

BNI® Service Delivery Policy

1. PURPOSE

This policy outlines the commitment of BNI to provide consistent, professional, and high-quality services to all members, chapters, and regions in alignment with the organization's philosophy of **Givers Gain®**.

2. SCOPE

This policy applies to:

- BNI National and Regional Offices
- Chapter Leadership Teams
- Directors, Ambassadors, and Support Teams
- All BNI Members receiving services

3. SERVICE STANDARDS

BNI is committed to delivering the following:

a. Member Experience

- Weekly chapter meetings conducted professionally, following the global BNI agenda.
- A structured environment that promotes quality referrals, accountability, and trust.
- Equal opportunity for every member to showcase their business and classification.

b. Training & Education

- Access to the **BNI Business Builder Platform** for ongoing training.
- Mandatory **Member Success Program (MSP)** within the first 60 days of membership.
- Ongoing education through advanced training, workshops, and regional events.

c. Leadership Support

- Training for all Chapter Leadership Teams before assuming roles.
- Regular support from Directors and Ambassadors to guide chapter performance.
- Tools and resources to help chapters achieve growth and success.

d. Technology & Tools

- Access to **BNI Connect** for managing referrals, TYFCB, and member activity.
- Use of the **BNI Connect Mobile App** for networking and referrals on-the-go.
- Technical support and updates to maintain smooth operations.

4. MEMBER RESPONSIBILITIES

To ensure service delivery standards are met, members are expected to:

- Actively participate in weekly meetings, 1-2-1s, referrals, and visitor invitations.
- Abide by the **BNI Code of Ethics** and Membership Commitments.
- Complete mandatory training (MSP) and engage in lifelong learning.
- Communicate promptly with Leadership Teams regarding issues or absences.

5. MONITORING & ACCOUNTABILITY

- Performance is tracked through **PALMS reports**, **TYFCB**, retention rates, and visitor conversion.
- Regional Directors monitor chapter health and provide intervention where needed.
- Annual evaluations are conducted to ensure consistency with BNI global standards.

6. SERVICE LIMITATIONS

BNI's role is to **provide the platform and system** for business networking.

- BNI does **not guarantee referrals or business results**; outcomes depend on each member's participation, effort, and relationship-building.

7. FEEDBACK & CONTINUOUS IMPROVEMENT

- Members are encouraged to provide feedback through Chapter Leadership Teams or Regional Offices.
- Suggestions are reviewed and, where appropriate, incorporated into training or policy updates.

CLOSING STATEMENT

BNI is committed to delivering a professional networking system that helps members increase sales, reduce costs, and expand market share. Together, through active participation and shared responsibility, we create an environment where businesses and communities thrive.