



GAMMA KAPPA OPERATIONS MANUAL

Final/March 1, 2016



Over the past few decades, several fraternities at CU have ceased operations and / or been suspended due to poor business practices, operational management, lack of continual and dedicated alumni support, as well as extremely poor member stewardship of the property.

Sigma Nu is the oldest continually operating fraternity in Boulder where 100+ years of Gamma Kappa brothers have lived, learned and laughed together in different times, yet in the same house we call our “second” home.

This **Operations Manual** provides successful, long-tested formal procedures and guidelines to ensure the perpetuation of the chapter houses and property, as well as the life-long experiences that are shared with all brothers of Gamma Kappa: past, present and future.

Introduction

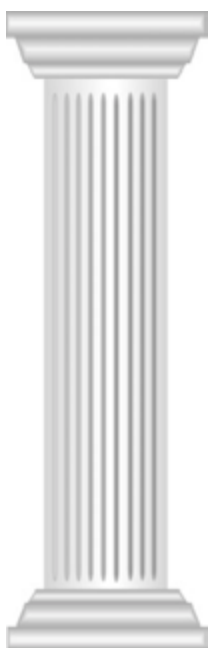
For the past three decades plus, with the direction, guidance and participation of Michael Hecht and members of the Gamma Kappa Alumni House Board, the Sigma Nu - Boulder property has undergone major transformations. These include additional annex house acquisitions, maintenance / remodeling, capital expenditures, significant landscape additions and other amenity improvements.

Today, Sigma Nu Fraternity Gamma Kappa chapter stands as the premier fraternity property in Boulder and in the United States. The Alumni Board of directors has intentionally made this happen financially, with significant annual input of proposed needs / ideas, from the prevailing undergraduate officers and members, to prolong and perpetuate Sigma Nu Fraternity Gamma Kappa chapter Boulder's "life-changing" collegiate living experience—and the life-long memories and friendships that come with it—for years to come.

Operating "the EN-GK compound" is substantially more complicated than at any time in the past. There is a real and critical need for a formal Operations Manual to educate, assist and guide the current and future Active Executive Officers in operating the chapter efficiently, prudently and economically

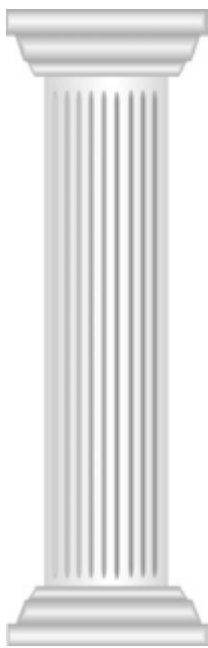
This Manual focuses on the "3 Pillars of Chapter Operations" outlined below. All 3 pillars are necessary for the chapter to exist.

THE 3 PILLARS OF CHAPTER OPERATIONS



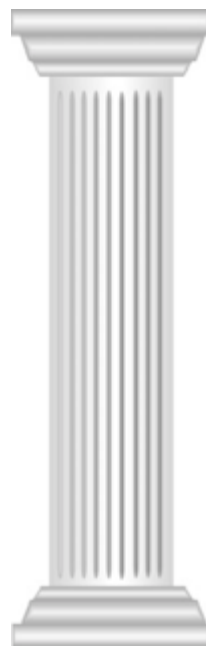
BUSINESS MODEL

Requires specific thresholds of members living on property in order to financially sustain and perpetuate the chapter, property and foodservice.



MEMBER EDUCATION

Educating new and active members about all three pillars, their responsibilities as live-in members, and then holding them accountable.



LIVING "THE WAY"

Living up to personal commitments and obligations in our Sigma Nu communal living experience—the way of truth, love, honor and respect.



BUSINESS MODEL

Decades of experience operating Gamma Kappa has helped us to create a proven business / financial model to keep the fraternity open and strong, maintain / renovate and upgrade our aging buildings and property, meet ongoing expenses and provide a comfortable living /dining experience for Sigma Nu actives.

The Basics

- The property is owned by the Gamma Kappa Sigma Nu Fraternity Association, a registered non-profit organization governed by an all-volunteer, unpaid Alumni Board of Directors. No individual alumni have either a personal ownership interest or receive any income from the fraternity property.
- Sunnyside Property Management - Boulder, CO (a 3rd party vendor) is utilized for property management services. They are contracted, and reviewed by the Alumni Board of Directors. Responsibilities include member billing / collections, bookkeeping / accounting (an additional 3rd party entity - Cory Robinson, to assure a prudent check and balance system), leasing, property maintenance and collection / payment of expenses related to the food services.
- The ongoing goal / challenge of the Alumni Board is to operate the properties with a “revenue neutral” basis - rental and food services income meet all ongoing property and food-related expenses. Leasing rates are reviewed and set based upon the prevailing “Boulder Hill” rental market conditions. The annual goal is to provide a competitive rate that includes amenities unavailable at any other fraternity property (single rooms, full size basketball / sand volleyball courts, hot tub, perimeter security, weight room, study rooms, laundry facilities, exterior bbqs, etc.)



Annual “live-on” levels

To sustain the perpetuation of the EN-GK chapter, our business model requires a minimum number of members to annually live and eat on the property compound in order to maintain our revenue neutral goal. Ongoing, significant chapter expenses include mortgage, insurance, food services, construction, maintenance, etc.

Annual membership level goals: “Optimum” 130 EN-GK members / “Minimum” 100 members/60% living on (59). If this level is not met, vacant rooms must be rented to non-members, negating a 100% Sigma Nu brothers living experience and reducing the number of members necessary to fund on-property foodservice (minimum 45 members on the meal plan).

Off-property member dues: To remain an active EN-GK member, any member not living on the property compound is required to participate via fully paying their semester dues and participating in chapter meetings, events.

THEREFORE... Fully informing all candidates and active members about the two-year live-on EN-GK property requirement—immediately during recruitment and in their sophomore and junior years, as well as subsequent, consistent enforcement via strong Judicial Board consequences—is paramount to sustaining the chapter. Encouragement of Seniors that have met their two year live on requirement, to continue their on property living experience (via “special housing considerations”) “should be” an annual objective.



PLEDGE/MEMBER EDUCATION

As a brotherhood, we are obligated to be transparent and direct about expectations. “Bait and switch” or “Bait and Don’t Tell The Whole Truth” is not the way of honor. Every brother needs to know the “what” and “why” of requirements we expect them to honor as men of Sigma Nu.



Operations 101

Hold one LEAD session for new candidates immediately following fall and spring rush — and one for all actives at the beginning of fall semester — to educate all brothers about their role and responsibilities in chapter operations.

- Presented by alumni advisor and LC
- Requirement of candidates (and existing members) to thoroughly review the www.sigmanuboulder.com website

Session Topics:

- The concept of “**Honor**” — individual ownership of **your** actions, accountability to yourself and others which is the foundation of self-respect, the source of all respect.
- The concept of “**Integrity**” — the compilation of honesty, truthfulness, ethics and a strong sense of right and wrong, a person beyond the veil of corruption (cannot be bought), which collectively forms ones “character”.
- Certain movies can be excellent and fun tools that visually project the concepts of honor and integrity.
- The 3 Pillars as outlined in this Manual
- Suggested learn and earn contest: “SNU Ops” competition to reinforce learning— all candidates and actives instructed to read website FAQs (mostly about Operations) before the session and take a written test with prizes awarded (extra house points or other prizes TBD by officers) at chapter meeting for highest number of correct answers.

Putting education into action:

Some suggestions for ongoing SNU Ops team activities:

- Assign rotating candidate-active teams to conduct weekly property clean ups (builds teamwork, pride in property)
- Recruit the next group of officers early, have them “shadow” and “assist” officers and chair heads who manage operations (treasurer, house manager, SPM liaison, kitchen manager, etc.)



LIVING “THE WAY”

Instill in every brother our core values of integrity, honor and accountability—all of which come into play in how members do their share to make Sigma Nu an awesome place to live.



Declaration Statement

We will post the following statement on large plaques in the Living and Chapter Rooms of the main house declaring our “person” and mission:

“Gamma Kappa Sigma Nu is dedicated to building men of ‘honor’, ‘integrity’ and ‘substance’ through a brotherhood experience that serves each member for a lifetime—while having the best time of our lives!”

How every man can make a difference



- **Immediately clean up common areas and after events** - Be good to your parents. Minimize or eliminate additional and avoidable professional cleaning fees charged to your mom and/or dad.
- **Clean up your own messes** - Be selfless, safe, responsible and not expect others to pick up after you. Put the pizza box in the trash, remove piles of paper and other fire hazards from your room, etc.
- **Pay your bills/dues on time** - Take responsibility for your personal financial commitments and do your share to ensure that Gamma Kappa has sufficient funds to pay monthly bills.
- **Take initiative** - Immediately report maintenance problems to the house manager, pick up trash, prevent property vandalism (by outside parties, or even irresponsible Sigma Nu members).
- **Be respectful** - Treat brothers, the alumni board members, our property management firm reps and bookkeeper politely and the way you want to be treated. Don’t assume the negative. Ask hard questions and then collaborate to find solutions founded on facts - not innuendo and falsehoods.

Putting honor into action

We will lead by example, hold each other accountable for our actions (or lack thereof), and commit to leaving the property better than we found it. All members are the ongoing stewards and caretakers of the chapter property during the time you live at Sigma Nu!

Review your personal housing lease carefully. You have been entrusted with the preservation and perpetuation of the property compound, by the Gamma Kappa Sigma Nu Fraternity Association. As a result of this awesome benefit and responsibility, you and your parental guarantor (and / or collectively on a pro rata basis with other chapter members, in some cases) will:

- Be held fully financially accountable for any and all damages, vandalism, cleaning expenses, broken furniture, missing property items, etc. that you cause to happen on the property - whether intentional, accidental or by being complicit.
- Be accountable for 100% of actual repair / replacement costs plus a 25% additional fee, that is added to the Chapter's Capital Improvements Fund; please review the "EN-GK door addendum" in your housing lease regarding special circumstances regarding damaged doors.

Simply stated: treat and be responsible for ALL of the Sigma Nu property compound houses, amenities, furnishings, equipment, landscaping - just as you would / should do at your parents home.

If you witness someone (Sigma Nu member or not) harming, destroying, vandalizing or stealing from the property, STOP THEM from doing so. Immediately report any such incidents to the house manager, the executive officers and to our property management firm - Sunnyside Property Management.

You are individually the eyes and ears of Sigma Nu Gamma Kappa Chapter whenever you are on the property compound (365/7/24). Your goal is to leave the Sigma Nu Gamma Kappa Chapter property compound in better condition when you move off the property, versus the condition of the property compound when you joined the chapter as a pledged member.

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