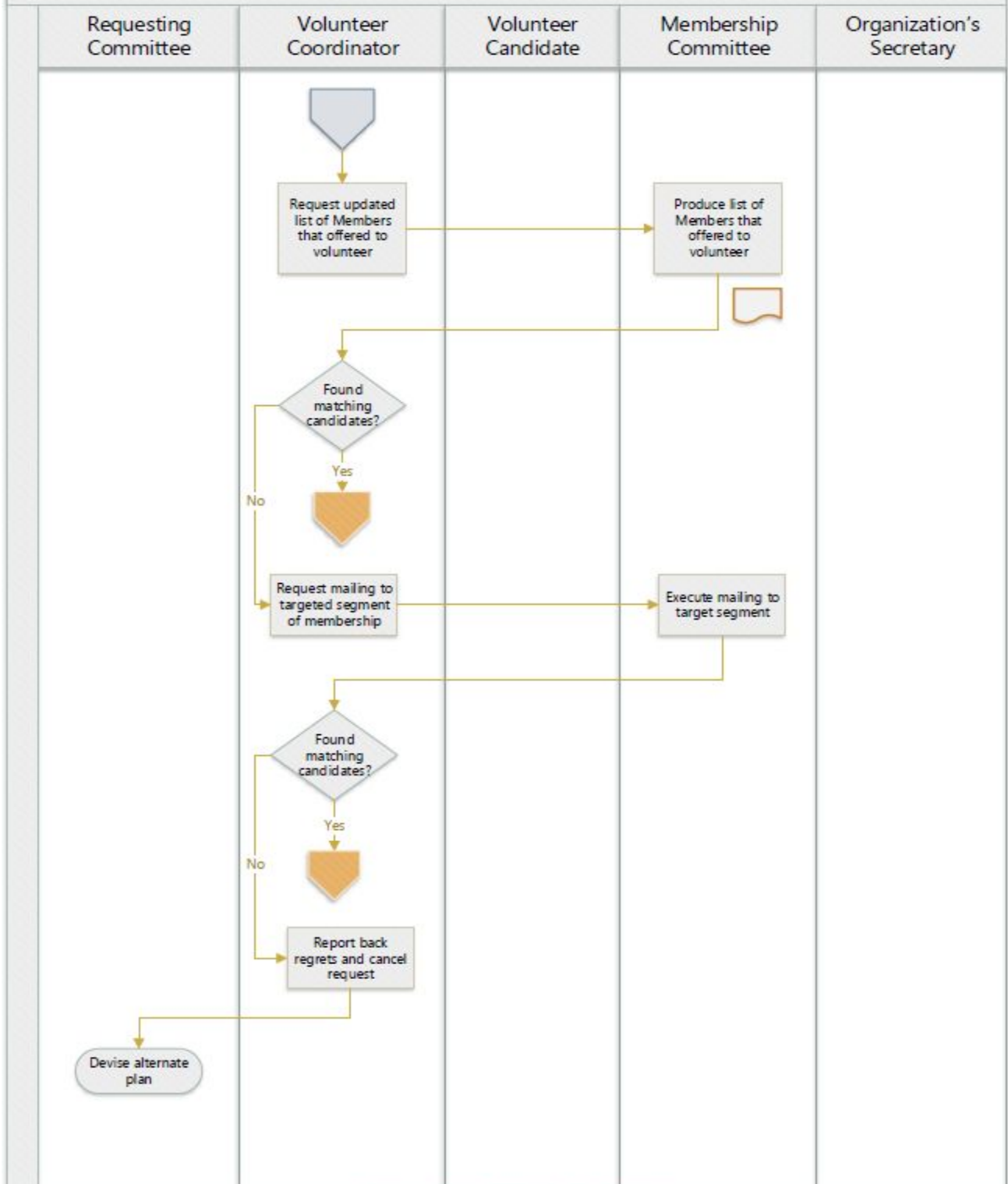
Volunteer Request Form

Quantity / Positions	One (1) / Event Financial Reporting
For Committee	Governance
Date Submitted	2018-07-24
Requested by	Carlos Paz-Soldan
Volunteer Type(*)	<input type="checkbox"/> On-Demand (task based) <input checked="" type="checkbox"/> Committee Assignment (ongoing)
Date Required	<input type="checkbox"/> By YYYY-MM-DD <input checked="" type="checkbox"/> ASAP <input type="checkbox"/> Urgent
Length of Assignment	<input checked="" type="checkbox"/> Minimum 4 months <input type="checkbox"/> Maximum __ days/weeks/months
Time Demands	3-5 hours per month
Work to be Done	<ul style="list-style-type: none"> - Prepare a standardized financial report for every event in which Hispanotech participates as an organizer or co-organizer (a template is available). - Follow up with Volunteers, Sponsors and Board Members to ensure timely, complete, and well documented tracking of receipts and disbursements. - Analyze attendance and flow of funds to prepare key indicators and recommendations.
Special Skills or Qualifications Required	<ul style="list-style-type: none"> - Organized and methodical - Assertive
Reporting To	Governance Committee Lead
Other Comments	

Volunteer Request & Assignment Process



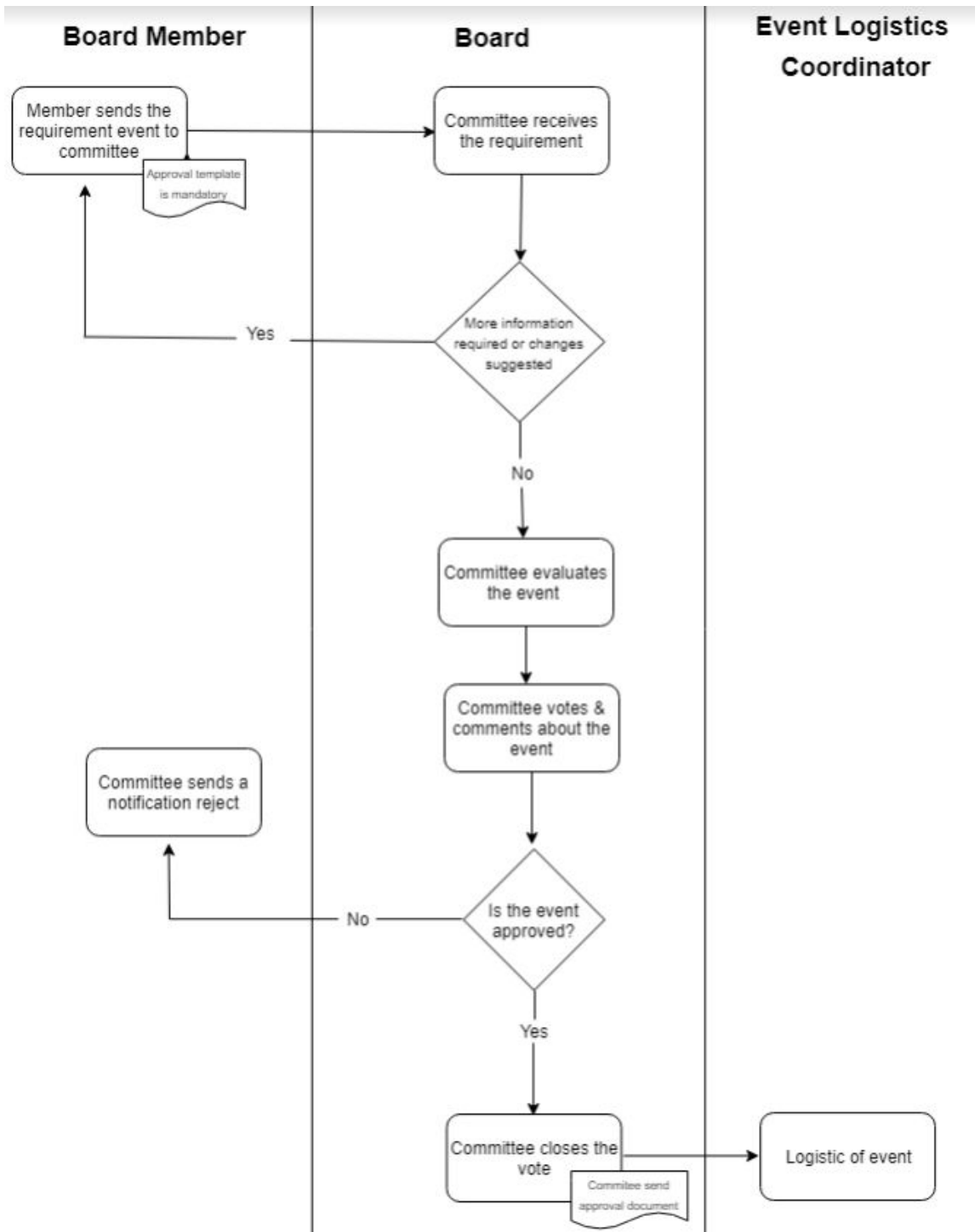
Volunteer Request & Assignment Process



Event Approval

Hispanotech events must be approved by the Board to ensure they are in line with our mission, are of benefit to our Members, and have a very high chance of success.

Event Name & Year	
Proponent(s)	
Execution	
Assistants	
Target Date	
Request Date	
Approval needed by	
Main Objective	
Benefit to HT	
Benefit to our Members	
Associated Events	
Proposed venue	Locale: Max seating: Max total: Contact:
Food & Beverage	
Target Presenters	
Target Sponsors	
Resources Needed	<input type="checkbox"/> Eventbrite <input type="checkbox"/> Mailings <input type="checkbox"/> Volunteers <input type="checkbox"/> Funds
Entry price	\$*** Member \$*** Non-member
Approved by Board on	
Approved by	



New Member Onboarding

New Members sign up to join Hispanotech using our Mailchimp form at <http://eepurl.com/dBr-Un> with double opt-in, i.e. the applicant first receives an email to validate his/her email address, followed by an email to confirm registration and welcome to Hispanotech.

In addition to these automated communications, this onboarding process is meant to welcome new Members in a more personal way.

New member email template:

Dear **[New member name]**,

We are glad that you decided to join Hispanotech.ca and happy to welcome you as a Member!

You have been added to our mailing list, and will be receiving correspondence periodically to keep you abreast of new developments, events, and the services we offer to our Members.

Option A (When the link of the event is available)

Also please save the date for our coming event, **[Name of the coming event]**, which will take place in **[date of the event]**. To register, please click **[here, include link]**.

Option B (When the link of the event is not available)

Also please save the date for our coming event, **[Name of the coming event]**, which will take place in **[date of the event]**. The registration link will be confirmed by email and through our social media.

On the other hand, if you are interested in volunteering opportunities please email us at volunteering.coordinator@hispanotech.ca, it would be a great help!

Don't forget to follow us in our social media!

[Twitter](#)

[Facebook](#)

[LinkedIn](#)

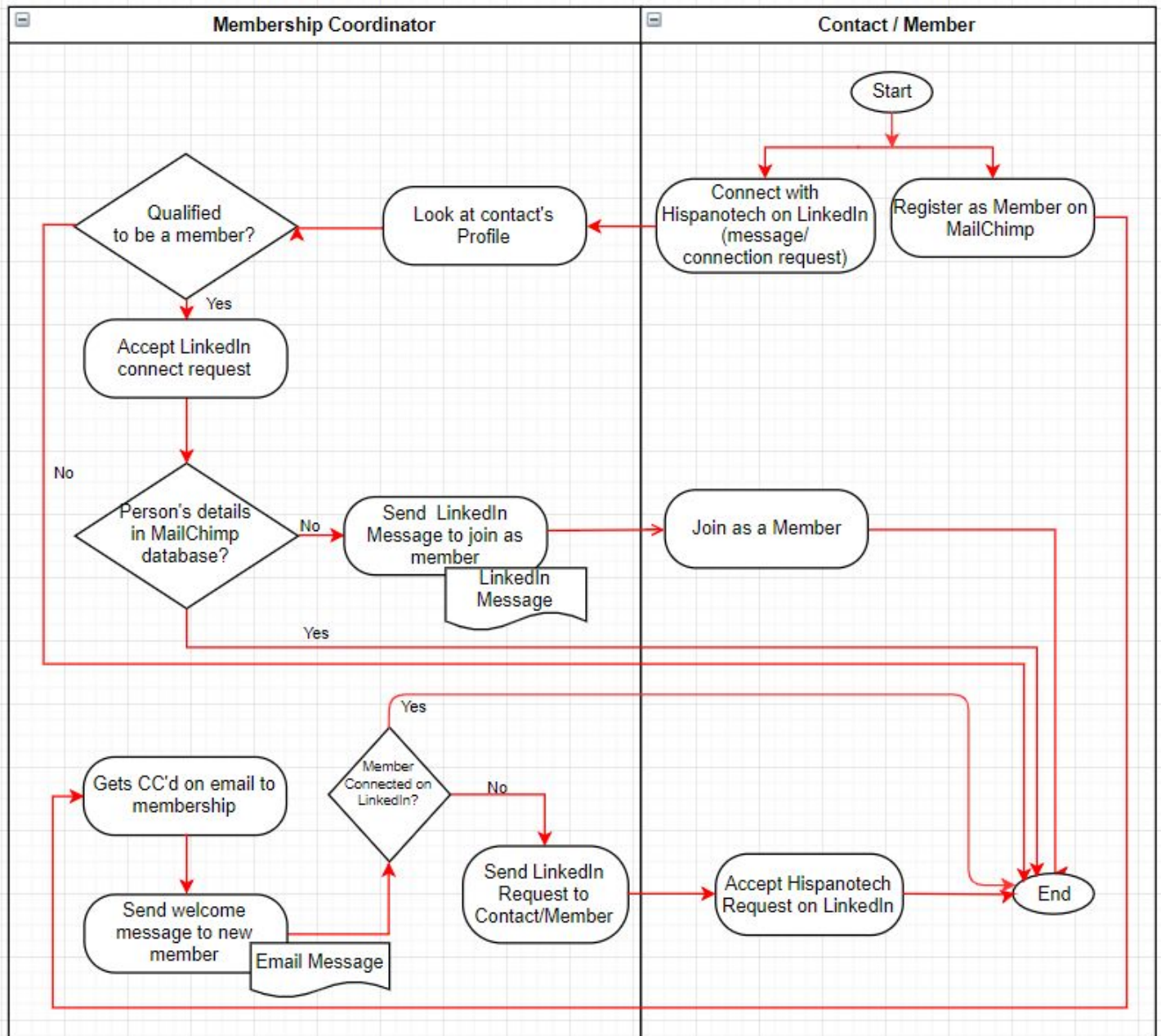
Welcome!

New member LinkedIn message template:

Hi [Name of the member], thank you for connecting with Hispanotech!

We invite you to also join as a member of Hispanotech (free) via <http://eepurl.com/dBr-Un>

Thank you!



Request for Change to Website

**** The proposed process below is under review pending approval from Marcom Lead****

1. Only Board Members are allowed to request updates or propose postings.
2. Items that relate to a Committee's purview must be requested by the Committee Lead or Backup Lead (e.g. a request about Mentorship should come from Gabriel or Galo, not Fer or me).
3. Requests must be made with clear instructions, required content and a possible/feasible timeline (if this is something that would be expected within a week, two weeks, next month, etc). Please plan accordingly with at least 1 week's notice, and preferably two. The idea is that requests will be batched and done once per week (If there is something extremely urgent, please indicate so, but this should be rare).
4. Requests must be submitted to webmaster@hispanotech.ca with mandatory CC to board@hispanotech.ca (This will allow the Board group to have a chance to be aware of/question requests).
5. Webmaster group automatically forwards to current Volunteer for processing, to Marcom group, and to Archive mailbox.
6. As mentioned in point 3, all update requests that have been made with time will be batched, performed, and posted back to the group. If there are requests that could not be completed, a list and an indication of status will be shared.

