



Capital Region Board of REALTORS®
The Voice of Real Estate in the Capital region



POLICY MANUAL

This Policy Manual supersedes previously issued manuals, or any inconsistent policy statement or memoranda. No oral statements or representations can change the provisions of this Policy Manual.

Approved by the CRBR Board of Directors

September 11, 2018

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SECTION 1: ORGANIZATION

1.1 ORGANIZATION

The Capitol Region Board of REALTORS®, Inc. (CRBR) is a not-for-profit trade organization whose primary members are licensed real estate professionals. As a member of CRBR, each REALTOR® also belongs to the New Hampshire Association of REALTORS® (NHAR) and to the National Association of REALTORS® (NAR).

Membership in CRBR is voluntary and is open to active real estate licensees in the State of New Hampshire.

All REALTORS® subscribe to and uphold a strict Code of Ethics that governs their business behavior in all real estate transactions.

The term "REALTOR®" is a licensed collective trademark which may be used only by members of the National Association of REALTORS®.

1.2 SERVICES

At all three levels of the REALTOR® organization (local, state and national), a variety of services are provided to members. General services include:

- * Legislative and political advocacy
- * Education programs and professional designations
- * Risk management programs
- * Legal assistance and insurance programs
- * Real estate industry publications
- * Information technology products and services
- * Service and product discount programs
- * Consumer advocacy programs

1.3 GOVERNANCE

A Board of Directors governs CRBR. (Bylaws, Article XI). Programs are managed by standing committees and ad hoc committees, comprised of REALTOR® and Affiliate members (Bylaws, Article XIII)

1.4 MISSION STATEMENT

The mission of CRBR is to provide quality resources for our REALTOR® members which will empower our members to excel professionally and ethically through education while adhering to the REALTOR® Code of Ethics. In our service to consumers, the CRBR is the business, industry and public policy advocate for private property rights in the Capitol Region jurisdictional area.

1.5 CHANGES TO BYLAWS

Bylaw changes may be initiated by recommendations from the Bylaws Committee, by the Association Executive or as a result of recommendation from another committee, the Board of Directors or when mandated by the National Association of REALTORS®.

Pursuant to Article XVI of the CRBR Bylaws, the Bylaws may be amended by a majority vote of the Members present and qualified to vote, provided the substance of such proposed amendment or amendments shall be plainly stated in the call for the meeting. The Board of Directors may, at any regular or special meeting of the Board of Directors at which a quorum is present, approve amendments to the Bylaws which are mandated by the National Association of REALTORS® policy.

Notice of all meetings at which amendments are to be considered shall be transmitted to every member eligible to vote at least one (1) week prior to the meeting.

Amendments to these Bylaws affecting the admission or qualification of REALTOR® and Institute Affiliate Members, the use of the terms "REALTOR®" and "REALTORS®" or any alteration in the territorial jurisdiction of the Board shall become effective upon their approval as authorized by the Board of Directors of the National Association of REALTORS®.

1.6 CHANGES TO POLICY MANUAL

Proposed Policy Manual changes shall be acted upon by the Executive Committee and the Board of Directors.

SECTION 2: BOARD GOVERNANCE POLICIES

2.1 RULES OF THE CAPITOL REGION BOARD OF REALTORS®

A Board may adopt or be issued various kinds of rules. Below is a historical narrative concerning the rules of CRBR:

CRBR was originally chartered and organized in the State of New Hampshire as the Concord Board of REALTORS in 1955 by the National Association of Real Estate Boards. In 2010, the Board's name was approved and officially changed to the Capitol Region Board of REALTORS®.

CRBR is granted tax-exempt, not-for-profit 501c (6) status by the U.S Treasury Department, Internal Revenue Service.

The CRBR Bylaws were adopted and are amended by the Board of Directors and ratified by the membership as needed.

CRBR recognizes, in its Bylaws, the latest edition of Robert's Rules of Order as the authority governing all meetings of CRBR when not in conflict with the CRBR Bylaws.

CRBR is subject to all provisions of local, state and federal law and regulations applying to professional, trade, tax-exempt, not-for-profit 501c (6) organizations.

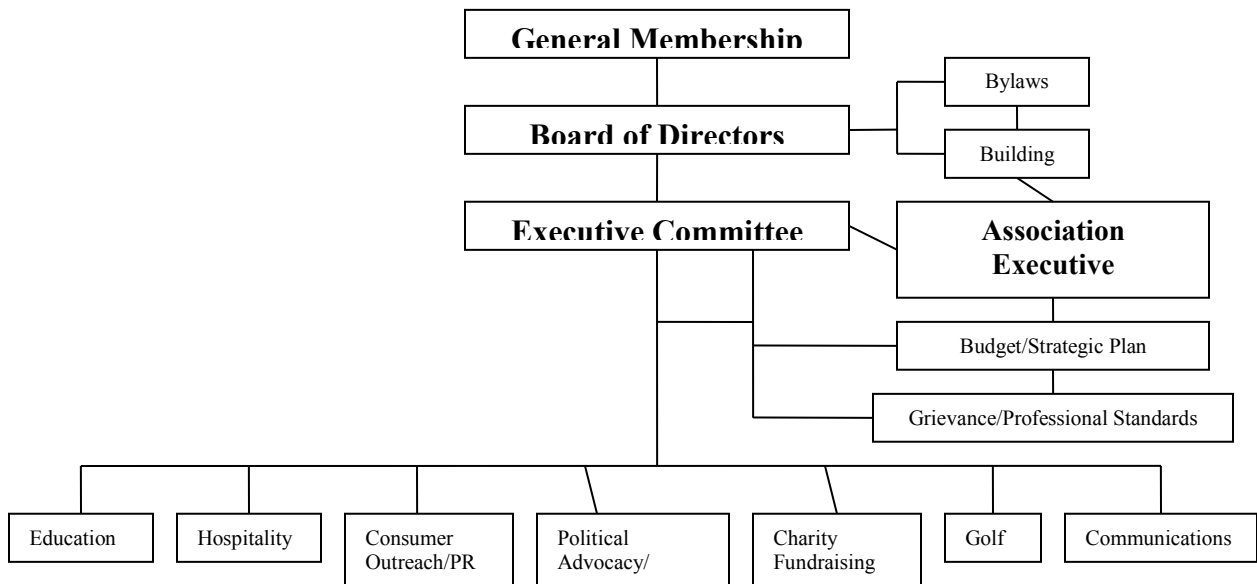
2.2 DEFINITIONS

The following shall serve as definitions for CRBR concerning the terms used in this Policy Manual and by CRBR generally:

1. *Articles and Bylaws* are rules governing the operation of the Board adopted by the Membership at large (with the advice and/or recommendations of the Board of Directors).

2. *Rules of Order and Standing Rules* are rules governing the operation of the Board adopted by the Board of Directors (with the advice and/or recommendations of the Association Executive).
3. *Positions* are descriptive narratives, sometimes including recommendations outlining the Directors in session.
4. *Programs* are activities relating to the Board adopted by the Board of Directors
5. *Policies* are general or fundamental principles relating to Board involvement adopted by the Board of Directors
6. *Procedures* are the detailed explanations, directions or actions to implement adopted articles, bylaws, rules, positions, programs and policies selected and applied by the Association Executive. They address specific directions stating how, by whom and when things are to be done.

2.3 CRBR ORGANIZATIONAL CHART



2.4 DEFINITION AND ROLE OF THE BOARD OF DIRECTORS

The Bylaws of CRBR defines the Board of Directors as the governing body of the Board. The Bylaws further define the CRBR Elected Officers, all of whom serve on the Board of Directors (Bylaws Article XI, Section 1).

The Board of Directors of CRBR consists of the following voting members:

Elected Offices:

- * President
- * President-Elect
- * Treasurer
- * Secretary

Note: the Treasurer and Secretary may be the same person.

Directors:

- * Past President

- * Six (6) Directors (serving 3-year terms)
- * One (1) Director-at-Large (serving 1-year term)
- * NEREN Director

The basic rule is that the legal entity, rather than the Board of Directors, is the holder of legal power. The powers of the Directors are not inherent in them, but in the organization of such. The principle exists that Directors exercise the powers of the Board, but do not own it. Thus, the Board of Directors has the power and duty to carry on whatever transactions the corporation of the Board itself has the power to carry on. The power of the Board of Directors is superior in ordinary matters, so long as it is exercised lawfully and in lawful transactions.

It is the inherent responsibility of Directors, under the guidance and leadership of the President, to work toward the fulfillment of the Board's goals and objectives; to carry out the established policies and procedures of the CRBR®; to establish new policies, or revise existing ones, when required; and to utilize its collective knowledge and experience to develop short and long-range decisions.

Members of the Board of Directors shall have the utmost interest of CRBR in mind at all times. In the event that any Director assumes a position that brings their personal interests into conflict with the Board, then said Director immediately (and without delay) shall disclose the conflict and abstain from voting of the matter. Further, each Director shall abide by the Board-approved Code of Conduct and shall sign a receipt of the Code of Conduct to be reviewed at the first Board of Directors meeting of the new year.

2.5 STANDING RULES OF THE BOARD OF DIRECTORS

1. The composition and the authority of the Board of Directors shall be as specified in the Bylaws.
2. Meetings of the Board of Directors shall be at designated times and places, as specified in the Bylaws and set by the Directors; the Annual Meetings of the Board of Directors shall be in September of each year. Absence from two (2) meetings within an elected year, without an excuse deemed valid by the Board of Directors, shall be construed as resignation (Bylaws Article XII Section 2).
3. Meetings of the Board of Directors shall be chaired by the President and conducted in accordance with the Bylaws and intent of the standing rules of the Board of Directors.
4. Only the voting members of the Board of Directors may vote on issues at their meetings. Visitors may participate in discussion on issues when recognized by the President.
5. Minutes shall be required for all meetings of the Board of Directors and shall include any actions taken during an Executive Session. It shall be the duty of the Association Executive to record the minutes and maintain a record of all Board of Director actions.
6. Adopted policies shall not be in conflict with the Bylaws and shall be included in the Policy Manual.
7. The Board of Directors shall administer the day to day finances of the Board. In the event that expenditure in excess of \$5,000 is proposed, the Board of Directors must be given a thirty (30) day prior notice before action is taken. Capitol expenditures in excess of \$15,000 may not be made unless authorized by the Board of Directors and by at least 5% of all REALTOR members eligible to vote, voting in the majority to approve the expenditure.
8. The Board of Directors has the right to audit all books and accounts with seven (7) days notice to the Executive Committee and Association Executive. The President may appoint an audit committee to include the Treasurer.

2.6 STANDING RULES OF THE EXECUTIVE COMMITTEE

There shall be an Executive Committee of the Board of Directors, hereinafter referred to as the Executive Committee, composed of the President, President-Elect, Treasurer and Secretary. The Executive Committee shall make recommendations to the Board of Directors and, along with the Past-President,

review the Association Executive annually prior to December 31st. Proxy votes or alternate representatives are not provided for the Executive Committee actions except that the President-Elect may stand-in for the Board President position on the Executive Committee should the President be unable to attend.

2.7 STANDING RULES FOR MEMBERSHIP MEETINGS

1. Meetings shall be conducted in accordance with the Bylaws and Standing Rules
2. The Annual Meeting shall be held in September or October of each year (Bylaws Article XII Section 1)
3. A quorum for the transaction of business shall consist of 15% of the Members eligible to vote (Bylaws Article XII Section 5)

2.8 RESPONSIBILITIES AND DUTIES OF THE PRESIDENT

General:

The President of the Capitol Region Board projects the image of the Board to the membership, the industry and the general public and serves as chief spokesperson for the Board. As such, the President must be as familiar as possible with every current or projected activity or issue, particularly Board policies, Bylaws, Strategic Plan and the Code of Ethics. He/she should be available upon call to the principals and associates of the Board's member firms and should attend as many board and community functions as realistically possible. Each President contributes to the progress and overall improvement of the Board in his/her own way and should strive to conduct the business of the Board in cooperation with the Directors and Association Executive in a positive, constructive and enthusiastic manner.

Qualifications:

The President shall be a REALTOR® member in good standing of CRBR and shall have served on the Board of Directors.

Term: The President is elected for a term of one year.

Preparation:

Before assuming office, the President should:

1. Familiarize him/herself with the activities and programs in progress or projected, CRBR Bylaws, the annual budget, the Strategic Plan and any other CRBR policies/procedures.
2. Meet with the Association Executive to review plans, policies and procedures.
3. Select the Chairpersons and composition of committees to ensure proper implementation and continuity of the Strategic Plan.

Responsibilities and Duties:

During the term of office, the President shall have the authority and responsibility to perform the following duties.

1. Subject to the approval of the Board of Directors, shall appoint chairpersons and members of all committees and to fill any vacancies which may occur.
2. With the approval of the Board of Directors, may appoint such other committees, working groups or task forces as he/she deems advisable and shall be an ex-officio member of all committees.
3. Shall preside at all meetings of the Board, including the Board of Directors, Executive Committee and membership meetings.
4. Shall serve as a Director of the New Hampshire Association of REALTORS® and attend all NHAR Board of Directors meetings
5. Shall serve as chairperson for the Executive Committee
6. Responsible for the annual review of the Association Executive
7. If within the framework of the annual budget, attends all annual meetings including NAR Mid-year and Annual Convention, New England Regional Conference, NHAR Convention and Leadership Symposium; presents report to the Board of Directors

8. Shall support and defend the policies and programs adopted by the Board of Directors
9. In conjunction with the President-Elect, coordinates the annual Leadership Meeting with all committee chairs
10. Acts as a signer for Board documents including contracts and leases; is a co-signer on the CRBR checking and money market accounts
11. Coordinates the duties and activities of the Association Executive who reports directly to the President

2.9 RESPONSIBILITIES AND DUTIES OF THE PRESIDENT-ELECT

General:

The President-Elect should embody the same qualities as noted in the description for President and should plan for the following year when he/she will assume the leadership of the Board. He/she should work closely with the President and Association Executive and be involved at all levels of the decision-making process.

Qualifications:

The President-Elect shall be a REALTOR® member in good standing of CRBR and, whenever possible, shall have served on the Board of Directors within the past 5 years.

Term: The President-Elect is elected for a term of one year and succeeds to the office of the President

Preparation:

Before assuming office, the President-Elect should:

1. Familiarize him/herself with the Board's activities and programs in progress or projected, CRBR Bylaws, the annual budget, policies/procedures and the Strategic Plan
2. Meet with the President and Association Executive to review plans, policies and procedures
3. Assist with the selection of vice-chairpersons (as necessary) and composition of committees to assure proper implementation and continuity of the Strategic Plan.
4. If within the framework of the annual budget, attends Leadership Summit, Leader Conference and Leadership Symposium

Responsibilities and Duties:

During his/her term of office, the President-Elect shall have to authority and responsibility to perform the following duties:

1. Shall perform the duties of the President and accepts the President's authority and responsibilities in his/her absence or disability and shall perform such other duties as may be requested by the Board of Directors
2. Shall succeed to the office of President
3. Shall represent the Board at important meetings, luncheon, and dinner and business sessions when requested by the President and where representation from the Board is deemed appropriate
4. Attend all Board of Directors Meetings and as many General Membership Meetings and other Board-sponsored functions as possible.
5. Shall serve as a member of CRBR Board of Directors and Executive Committee
6. Shall serve as a Director of the New Hampshire Association of REALTORS® and attends all NHAR Board of Director meetings
7. Serve as chairperson of the Honor Society Committee and chairperson of the Nominating Committee
8. In conjunction with the President, coordinates the annual Leadership Meeting
9. Participates in the annual review of the Association Executive

2.10 RESPONSIBILITIES AND DUTIES OF THE TREASURER

General:

The Treasurer should be a REALTOR® member in good standing with the Board and preferably have served on CRBR Budget/Finance Committee.

Qualifications:

Shall have adequate training/background or a good understanding of accounting and budgeting.

Term:

Shall serve a term of one (1) year but may be reappointed by the President

Preparation:

Before assuming office, the Treasurer should:

1. Become thoroughly familiar with CRBR budget, financial statements, CRBR Financial Policy, Bylaws and Strategic Plan
2. Discuss budgeting and financial procedures with the Association Executive

Responsibilities and Duties:

During the term of office, the Treasurer shall have the authority and responsibility to perform the following duties:

1. Shall serve as the chairperson of the Finance Committee; responsible for coordinating the Finance Committee in August to review proposed annual budget which will be submitted to the Board of Directors at the September Annual meeting of the Board of Directors
2. In cooperation with the Association Executive and the Finance Committee, and working with CRBR Committee Chairs, shall prepare an annual budget to be approved by the Board of Directors
3. Shall review financial reports on a monthly basis to ensure financial integrity of the Board and report any concerns or necessary adjustments to the Finance Committee for possible recommendations to the Board of Directors
4. Shall ensure that monthly financial reports are prepared and presented to the Board of Directors
5. Working closely with the Association Executive, shall ensure that proper accounting procedures are used by the Board and complete control of income and expenses are maintained at all times
6. May serve as signatory on financial documents (does **not** include additional signatory on checking and money market accounts) for the Board whenever necessary
7. Shall serve as the chairperson of the Building Committee
8. Shall serve as a member of the Board of Directors and Executive Committee
9. May serve as the Secretary of the Board, if necessary (Bylaws Article XI Section 1)
10. Participates in the annual review of the Association Executive

2.11 RESPONSIBILITIES AND DUTIES OF THE SECRETARY

General:

The Secretary shall be a REALTOR® member in good standing with CRBR and be able to take notes and produce well written minutes, if necessary.

Term:

Shall serve a term of one (1) year but may be reappointed by the President; be willing to become President-Elect

Preparation:

1. Be familiar with the Bylaws, the location of the Minutes of Board of Directors meetings and the Strategic Plan

Responsibilities and Duties:

During the term of office, the Secretary shall have the authority and responsibility to perform the following duties:

1. In coordination with the Association Executive, ensures that the Minutes and records of the Board are properly maintained.
2. Shall validate the presence of a quorum at Board of Directors and general membership meeting, when required
3. Read the official correspondence at Board of Director and general membership meetings, when required.
4. Prepare the official correspondence, when required.
5. Serves as Parliamentarian at all meetings; shall be familiar with the basics of Roberts Rules of Order
6. Attend all Board of Directors' Meetings and General Membership Meetings and all other Board-sponsored functions, whenever possible.
7. Serve as Director-liaison with any committee as assigned by the President
8. Serve as Chairperson of the Board's Bylaws Committee
9. Serve as a member of the Executive Committee; serve as Alternate Director of NHAR Board of Directors and attends NHAR Board of Directors meetings in the absence of the President or President-Elect
10. Executes any documents requiring signature of the Secretary or Clerk, by law
11. Be prepared to produce Minutes of all meetings of the Board of Directors, Executive Committee and general membership meetings and be responsible for the accuracy and timely distribution of those minutes. (It is the particular duty of the Association Executive to keep all minutes and records of CRBR, per Bylaws Article XI Section 2)
11. Participates in the annual review of the Association Executive

2.12 RESPONSIBILITIES AND DUTIES OF THE PAST-PRESIDENT

Qualifications:

Must be a REALTOR member in good standing

Term:

Serves in this office in the year immediately following the year served as President; serves for one (1) year

Responsibilities and Duties:

1. Serves as the chair of the Strategic Planning Committee
2. Serves as a resource to the succeeding leadership
3. Participates in the annual review of the Association Executive

2.13 RESPONSIBILITIES AND DUTIES OF THE CRBR DIRECTOR

General:

It is the inherent responsibility of Officers and Directors, under the guidance and leadership of the President, to work toward the fulfillment of the Board's goals and objectives; to carry out the established policies and procedures of the CRBR®; to establish new policies, or revise existing ones, when required; and to utilize its collective knowledge and experience to develop short and long-range decisions.

Qualifications:

1. Must be a REALTOR® member in good standing with CRBR
2. Must be willing to serve and contribute time

Term:

The Director shall serve a term of three (3) years (Bylaws Article XI, Section 3)

Preparation:

Before assuming office, the CRBR Director should:

1. Become thoroughly familiar with the activities and programs in progress and projected to ensure continuity, particularly the Bylaws, budget, Strategic Plan and Policy Manual
2. Review previous year minutes of the Board of Directors

Responsibilities and Duties:

During the term of office, Directors shall have the authority and responsibility to perform the following duties:

1. Shall have a working knowledge of the Bylaws, Strategic Plan, committees and overall operation of the CRBR®, enabling him/her to make responsible decisions upon which the viability of the Board will depend.
2. Be a Director-Liaison of one or more committees (as may be assigned by the President); responsible for a close relationship with that committee, communicating the decisions of the Board of Directors to that committee, providing guidance and assistance and reporting action of the committee to the Board of Directors. Attend the majority of committee meetings and take an active part in the committee operations, in conjunction with that chairperson
3. Attend all Board of Directors meetings; absence from 2 (two) Board of Directors meetings within an elected year, without an excuse deemed valid by the Board of Directors, shall be construed as resignation. (Bylaws Article XII, Section 2)
4. Attend all General Membership Meetings and Board-sponsored events
5. Be prepared to accept all other duties as requested by the President
6. Keep abreast of the accomplishments of the Board so as to be prepared to discuss these matters with the membership
7. Present to the Board of Directors any programs, suggestions and concerns of the members
8. Be supportive of Board of Director decisions and policies to the general membership at all times

2.14 RESPONSIBILITY OF THE NHAR DIRECTOR(S)

General:

Shall serve as a voting member of the governing body of the New Hampshire Association of REALTORS®

Qualifications:

1. Must be a REALTOR® member in good standing
2. Must be the current President and President-Elect; Alternate Director shall be the Secretary of CRBR

Term:

The current President and President-Elect serve as NHAR Directors for the time period they are in office.

Preparation:

Become familiar with the NHAR activities and programs in progress or projected, the NHAR Bylaws, budget, Strategic Plan and Policy Manual.

Responsibilities and Duties:

During the term of office, NHAR Directors have the responsibilities to perform the following duties:

1. Shall serve as voting members and attend quarterly meetings of the NHAR Board of Directors
2. Shall represent the CRBR membership at the NHAR level
3. Shall disseminate NHAR information back to the CRBR leadership
4. Present to the NHAR Board of Directors any programs, suggestions or concerns of the members

5. Keep abreast of the accomplishments of NHAR and NAR so as to be prepared to discuss these matters with the CRBR Board of Directors and with the membership.

2.15 RESPONSIBILITIES AND DUTIES OF THE NEREN DIRECTOR

General:

Shall serve as the voting member of NEREN's Board of Directors; selected by the Nominating Committee with the approval of the Board of Directors (Bylaws Article XI, Section 4); the Nominating Committee also selects an Alternate Director, approved by the Board of Directors

Qualifications:

1. Must be a REALTOR® member in good standing with CRBR
2. Must have a working knowledge of the MLS system and become familiar with NEREN Bylaws, rules and regulations

Term:

The NEREN Director shall serve a term of three (3) years; the Alternate shall serve a term of one (1) year (Bylaws Article XI Section 4)

Responsibilities and Duties:

During the term of office, a NEREN Director shall have the authority and responsibility as established in the NEREN Bylaws or other governing documents and also perform the following duties:

1. Shall represent the CRBR membership
2. Shall attend the NEREN Board of Directors meetings; if unable to attend, ensures that the CRBR's Alternate Director is in attendance.
3. Shall submit reports on NEREN meeting activities to CRBR Board of Directors

2.16 RESPONSIBILITIES AND DUTIES OF THE CRBR SHAREHOLDER TO NEREN

General:

Shall serve as the Shareholder representative to NEREN; acts in the best interest of the members of the Capitol Region Board of REALTORS®

Qualifications:

1. Must be a REALTOR® member in good standing with CRBR
2. Must have a working knowledge of the MLS system, NEREN Bylaws and governing documents

Term:

Selected by the Nominating Committee for a period of one (1) year with the approval of the Board of Directors (the Shareholder and Alternate may be the same person)

Responsibilities and Duties:

1. Attends all Shareholder's meetings
2. Shall disseminate information from the NEREN shareholders back to the CRBR leadership
3. Shall support the decisions of the CRBR Board of Directors at Shareholder meetings

2.17 RESPONSIBILITIES AND DUTIES OF THE CRBR ASSOCIATION EXECUTIVE

Job Summary:

Serves as the chief staff executive, directly responsible to the President and Executive Committee for the effective conduct and day-to-day operations of the Capitol Region Board of REALTORS®, including the

management of the office and operation of the Board. Recommends and participates in formulation of goals, objectives and related policies. Within that framework, provides guidance and serves as an advisor to committees and task forces with planning and adherence to Board of Director-approved programs and activities. (Bylaws Article XI, Section 5)

Summary of Responsibilities and Duties:

The Association Executive has the authority and responsibility to perform, with appropriate delegations and within the limits of the Board's Bylaws, Charter and policies as established by the Board of Directors, the following:

SECTION 1: General Board Management

- 1.1 Establishes and maintains a sound organizational structure for the Board office
- 1.2 Responsible for Board staff, if applicable; recruits and hire Board personnel; responsible for all reviews, promotions and terminations, if applicable.
- 1.3 Ensures the completion and approval of the Annual Core Compliance utilizing the Core Compliance Tool as required by the National Association of REALTORS®
- 1.4 Ensures that the Board Bylaws are kept current and that they are, in conjunction with the Bylaws Committee, reviewed and approved by the National Association of REALTORS®
- 1.5 Ensures that the Board Policy & Procedures Manual is kept current; recommends revisions to Executive Committee
- 1.6 Manages tenant relationships, landlord functions and physical integrity of the Board building; responsible for renewal notifications, lease amendments, preparation of new leases and listing agreements with commercial listing broker are fully executed in a timely manner; responsible for collection of monthly rental payments and enforces late payment fee, if necessary; responsible for collection of security deposit and QB posting to correct account; assures security deposit is returned in a timely manner, according to Landlord/Tenant Laws
- 1.7 Responsible for sending and collecting annual Firm Certification forms to "Designated" REALTORS to assure firm certification of REALTOR and non-REALTOR licensees; for non-REALTOR licensees, assures that DR pays non-REALTOR licensee dues under NAR "formula dues". (Bylaws, Article VI, Sect 12)
- 1.8 Responsible for compliance with annual state audit of identified non-REALTOR licensees as provided by state and NH real estate commission
- 1.9 Supervises the continuing development of the Board's website and serves as editor of both website and social media sites to inform membership about professional and industry related subjects, Board activities and general information as it relates to their profession.
- 1.10 Has a working knowledge of the Board's Bylaws and Policy Manual and manages the Board's business in accordance with the Bylaws and Policy Manual. In the normal course of business, recommend changes that will be in the best interest of the Board and its membership.
- 1.11 Responds to all non-CRBR members and public inquiries; responsible for assuring that response always projects a positive and helpful image of the Board
- 1.12 Responsible for preparation and submission of Board events and activities for quarterly NHR Board of Directors meetings and NHR magazine
- 1.13 Stays current on NRDS and R-eCommerce policies and procedures as it relates to POE and REC functions
- 1.14 Responsible for the cleanliness of the Board office to ensure a professional appearance; shares responsibility with second floor tenants for cleanliness of common hallway and shared second floor bathroom
- 1.15 Responsible for working condition of Board equipment; assures needed Board supplies, necessary for the function of the Board, are available

SECTION 2: Executive Committee/Board of Director Responsibilities

- 2.1 Ensure that the Officers and Directors are fully informed of the Board conditions and attends all meetings of the Board of Directors and Executive Committee
- 2.2 Plans, formulates and recommends, for the approval of the Board of Directors, policies and programs which will further the objectives of the Board.
- 2.3 Administers Executive Committee/Board of Directors' activities and follows through on decisions
- 2.4 Plans, coordinates and prepares agendas, with approval by the President, for the Board of Directors and general membership meeting
- 2.5 Is an ex-officio non-voting member of the Executive Committee and the Board of Directors
- 2.6 Reviews membership dues structures, fees and other membership charges/costs and recommends to the Board of Directors changes to maximize revenue

SECTION 3: Member Services Responsibilities

- 3.1 Ensures that all new members are processed in a timely manner and fulfill the provisions of REALTOR® membership
- 3.2 Responsible for distribution and administration of state Honor Society and REALTOR® and Affiliate of the Year nominations and forms; assures Honor Society and ROTY/AOTY Task forces meet in a timely manner to complete their functions; assures that Honor Society applications are submitted to state in a timely manner; assures that ROTY information is provided to state; preparation of ROTY ad for state ROTY Banquet booklet; assures that ROTY/Affiliate of the Year plaques are ordered in a timely manner; coordinates ROTY recipient attendance at state ROTY Banquet
- 3.3 Responsible for preparing and submitting Emeritus applications to the National Association of REALTORS® on the required Emeritus application in a timely manner; assures Emeritus awards are framed and organizes presentation at proper membership meeting; assures NRDS dues and Code of Ethics records are updated to reflect Emeritus status.
- 3.4 Responsible for the design and timely distribution of membership meeting and continuing education flyers
- 3.5 Prepares new member Induction Certificates and pins for New Member Induction Ceremony; assures that inducting officer has names and script prior to the induction ceremony; makes sure that "new member" name tags are prepared and given to registration team at meetings; follows up with all new members for attendance at induction meeting
- 3.6 Responsible for conducting quarterly New Member Orientation; assures new members attend new member orientation within the required time period; prepares and update PowerPoint presentation, handouts and gift bags; assures that REALTOR® member is scheduled for open forum/Q & A period of orientation.
- 3.7 Responds to all membership communications and inquiries and answers or provides resources for membership question
- 3.8 Responsible for bulk email distribution service of BOH flyers for REALTOR® members, in accordance with Broker Open House policies
- 3.9 Reviews all NRDS Daily Change reports and assures member changes are updated, if necessary
- 3.10 Ensures that Code of Ethics training is provided by the Board at a minimum of two (2) times a year; coordinates additional Code of Ethics training, if necessary
- 3.11 Responsible that all Board member record spreadsheets and member files are updated

SECTION 4: Financial and Legal Responsibilities

- 4.1 Ensures all documents of the Board are in compliance with the National Association of REALTORS® Errors and Omissions insurance requirements
- 4.2 Develops, in cooperation with the Finance Committee and Treasurer, an annual budget subject to approval and ensures that all funds and physical assets of the Board are properly safeguarded and administered.
- 4.3 Performs all duties related to bookkeeping/accounting, payroll and payroll taxes; prepares and works with CPA for annual tax reporting and annual financial review; responsible for monthly reconciliation of all Board bank accounts, including Operating Account, Money Market and Capitol Reserve and investment accounts
- 4.4 Ensures Board's Corporate Annual Report, insurance audit and any government-required documents completed and filed in a timely manner
- 4.5 Maintains and provides security for all files, legal and historical documents and official minutes all Board of Director and other official meetings.
- 4.6 Executes contracts and commitments as authorized by the Board of Directors or within established policies
- 4.7 Ensures the legal integrity of the Board
- 4.8 Responsible for the annual REALTOR and Affiliates dues billing assuring that all dues are distributed to all REALTOR® and Affiliates members no later than October 1st of each year, per NAR Bylaws.
- 4.9 Responsible for dues collection, maintaining accurate dues payment records for payment of local, state and national dues.
- 4.10 Ensures that annual state and national dues are submitted via EFT to state and national by required due date
- 4.11 Assures that any non-paying REALTOR member's membership is terminated and NRD member status is changed to inactivate; updates all Board records to reflect inactive status
- 4.12 Responsible for collection of new member pro-rated dues and month-end EFT to state and national; responsible for updating new member financial record in NRDS
- 4.13 Responsible for recording RPAC/IMF member contributions; assures that contributions are sent to state within ten (10) days of receipt to remain in compliance of Federal PAC law
- 4.14 Responsible for the change of backup signatures on all bank accounts to the new Board President
- 4.15 Assures annual and quarterly PCI scans are completed to be in compliance with credit card company policy
- 4.16 Responsible for QB posting reconciling credit card statements, Square and Eventbrite statements
- 4.17 Responsible for QB posting and reconciliation REALTOR® e-Commerce dues statements
- 4.18 Recommends to Board of Directors monthly rental amounts and rent adjustments, if necessary

SECTION 5: Professional Standards Responsibilities

- 5.1 Maintains biennial Professional Standards Administrator recertification, as required by the National Association of REALTORS®
- 5.2 Maintains a working knowledge of the Code of Ethics and Arbitration Manual (CEAM), Professional Standards and Code of Ethics. Executes and adheres to all administrative timelines/documents relation to Professional Standards grievances, violations, mediations, arbitrations and hearings. Provides the phone number to New Hampshire's Ombudsman service if a member of the public or REALTOR® members calls or emails the Board office; provides packets of information for any complaints along with the location of the information on the Board's website.

- 5.3 Maintains member record for mandatory NAR biannual Code of Ethics training with reminders going out to members and brokers in various formats so that members can fulfill this requirement; updates Code of Ethics training in individual NRDS education record, per correct NRDS course # guidelines
- 5.4 Assures that current year's Code of Ethics and Standards of Professionalism brochures are ordered and available for member distribution

SECTION 6: Leadership and Association Executive Development

- 6.1 Provides the necessary guidance to committees/task forces to enable committee chairpersons to properly perform their function; acts in an advisory capacity to committees ONLY to ensure adherence to Strategic Plan, budget and Board of Director decisions
- 6.2 Maintains a working relationship with the National Association of REALTORS® and the New Hampshire Association of REALTORS® and keeps current with their policies and procedures
- 6.3 Assists in enhancing membership value by providing guidance to appropriate task force deemed important to the membership
- 6.4 Provides guidance to Education/Programs Task Force to assure forward-looking and relevant education programs designed to advance the professional skills and expertise of membership in varying fields.
- 6.5 Provides guidance in the planning, coordination and/or conducting of professional and effective membership meetings and events, member recognition and promotional programs and new member orientation
- 6.6 Communicates the Board's purpose and programs to membership and promotes interest and participation in Board's activities.
- 6.7 Represents the Board in local governmental matters which affect the real estate industry, when asked
- 6.8 Acts as the Board's spokesperson as directed by the Board of Directors and reports any Board information, activities and membership accomplishments to the organization requesting same in an effective, timely and positive manner.
- 6.9 Establishes and maintains a positive and effective working relationship with other local Board's Association Executives
- 6.10 Attendance at NHR Leadership Conference, AE Institute, AE required training and retreat, Leadership Summit and any other conferences or conventions, as budget allows
- 6.11 Coordinates, promotes and encourages participation of current and future leaders at NHR Conference, Leadership Symposium, REALTOR® Leadership Programs (RLP) and any other conferences and conventions, as budget allows
- 6.12 If a new Association Executive, must attend the annual new Association Executive training in Chicago

SECTION 3 STANDING COMMITTEE, TASK FORCE AND/OR WORKING GROUP POLICIES

3.1 Rules of Standing Committees, Task Force and/or Working Groups

Chairpersons shall be CRBR REALTOR® members in good standing; vice-chairs and members of committees, task force or working groups must be REALTOR® or Affiliate members in good standing. A standing committee et.al. shall serve to be defined as a group that addresses strategies, programs, events and basic capacities through its own direct action which incorporates the goals and objectives of the current strategic plan. Committee et al. al. should be made up of a cross-section of the membership

The two (2) standing committees of CRBR are:

1. Grievance Committee
2. Professional Standards Committee

The Task Force and/or Working Groups are:

1. Education and Programs
2. Finance
3. Hospitality
4. Political Advocacy
5. Community Outreach
6. Public Relations
7. Charity Fundraising
8. Building & Tenancy
9. Scholarship Golf Tournament
10. Honor Society
11. Nominating
12. REALTOR & Affiliate of the Year
13. Strategic Planning
14. Communications/Technology
15. Bylaws & Governing Documents
16. Affiliates

Committees, Task Force or Working Groups report to the Board of Directors. ***Committees, et al. do not establish policy or board-wide programs.*** Committees, et al recommend to the Board of Directors that policies or programs be established or implemented. These recommendations are communicated via the Board Liaison who will present them to the Board of Directors and report the results back to the committee, et al chairperson. ***A committee or task force may not act or initiate any programs or events in the name of the Capitol Region Board of REALTORS without approval from the Board of Directors. This includes fundraising, solicitation of grants or support of an outside organization or group.***

Chairs of committees, Task Force or Working Groups are required to attend the annual CRBR Leadership Meeting conducted by the President and President-Elect.

Use of Google Drive for file sharing and collaboration will be utilized by those committees, et. al. whose information is not deemed to be confidential. (for example, Grievance and Professional Standards Committees, Finance and REALTOR® and Affiliate of the Year Task Force). User name and password will be given to authorized members.

Chairs must ensure that all meeting minutes, form, flyers, contacts and procedural information is clearly and concisely maintained for future use. Flyers for a Board-approved event are the sole responsibility of the task force, committee or working group and must be submitted to the Board office (attached in jpeg format) for approval and distribution from the Board office.

3.2 ANNUAL COMMITTEE SELECTION PROCESS

The CRBR Committee Sign-up Form is made available to all CRBR members for committee appointment. The President-Elect shall review and appoint chairs of committees, task force or working groups for the next year. The President-Elect may contact and reappoint existing chairs. The President-Elect may also invite other members to serve. A copy of the Sign-up Form is emailed to the membership.

3.3 PURPOSE AND DUTIES OF THE STANDING COMMITTEES

3.3.1 Grievance Committee

Purpose: to review all ethics complaints and arbitration requests between REALTORS® or the public and to refer potentially valid complaints to the Professional Standards Committee in accordance with the current Code of Ethics and Arbitration Manual.

Guidelines:

Membership: appointed by the President and approved at the Board of Directors

Meetings: as necessary

Qualifications: must be a REALTOR member of CRBR; must attend Professional Standards/Code of Ethics seminar or workshop every 2 years; must have a working knowledge of the Code of Ethics.

Size: Minimum of 5; must include Principal and Salesperson representation.

Term: 1 year; eligible for reappointment

Duties and Strategic Direction:

- * Ensure all complaints are reviewed in a timely manner in accordance with the current Code of Ethics and Arbitration Manual;
- * refer potential cases of violation to the Professional Standards Committee where applicable;
- * ensure due process is served in grievance actions;
- * initiates complaints on behalf of the Board when requested by the Board of Directors or when committee deems necessary

3.3.2 Professional Standards Committee

Purpose: to enforce the REALTOR® Code of Ethics by conducting hearings to resolve ethics and arbitration disputes

Guidelines:

Membership: appointed by the President and approved by the Board of Directors

Meetings: as needed

Qualifications: must be a REALTOR® member of CRBR; must have served two (2) years on the Grievance Committee; must attend NHAR Professional Standards/Code of Ethics workshop or Code of Ethics class a minimum of every 2 years.

Size: minimum of 5

Term: 1 year; eligible for reappointment

Duties and Strategic Direction:

- * Provides education instruction on Grievance, Professional Standards and Mediation processes to members when requested;
- * conducts Ethics and Arbitration hearings as required in accordance with the Code of Ethics and Arbitration Manual;
- * maintains confidentiality of all matters brought before these panels.

3.4 Purpose and Duties of Task Force and Working Groups

3.4.1 Political Advocacy

Purpose: assure satisfying Strategic Plan and Core Compliance Advocacy component as it relates to NAR and NHAR Calls for Action, educating the membership on the REALTOR® Party and the value of investing in RPAC or Issues Mobilization Fund and conducting activities supporting the REALTOR® Party's "Vote-Act-Invest" goals.

Guidelines:

Membership: REALTOR® and Affiliate members as appointed by the President and approved by the Board of Directors

Meetings: as needed to accomplish the purpose

Qualifications: knowledge of Strategic Plan and Core Compliance Advocacy component; knowledge or interest in local, state and national legislation affecting the real estate industry

Size: as necessary to accomplish the purpose

Term: 1 year; may be reappointed

Duties and Strategic Direction:

- * plans and executes a minimum of 1 RPAC fundraiser per year
- * plans and executes programs to educate and promote importance of REALTOR Party
- * plans and executes at least two (2) initiatives or activities in each of the "Vote-Act-Invest" goals in accordance with the Strategic Plan and Core Compliance Advocacy component

- * works with NHAR Public Policy Committee and NHAR Government Affairs Director for current legislation affecting the real estate industry

3.4.2 Consumer Outreach/Public Relations

Purpose: to develop and execute engagement in at least four (4) meaningful consumer engagement activities annually, including at least two (2) activities demonstrating how the Board is the "Voice for Real Estate" in our jurisdictional area

Guidelines:

Membership: REALTOR® and Affiliate members as appointed by the President and approved by the Board of Directors

Meetings: as needed to accomplish the purpose

Qualifications: knowledge of market trends or issues; knowledge of publicity through press releases, social media or other forms of communication; knowledge of Strategic Plan and Core Compliance Consumer Outreach component

Size: as necessary to accomplish the purpose (set up sub-task force if necessary)

Term: 1 year; may be reappointed

Duties and Strategic Direction:

- * plan and execute at least two (2) activities demonstrating being the local "Voice for Real Estate", i.e., promoting local market statistics and/or market trends and issues via press releases, interviews
- * plan and execute at least two(2) activities demonstrating community involvement and investment promoting the value proposition of using a REALTOR and/or engaging in community activities which enhance the image of the REALTOR (i.e., annual Blood Drive and National Night Out)
- * must ensure that all promotional flyers, photos, etc have CRBR logo or branding (i.e., Blood Drive flyer includes CRBR logo)
- * ensures that all photos of events, activities and membership meetings are posted to FB and sent to Board office in a timely manner
- * ensures that all activity flyers are sent to Board office at least 4 weeks prior to activity to inform membership (i.e., annual Coat Drive)
- * Assists Scholarship Golf and Charity Fundraiser with press releases and photography
- * Receives approval from the Board of Directors the amount of the individual scholarship awarded to each recipient Oversees and carries out annual Scholarship Awards program, including notification to schools, review of applications, selection of recipients and notification. Coordinates presentation with Board of Directors at Awards Nights

3.4.3 Education and Programs Task Force

Purpose: to plan, develop, market and coordinate NH real estate commission-accredited continuing education classes, programs and seminars with budgeted guidelines. Identify, develop and promote these programs, seminars and products for member and non-member use.

Guidelines:

Membership: a minimum of 3 REALTOR® members

Meetings: as needed to accomplish the purpose

Qualifications: knowledge and interest in member education and current trends in the profession, marketing of programs and services and a desire to promote ongoing, relevant educational programs to our members

Size: minimum of 5 or as needed to accomplish the purpose

Term: 1 year; eligible for reappointment

Duties and Strategic Direction:

- * Ensure high quality, required continuing education development, promotion and delivery;
- * where appropriate, submit proposed programs to Board of Directors for approval;
- * coordinate scheduling of classes/seminars with AE to avoid conflicts;
- * establish marketing program for Board seminars, products and services;
- * responsible for providing AE with all seminar or class information including talking points, instructor CV and any other pertinent class information to maximize class attendance;

- * schedule and plan at least one Code of Ethics class each year to aid members in satisfying the NAR required bi-annual Code of Ethics training

3.4.4 Finance

Purpose: to formulate an annual budget for submission to the Board of Directors for approval; review Board's financial condition in relationship to the budget and recommend revisions and/or adjustments; review requests for additional expenditures; propose revisions to fiscal policies and procedures; oversees prudent investment of Board's funds that provide a good return, proper security and necessary liquidity
Guidelines:

Membership: shall be comprised of the President, President-elect, Treasurer (may also serve as chairperson), AE and other REALTOR® members as selected by the President and approved by the Board of Directors

Meetings: as necessary to review financial status of the Board; meets to prepare the annual budget for submission to the Board of Directors at the annual Directors meeting in September

Qualifications: knowledge of budgeting procedures and related financial experience and investment strategies

Size: Maximum 5, to include the President, President-elect, Treasurer and AE

Term: 1 year

Duties and Strategic Direction:

- * develop and maintain the annual budget to the Board of Directors with input from AE and chairpersons, if necessary
- * analyze, with primary input and assistance from AE, the current fiscal condition of the Board
- * monitor financial position of the Board
- * monitor investment practices
- * present financial highlights to the membership when required

3.4.5 Hospitality

Purpose: register and greet attendees at monthly membership meetings, classes and Board-sponsored events; set up and clean up of membership meetings and classes; communicate with new members via mail welcoming them to CRBR

Guidelines:

Membership: REALTOR® members as needed to accomplish the purposes

Meetings: as needed to accomplish the purpose

Size: as needed

Term: 1 year; may be reappointed

Duties and Strategic Direction:

- * work with AE to coordinate and plan membership meetings
- * work with chairs of Charity Fundraiser, Scholarship Golf Tournament or other event to assure adequate staffing for event
- * work with AE on decorations (for example, Awards Luncheon, Christmas Party, etc.)
- * mail follow-up note cards to New Member Inductees

3.4.6 Charity Fundraising

Purpose: to plan and conduct fundraising activities which will benefit local charitable organizations as approved by the Board of Directors and enhance the REALTOR® image in the community

Guidelines:

Membership: REALTOR® and Affiliate members with chair being appointed by the President and approved by the Board of Directors

Meetings: as needed to accomplish the purpose

Qualifications: interest and knowledge of fundraising activities

Size: as needed to accomplish the purpose

Term: 1 year; may be reappointed

Duties and Strategic Direction:

- * Solicit recommendations from the membership for local charitable organizations that might benefit from the net proceeds of the fundraiser within solicitation guidelines

- * submit recommendations (maximum of 3) to the Board of Directors for their review and approval
- * submit proposed fundraising format to Board of Directors for approval
- * establish date, time, and location of event, if applicable
- * responsible for creating all marketing materials to be approved by the AE for distribution and marketing on website, emails and social media
- * responsible for planning and executing all details of event; coordinating with Hospitality and Community Outreach/Public Relations for assistance
- * ensures Thank You notes are sent to any donors or sponsors
- * plans date with assistance from AE to present net proceeds to charity recipient

3.4.7 Building and Tenancy

Purpose: to oversee the physical integrity of the Board office building and ensure quality commercial tenancy

Guidelines:

Membership: AE, Treasurer and one other as appointed by the President

Meetings: as needed

Qualifications: Familiarity with Board office building; knowledge of building maintenance and ability to work with outside contractors and building tenants

Size: minimum of AE and Treasurer

Term: annual; may be reappointed

Duties and Strategic Direction:

- * oversees the general physical integrity of the Board office building
- * arrange for general maintenance; obtains W-9's and Certificate of Additional Insured
- * obtains bids for improvements, repairs and maintenance when necessary to submit to Finance and Board of Directors for approval
- * secures annual services for snow removal, lawn care and annual furnace maintenance

3.4.8 Scholarship Golf Tournament

Purpose: to provide an annual golf tournament to raise funds for CRBR's Scholarship Program

Guidelines:

Membership: REALTOR® and Affiliate members

Meetings: as needed to accomplish the purpose

Qualifications: knowledge of golf tournaments and/or golfing

Size: as needed to accomplish the purpose

Term: 1 year; may be reappointed

Duties and Strategic Direction:

- * establish date and location (contact GNMBR to avoid date conflict)
- * meet with management of golf club to review rules and contract; send copy of contract to Board office and request deposit, if required
- * determine team prizes, sponsorship opportunities and on-course games
- * prepare team registration & sponsorship forms, marketing flyers and materials for use on Board website, email distribution and social media
- * solicits items for team prizes, sponsorships and raffle items from businesses, agencies and other companies
- * ensures sponsorship signs are prepared and set up on golf course
- * coordinates with Hospitality to ensure sufficient staffing for day of event team registration and raffle ticket sales
- * responsible for transport of raffle items from Board office (if necessary)
- * responsible for day of event set up, including but limited to, registration, raffle ticket sales table, sponsorship acknowledgement signage, etc.
- * ensures player "goodie bags" are prepared, transported and placed in golf course prior to start time
- * ensures that all items taken to golf course are removed from golf course; responsible for any necessary clean up at golf course

- * sends out "Thank You" notes to all sponsors
- * ensures that all income and expenses are submitted to Board office in a timely manner in order for AE to determine net proceeds

3.4.9 Honor Society

Purpose: to encourage and recognize participation among CRBR REALTOR® and qualifying Affiliate members (Affiliates must be NHAR members) resulting in better informed members who provide improved service to clients and customers through their educational accomplishments and thereby enhancing the REALTOR® image.

Guidelines:

Membership: the chair shall be the President-Elect with others appointed by the President and approved by the Board of Directors

Meetings: as needed

Qualifications: knowledge of programs and participation qualifying for the award

Size: minimum of 3 with the President-Elect serving as chairperson

Term: annual; may be reappointed

Duties and Strategic Direction:

- * encourage, promote and educate the membership of Honor Society Award throughout the year
- * review applications to confirm the applicant has qualified for the Award
- * forward REALTOR® and qualifying Affiliate applications to NHAR for review
- * chairperson to attend NHAR Honor Society review meeting, if necessary
- * coordinates presentation at annual Awards Membership Meeting; arranges for Honor Society Awards presenter, if necessary

3.4.10 REALTOR® & Affiliate of the Year

Purpose: to promote involvement and recognition of a REALTOR® and Affiliate whose actions and involvement embody the REALTOR® spirit, local, state and national involvement as well as engagement in civic affairs; to select the REALTOR® and Affiliate of the Year

Guidelines:

Membership: past five (5) REALTORS of the Year; immediate past REALTOR of the Year shall serve as chair

Meetings: minimum once annually to be held prior to scheduled award date

Qualifications: Past REALTOR of the Year recipient

Size: five (5) past REALTORS of the Year; should one of these person be nominated, the list of past recipients to be worked backward until five not currently nominated have been invited to serve

Duties and Strategic Direction:

- * encourage membership to submit nominations on approved nomination forms
- * review the nominations received, taking into consideration past 10 years and ongoing service to our members and number of ballots submitted; request further information from those nominated, if necessary, to determine eligibility
- * provide name to AE to ensure plaque is ordered
- * past year's recipient to announce the award and make presentation at appropriate membership meeting
- * prepares and submits press release to announce recipient and their accomplishments
- * assists AE in forwarding recipient NHAR information for NHAR ROTY consideration
- * maintains strict confidentiality of recipient's name prior to presentation

3.4.11 Nominating

Purpose: to select and recommend a slate of Officers and Directors for vacant positions for the upcoming year

Guidelines:

Membership: to include the President, President-Elect and other appointed by the President; President-Elect shall serve as chairperson

Meetings: annually, prior to September 1st

Qualifications: knowledge of membership and their service to the Board
Size: minimum of 5, including the President and President-Elect
Term: annual

Duties and Strategic Direction:

- * prior to September 1st, meet and select one candidate for each officer and director position who present a vacancy in the upcoming year
- * consideration should be given to members who have shown active Board participation or have leadership potential
- * ensure that those selected for officer positions possess the desire to assume higher officer positions
- * present the recommended slate to the Board of Directors at the Directors Annual September meeting; does not required Board of Director approval
- * ensure that the slate is distributed to all members eligible to vote three (3) weeks prior to the annual October meeting

3.4.12 Bylaws and Governing Documents

Purpose: to review CRBR Bylaws with those suggested by NAR and NHAR and to recommend to the Board of Directors any changes as they become necessary; ensure written approval and certification by NAR a minimum of every two (2) years. to ensure that Policy Manual is up to date and reflects current Board policies

Guidelines:

Membership: CRBR Secretary shall chair with other members appointed by the President and approved by the Board of Directors

Meetings: as necessary

Qualifications: strong knowledge of CRBR Bylaws and Policy Manual and their meaning

Size: minimum of three (3), to include the AE

Term: annual; may be reappointed

Duties and Strategic Direction:

- * review Bylaws and Policy Manual annually, if necessary, and implement changes
- * submit draft changes to CRBR legal counsel for approval, if necessary
- * review revised Bylaws with AE to be prepared for submission to the Board of Directors where necessary
- * assist AE in preparing and distributing formal changes to membership
- * ensure that Bylaws are certified and approved in writing by NAR every two (2) years to ensure E & O and Director and Officer Liability coverage is maintained

3.4.13 Strategic Planning

Purpose: to annually certify that its Board of Directors has reviewed and discussed CRBR business or strategic plan, that the plan includes an advocacy component and a consumer outreach component, and that those components have actionable implementation strategies.

Guidelines:

Membership: immediate Past-President to chair; members will be appointed by the President and approved by the Board of Directors; consideration should be given to a wide representation of firms, past, present and future leaders and AE

Meetings: as needed

Qualifications: active interest in the growth and future of the Board

Terms: annual; may be reappointed

Duties and Strategic Direction:

- * annually review, update and maintain the strategic goals of the Board
- * develop objectives and strategies to support those goals
- * review recommendations from task force/working groups to ascertain future value
- * identify major issues and trends which will affect the real estate industry and recommend methods for addressing these issues

- * maintain an action plan monitoring tool to ensure compliance
- * submit approved plan in accordance with Core Compliance guidelines

3.4.14 Communications & Technology

Purpose: to ensure that CRBR utilizes technology tools which will provide members with up to date communications and a more efficiently and effectively run Board operation

Guidelines:

Membership: REALTOR® and Affiliate members; appointed by the President and approved by the Board of Directors

Meetings: as necessary

Qualifications: strong knowledge of current technologies and website management

Size: minimum of three (3)

Terms: 1 year; may be reappointed

Duties and Strategic Direction:

- * responsible for researching specific technology related issues
- * periodic review of CRBR website for accuracy, relevance, ease of navigation as well as to consider new and better ways to reach out to our members and the public
- * responsible for sending out and compiling results from any surveys sent from CRBR, if necessary

3.4.15 Affiliates

Purpose: to promote and encourage harmonious relations between REALTOR and Affiliate members including sponsorship of educational opportunities or events beneficial to the membership, whenever and wherever possible. Enhance the image of REALTOR and affiliate members to the public through community activity and professionalism.

Guidelines:

Membership: shall be comprised a chair, vice-chair and all Affiliate members; others to be approved by the Board of Directors.

Meetings: monthly or as deemed necessary

Qualifications: must be an Affiliate member of the Board

Size: all Affiliates are eligible to serve

Term: 1 year, may be reappointed

Duties and Strategic Direction:

- * suggest (and possibly sponsor) potential speakers to the Education Committee for membership meetings, continuing classes and/or seminars
- * sponsorship of functions with REALTOR and Affiliate members to enhance and promoted relations between professionals
- * planning of summer and/or fall Affiliate event which may be combined with membership events with prior approval from the President and Board of Directors
- * preparation of an annual directory of Affiliate members to be used by REALTORS to help encourage buyers and sellers to utilize the services of Affiliate members of the Board
- * provide a roundtable educational seminar annually that is approved for a minimum of three (3) continuing credits to aid in providing non-dues revenue

Administrative requirements and policies

- * flyers and other materials for bulk distribution to members must be prepared either in pdf or jpeg format (check with AE for specific requirements) and submitted through the Board office
- * dates and times of events or meetings coordinated with the Board office to avoid conflict and achieve positive results
- * A sponsoring Affiliate (s) may request specific marketing and promotional methods but the Board reserves the right to determine timing and marketing media including but not limited to bulk emails and social media.

3.5 Chairing a Committee, Task Force or Working Group

DUTIES, RESPONSIBILITIES AND SPECIAL INFORMATION

An appointment to chair a CRBR committee, task force or working group presents a member with a special opportunity for service and leadership. Under your guidance, your committee will work toward goals and strategic directions established by the Board. The following is to help you in your task so that the year will be a time of accomplishment and fulfillment.

YOUR COMMITTEE, TASK FORCE OR WORKING GROUP

Some of your committee members may be new to committee, etc., work. From the beginning, strive to establish and maintain an atmosphere which encourages participation. The more members participating, the more opportunities there are for enthusiastic and creative interaction and for accomplishing the objectives.

BUDGET

If there is a budget, approved by the Board of Directors, it is your responsibility to ensure that your expenditures stay within its budget. No additional expenditures may be made without prior approval of the Finance Task Force and the Board of Directors.

MEETINGS

The Chairperson may call meetings at any time

ASSOCIATION EXECUTIVE ASSISTANCE

The CRBR AE is considered a "trusted advisor and guide" NOT a secretary or admin to a committee, task force or working group. The AE can advise you on Board policies and procedures and is more than happy to provide informational resources. As a leader, it is your responsibility to ensure that strategic goals and tasks of the committee are accomplished.

MINUTES

As the official records of your committee, task force or working group, minutes must be accurate. Minutes are often referred to from year to year and usually are the basis for your reports to the Board of Directors. Minutes are maintained by you or the committee secretary on Google Drive. Minutes must identify who has agreed to do various tasks so it can serve as an Action item.

USE OF GOOGLE DRIVE

Each committee, task force or working group has a file set up in Google Drive. User name and password will be given to each chairperson. You will find past year templates and other documents pertaining to your committee, etc in the appropriate file on Google Drive. Current information must be incorporated on Google Drive for file sharing and collaboration.

BOARD POLICIES

Although your committee, etc has passed a motion or recommendation, it does not become official until approved by the Board of Directors. **REMEMBER: YOU DO NOT SET BOARD POLICIES OR PROGRAMS.** There is the possibility that your recommendation will not be approved. For this reason, it is important to resist dissemination or implementation of the proposal before final action by the Board of Directors.

A committee or task force may not act or initiate any programs or events in the name of the Capitol Region Board of REALTORS without approval from the Board of Directors. This includes fundraising, solicitation of grants or support of an outside organization or group.

CONDUCTING THE MEETING

Conducting a meeting can be a challenging job. The following is a quick checklist of points to remember:

1. follow your agenda and watch the time
2. encourage participation but keep all discussions to the point
3. recognize each member who wishes to speak; discourage side conversations and interruptions; defer recognizing those who have already spoken until all others wishing to speak have had the opportunity

4. speakers who are difficult to understand should be reminded to speak more clearly, when necessary. At times, you may wish to summarize their points.
5. invite constructive criticism and disagreements, ask for support, obtain a consensus and then move to the next topic.
6. as the presiding officer, you are neutral. If you disagree with a speaker, you may ask questions but don't argue
7. the meeting should not be adjourned until the committee is satisfied that all subjects have been adequately covered

SECTION 4: FINANCIAL POLICIES

*Approved by the Capitol Region Board of Directors: April 14, 2015
Amended by the Capitol Region Board of Directors: June 9, 2015*

4.1 ANNUAL BUDGETING PROCESS

Budgeting is one of the most important sub-functions of financial management and guides many of the operations of the Board. The process is continuous, as once the budget is approved it is subject to constant review and change when necessary; review to be completed by AE at a minimum at the end of each fiscal quarter.

The Treasurer and AE are ultimately responsible for the budget. An annual budget will be prepared for each fiscal year and presented to the Finance Committee and Board of Directors for approval. The following time frame is a guideline for those participating in the budgeting process.

Mid-June to AE: Proposed Committee program budgets. Committee budget submittals should be as detailed as possible indicating what the request is for and when it is needed. Some budget submittals may be general in nature, but should be accompanied by a general discussion of the purpose for the request. Individual Committees can refer to the Leadership and Policy Manual for guidelines.

Beginning of August: AE and Treasurer review of current year 6-month Budget vs. Actual; Treasurer and AE proposed next year's budget

End of August: Proposed budget (with current 6-month Budget vs. Actual) reviewed by Finance Committee

September: Proposed Budget submitted to Board of Directors at regularly scheduled Board of Directors meeting for approval.

4.2 GENERAL OPERATING GUIDELINES

The following shall serve as guidelines concerning financial management

Administrators

The following individuals shall have certain financial management responsibilities:

- * Treasurer
- * Association Executive
- * Board President

Fiscal Year

The fiscal year of the Board shall be the calendar year

Reviews/Audits

In accordance with the annual budget and approval of the Executive Committee, the AE shall employ an accounting firm to conduct an annual review.

Records

The following records, and others deemed necessary, shall be maintained relating to the Board's finances:

- * Balance Sheet and Income Statement
- * Cash receipts and disbursement records
- * Payroll records
- * Annual reviews and/or

All records will be clear, concise and available to the members of the Board

Payment Policy

As the Board's accounting is on a cash-basis vs. accrual basis, all payments are paid upon receipt and expensed.

Dues/Assessments

The level of dues and any assessments shall be established as described in the Bylaws and/or Policy Manual.

Dues for new members shall be computed from the first day of the month of application and shall be based on the new membership status for the remainder of the year. New members applying for membership in December will be required to pay the following year's dues at the time of application.

Dues and other assessments shall not be refundable unless otherwise approved by the Executive Committee

Bank fees charged for checks returned for insufficient funds will be passed along to the member and the Board will require certified funds as the second form of payment. Stop payment fees will be passed along to the member at the discretion of the AE.

The collection of dues and late fine: all dues payments made to the Board after January 1st must include a late fee; no partial payments will be accepted.

Cash Policy for Events

For some Board events if it is necessary for the organizing committee to have starter cash available prior to the event to make change, the cash policy must be followed:

The committee is to notify the AE at least three days before the event the amount of money needed and in what denominations. When the committee member picks up the cash at the Board office prior to the event, both the committee member and AE will count the cash and sign off on the receipt of cash. Prior to leaving the event, at least one committee member and the AE (if available) will count the cash received and sign off on the amount. If the AE is not available, two committee members will count the money and sign off on the amount.

The cash will be returned to the Board office within 24 hours of the event to avoid theft or loss of monies. At this time the AE will count the cash (if they haven't already) and confirm the cash returned matches the committee totals recorded on the receipt.

Insurance

In accordance with the annual budget, the AE and Treasurer shall review and make any appropriate changes to the levels and limits of all Board insurance protection plans with prior approval from the Executive Committee

Lending/Borrowing

The Board of Directors shall have the sole authority to authorize the lending or borrowing of funds

Staff Compensation

The AE's compensation shall be proposed by the Executive Committee and subject to ratification by the Board of Directors. The AE shall determine individual staff salaries within the approved budget. Bonuses or other compensation shall be proposed by the Executive Committee and approved by the Board of Directors; the Board of Directors will be privy to viewing all staff salaries. The Executive Committee and any Board Director, upon request to the AE or Treasurer, may view all staff salaries, provided that the Executive Committee or Board Director has first executed a confidentiality statement in a form and format prescribed by the Board.

Employee Pension Plan

None at this time

Cash & Investment Management

The selection of operating accounts shall be at the discretion of the Board of Directors with the guidance of the Treasurer, AE and Executive Committee. The authorized check signers are the President and AE

The AE shall prepare a cash flow projection for the year based on the approved budget that will reflect a reasonable estimate of cash flow timing. This projection will be shared with the cash management firm, if applicable, for consideration of placing any funds for investment and to ensure that the appropriate funds are available when needed.

Capitalization Policy

The Board establishes \$1,000 as the threshold amount for minimum capitalization of tangible property. Any items costing below this amount will be expensed in the Board's annual financial statements.

4.3. INVESTMENT POLICY STATEMENT OF PURPOSE

Excess operating funds are to be transferred into an interest-bearing money market account.

4.4 RESERVE ACCOUNTS

A "Capitol Reserve Account" to be an interest-bearing money market account.

4.5 FRAUD AWARENESS AND PREVENTION

AE & President have check-signing authority; all monthly reconciliations are performed by the AE and reviewed annually by the CPA.

4.6 TRAVEL & EXPENSE REIMBURSEMENT POLICY

All travel-related reports, requests for reimbursements and accompanying receipts must be submitted to the Board office on the Board-approved Travel Expense Reimbursement form with 45 days of said travel event and prior to December 31st of each year. Failure to submit for reimbursement within 45 days may result in Board not being responsible to reimburse said travel expenses.

Mileage is reimbursed based on current IRS-allowable mileage reimbursement

Committee expenditures that are to be reimbursed by the Board must be approved in advance by the AE or Finance Committee. Receipt must accompany all requests for reimbursement.

4.7 CONTRACT GUIDELINES

All contracts to be developed or considered for signature must be reviewed by the AE, Executive Committee and/or general counsel. If there is any doubt as to the determination of whether a particular situation requires a contract, the general counsel will provide guidance.

The AE shall execute all contracts for budgeted items. Contracts for non-budgeted items shall be executed by the AE with the approval of the Board of Directors.

Elements

The specific terms of contracts covered by this procedure may vary depending on such factors as the goods or services to be provided, the particular contractor, the risk to the Board, etc. Therefore, it is not possible to specify a model contract. There are, however basic elements which should be included in all contract.

These are:

- * The parties to the contract must be specifically named
- * Scope of work or services should adequately specify the work to be performed
- * Cost and payment schedule (specifying that payments will no exceed the percentage of the work performed.)
- * Term of the contract
- * Frequency and type of reports to be provided

Depending on the subject of the contract and other factors, other clauses may be added on an individual bases.

In order to avoid problems, which will impede the negotiation process, requests for proposals should include a list of those clauses the Board will require in a given contract. In order to assure the inclusion of all appropriate clauses, the general counsel should be consulted prior to the release of requests for proposals.

Copies of draft or final contracts shall not be disseminated outside the Board without prior review by the AE or Executive Committee. Further, no officer or member, other than those specifically authorized to do so, shall make oral commitments on behalf of the Board.

Processing Procedures

The originator shall submit proposed contract documents to the AE for signature.

Normally, only two copies of a contract are signed. Exceptions will be made only when there are more than two parties to the contract or where some other requirements (such as with government) must be met. Exceptions are to be noted on the covering memorandum.

An original of the completed contract is to be returned to the AE or designee for retention and filing. No payments will be made to any contractor until the AE or designee has received an executed copy of the contract.

4.8 CONTRACTOR POLICIES - Certificates of Insurance

When a contractor performs work for the Board, a Certificate of Insurance must be obtained from the contractor proving they have valid Workers Compensation and General Liability insurance In New Hampshire; if no certificate is available and/or the contractor does not meeting the limit of liability requirements, the Board may be charged full liability rates for the contractor, is if he/she were an employee.

The following must be incorporated and maintained in order to protect the Board's business interests and preserve the Board's insurance coverage. These documents must be retained for five (5) years.

* **Signed Contracts:** this applies both for any work the Board does for others as well as each contractor the Board engages to do work on the Board's behalf. The contract defines the Board's responsibilities and liability from beginning to end. It will help provide a defense if drawn into a liability suit which is outside the Board's contractual obligations.

* **Hold Harmless Agreements:** must be required of each contractor the Board engages to do work on the Board's behalf. A similar agreement must be required by subcontractors who subcontract any portion of their work to others.

* **Required limits:** the Board's insurance carrier requires subcontractors' limits equal to the Board's policy general liability limits or to be a minimum of \$500,000 on a per occurrence \$1,000,000 aggregate basis. Regardless of the general liability limits, the subcontractor must meet these minimum limits.

* **Additional Insured:** it is required that the Board be named as an Additional Insured on the subcontractors' policies as well as certification of the subcontractors' policies as primary and noncontributory.

SECTION 5: GENERAL POLICIES

5.1 APPLICATION FEES

The Board of Directors may adopt an application fee for REALTOR membership in a reasonable amount, not exceeding three times the amount of the annual dues for REALTOR membership, which shall be required to accompany each application and which shall become the property of the Board at the time of application. (Bylaws Article X Section 1)

The Board may also charge application fees for transferring members, firms and Affiliate membership.

5.2 DUES TIMELINE

September 15th

Affiliate dues statements emailed to all Affiliate members.
REALTOR® dues emailed via REALTOR c-Commerce

October 15th

1st dues reminder emailed to all REALTOR® and Affiliate members

November 15th

2nd dues reminder emailed to all REALTOR® and Affiliate member

December 15th

3rd dues reminder emailed to all REALTOR and Affiliate members; dues must be received at the Board office or paid via REALTOR e-Commerce by December 31st to avoid \$150.00 late fee

January 15th

Final dues reminder sent to DR's and Affiliates; dues must be paid by January 31st

February 1st

CUTOFF FOR PAYMENT OF REALTOR® and Affiliate DUES. Any unpaid member will be placed *inactive*. Once a member has been placed inactive and his/her license continues to be held at a member firm, the firm DR will be notified informing them that they are now responsible for the agent's dues (nonmember assessment fee). If the agent chooses to reapply, they must submit a reapplication fee and the full year's dues.

If the agent's license is returned to the NH Real Estate Commission and goes inactive with CRBR and they decide to return to a member agency, he/she must reapply with a submittal of application and payment of applicable fees.

Any unpaid Affiliate's membership will be terminated.

NEREN will be advised of any inactivated or terminated member.

5.3 PRO-RATED DUES POLICY

Dues are pro-rated from the month the application for membership is received by the Board; if a member held membership in the previous 12 months, dues are not pro-rated if the licensee held membership in the Board during the preceding calendar year. (Bylaws Article X Section 2 (a))

5.4 SMOKING POLICY

It is the policy of CRBR that smoking of any kind will not be allowed in the Board office or at any CRBR meeting or event held elsewhere.

5.5 RECORD RETENTION

Accounting Records

Accounts payable (seven years)
Accounts receivable (seven years)
Annual financial statements (permanent)
Bank statements (seven years)
Bank reconciliations (seven years)
Canceled checks- routine matters (seven years)
Canceled checks- special (loan repayment, etc.) (permanent)
Correspondence: routine (four years)
Deeds and closing papers (permanent)
Deposit slips (four years)
Electronic payment records (seven years)
Employee expense reports (seven years)
Fixed-asset acquisition invoices (after disposal) (seven years)
Freight bills (seven years)
General ledgers (permanent)
Income tax returns (permanent)
Inventory count & costing sheets (seven years)
Insurance policies (after expiration) (four years)
Investments (after disposal) (seven years)
Mortgages, loans & leases (paid) (seven years)
Payroll journals & ledgers (permanent)
Purchase orders (except accounts payable copy) (one year)
Purchase invoices & orders (seven years)
Receiving sheets (two years)
Sales commission reports (five years)
Sales records (seven years)
Sales tax returns & exemption support (five years)
Subsidiary ledgers (seven years)
Tax returns (federal & state) (if applicable) (permanent)
Trial balances (permanent)

Board Corporate Records

Articles of Incorporation and amendments (permanent)
Bylaws and amendments (permanent)
Corporate filings (permanent)
Corporate Minute Book (permanent)
IRS Exemption Letter (permanent)

Electronically Stored Information

Specific documents in electronic formats will be treated according to the timeframes set forth elsewhere in the policy.

Employment Records

Documents relating to job recruitment: advertising, job orders submitted to employment agencies, interviewing, testing, hiring, training, demotions, promotions, layoffs, discharge, and other personnel decisions (one year)
Employee benefit plan documents (duration of plan)
FMLA leave records including: all FMLA information and notices distributed to these employees and records

of any FMLA disputes.

Garnishments / wage assignments (three years)

Immigration I-9 forms (duration of employment plus one year, minimum of three years)

Medical records relating to the exposure of the employee to any toxic or hazardous substances. (duration of employment plus 30 years).

Payroll records showing name address, date of birth, occupation, rate of pay, and weekly compensation (three years)

Personnel Records (ten years after employment ends)

Record of all occupational injuries, including those under state workers compensation law and any ERISA awards (five years for ERISA; state law requirements will vary)

Legal Documents

Contracts (ten years after expiration)

License Applications (one year after expiration)

Licenses (one year after expiration)

Trademarks, Patents & Copyrights (permanent)

Warranties & Guaranties (two years beyond terms of the warranty)

Correspondence: legal (permanent)

NAR / Board Documents

NAR charter (permanent)

Territorial jurisdiction (permanent)

REALTOR® Agreement (until superceded)

Member file & membership applications (two years after membership terminates, with social security number and other financial information removed (if applicable))

Professional Standards Hearing Records: Ethics (result of hearing- permanent; rest of hearing file- minimum of 1 year after satisfaction of sanctions (if any) and there is no threat of litigation)

Arbitration / Mediation (minimum of 1 year after payment of award (if any) and there is no threat of litigation)

Property Records

Deeds of Title (permanent)

Leases (two years after expiration)

Depreciation schedules (permanent)

Property Damage (seven years)

Property Tax (permanent)

Appraisals (permanent)

Blueprints / Plans (permanent)

Warranties & Guaranties (two years beyond terms of the warranty)

Pension & Profit Sharing

ERISA disclosure documents (six years from date disclosure was due)

IRS Determination Letter(s) (permanent)

Forms 5500 & plan documents (permanent)

5.6 ASSOCIATION EXECUTIVE GUIDELINES

The Association Executive (AE) is the hired chief staff executive of CRBR and the Board shall follow policies set forth in the Employee Policy Manual, which shall include but not limited to the following sections:

- * Job Description
- * Duties and Responsibilities
- * Employee Benefits

- * Expense Reimbursement
- * Evaluation
- * Nondisclosure of Confidential Information
- * Conflict of Interest
- * Termination

Reporting Relationships

The AE reports to the President, Executive Committee and the Board of Directors of the Board.

Resignation/Termination Procedure

The AE may resigns from service or be dismissed from service with or without cause in accordance with the Personnel Manual.

AE resignations are accepted by the current CRBR President in writing and must be signed. When appropriate, the resignation should take effect immediately and an interim AE will be appointed by the Board of Directors. The interim AE immediately takes on the responsibilities of the Acting AE and shall act to secure Board assets. The Executive Committee shall be informed in a timely manner and should meet within five (5) working days to plan and initiate the formation of an Association Executive Search Committee ("AE Search Committee"). The AE Search Committee shall provide a report to the CRBR Board of Directors at its next meeting and request approval of written guidelines for staffing the Association Executive position to include a search budget, salary range and benefits. The top three (3) candidates identified by AE Search Committee, having been approved and voted by the Executive Committee, shall be presented to CRBR Board of Directors with confidential summaries of resumes and interview notes. The CRBR Board of Directors shall approve candidates in order of preference and authorize the Executive Committee to offer employment on behalf of the Board. All negotiations between CRBR and candidates for the Association Executive position shall be in writing.

Grievance Procedure

In any work environments, questions or problems may arise. Consequently, the following procedure is the guidelines for the Association Executive to follow to settle a grievance in a fair and timely manner:

1. The AE should first address the matter with the CRBR President. Most problems are handled through discussion.
2. If the problem is not settled to the satisfaction of the AE or President, the next step is to discuss it with the Immediate Past President.
3. If this does not settle the problem or the problem concerns the President and/or Past President, the next step is to take the issue in writing to the Executive Committee members who are not party or parties to the complaint.

Evaluation Procedure

The AE shall receive a written performance review during the month of December. The review is the responsibility of the Executive Committee and Past President.

5.7 ANNUAL EVENTS & DEADLINESS

January

- Fiscal year begins
- January 1st - late fees with dues payment begins
- NHAR Leadership Conference
- Board of Directors' approval of committees
- Charity recipient request sent to membership
- Email to expired Grievance/Professional Standards Committee members re: NHAR Prof Standards workshop

February

- February 1st - dues deadline
- February 1st - Missed Meeting Assessment invoices out
- Early February - Strategic Planning Task Force Committee meets

Early February - NHAR Professional Standards Workshop
Early February - Community Outreach Committee meets for proposed current year's scholarship award amounts (proposed \$ awards voted on at February Directors' meeting)
February 15th - NHAR/NAR dues deadline
Mid-February - REALTOR® Honor Society applications out
Mid-February - charity recipient recommendations due from membership
End of February - scholarship applications sent to local high schools by Community Outreach Committee

March

March 1st - ROTY/AOTY nominations sent to REALTOR® membership
Mid-March - Honor Society applications due
Mid-March - ROTY/AOTY nominations due
Mid-March - Honor Society Task Force meets to review Honor Society applications
End of March - ROTY/AOTY working forms to nominees
End of March - Honor Society forms to NHAR
End of March - Missed Meeting Assessments due

April

Beginning of April - NHAR Leadership Symposium
Mid-April - ROTY/AOTY nominee forms due
Mid-April - ROTY/AOTY Task Force Committee meets to select ROTY/AOTY
End of April - scholarship applications due
End of April - Community Outreach Committee meets to evaluate scholarship winners

May

Mid-May - Annual Awards Luncheon: Honor Society, ROTY/AOTY presentations
Mid-May - ROTY recipient forms to NHAR

June

Annual Scholarship Golf Tournament
Scholarships awards at area high schools' Awards Nights
End of June- program budget requests due from committees

July

Mid-July - AE and Treasurer meet for preparation of initial budget
Annual NAR-required AE Training and Retreat

August

Finance Committee meets to review budget
Nominating Committee meets
NAR Leadership Summit (President-Elect and AE)
Firm Certifications Forms to DR's

September

REALTOR® and Affiliate dues billing
Board of Directors approves budget at annual Board of Director's meeting
NHAR Convention
End of September - Slate of Officers and Directors to REALTOR® members

October

October 1 - 1st notice of dues billing
October 1 - Firm Certifications due
Annual Membership Meeting - vote on Slate of Officers and Directors
Leadership Transition meeting

November

November 1 - 2nd notice of dues billing
Annual Charity Fundraiser
CRBR Leadership Forum

December

December 1- 3rd notice of dues billing
Annual Christmas Party & Installation of Officers & Directors

December 31st - last day to pay dues before late fee incurred
AE performance review

5.8 USE OF RENTED FACILITIES

Facilities rented by CRBR shall be used solely to conduct the business of the Board. This shall apply to hotel suites, function rooms, conference rooms, or other such facilities. Exceptions to this policy shall be based on proper CRBR review and authority, including CRBR standing committee action within the approved CRBR budget or authority granted by the CRBR President or AE within the approved CRBR budget.

5.9 USE OF BOARD CONFERENCE ROOM

Primary use of the CRBR conference room is to hold Board of Director's meetings, committee or task force meetings, educational classes and New Member Orientation.

A REALTOR® member may **reserve** the conference room, at no charge, for client meetings and closings during normal Board office business hours. Administration services, such as printing, scan/emailing or faxing, are not provided. Users of the Board conference room must leave the conference room in the same condition that they found it: for example, all trash, used cups, etc. must be removed from the conference room after use. Wireless access is available.

5.10 MEDIA EQUIPMENT & BOARD PROPERTY POLICY

This policy has been crafted to protect the value of our equipment/property and ensure that the equipment/property is being properly taken care of with the intent to keep the items in good condition for the benefit of our members. Any fees that have been assessed have been approved by the Board of Directors and will be held in the CRBR operating account established for maintenance and replacement costs in the future. This policy is not designed to deter members from utilizing our media equipment and property, but rather to ensure that the equipment will be used correctly and protected from loss or damage so that our membership can continue to benefit from our services in the years to come.

Who May Use the Equipment or Property

The equipment and Board property is available for use for classroom instruction, educational programs, industry related functions, meetings and conferences. They can be used by Directors and Officers, members, instructors and AE. Use will be on a first-reserved/first-served basis. Use of Board equipment and property will be granted only after the Use of Media and Property Agreement (Appendix ____ of the Policy Manual) has been signed and the fees have been paid in full.

Training

Anyone who wishes to use the media or property must be trained on the correct operation of the equipment. Training is available by appointment only and should be done within one week prior to the requested date of use. Once the training has been completed, individuals will not have to be retrained for subsequent requests unless a change to the equipment necessitates an update on instruction.

Cancellation

Cancellation of a request to use the equipment must be made 24 hours prior to the scheduled event otherwise the requester will still be responsible for any fees that would have been associated with using the equipment.

Request for Offsite Use of Equipment

Media equipment or Board property will not be permitted to be rented or used outside of the Board office. Exception may be made for members of the Board of Directors, committee members or AE if the equipment is to be utilized for CRBR activities only. No requests will be granted for personal use or for other purposes. All requests for offsite use will be subject to availability and must be submitted for approval for pickup 24 hours prior to when it is needed and must be returned within 24 hours after the date

it has been used. If the equipment is not picked up or returned in that time frame, the fee to rent the equipment, as outlined in this policy, will be assessed per item/per day until it is returned.

Loss or Damage

The individual who signs the Use of Media and Property Agreement is the only authorized user of the equipment. They are responsible for the care of the equipment and it is their responsibility to see that no one else uses the devices. The user of the equipment or property accepts full financial responsibility for the equipment and is responsible for the replacement of the equipment should it become lost, stolen or irreparable damaged while in their possession. If any repair or replacement costs result, the user will be responsible for payment. Invoices will be submitted within seven (7) days upon which they will have thirty (30) days to submit payment. Failure to submit payment will result in a forfeiture of privileges to the Board equipment or property and could result in a termination of membership.

5.11 MEMORIALS & ILLNESS

Illness: Flowers or a plant will be sent if the member is an Officer, Director or Committee Chair. Cards will be sent to REALTOR@s and AE.

Death: Flowers and/or a donation will be sent as listed below:

Past President or Present Officer - \$100	Immediate family - \$50
Director or Committee Chair - \$75	Immediate family - \$30
Member (over 10 years) - \$50	Immediate family - \$25
Member (under 10 years) - \$30	Immediate family - card

5.12 BULK EMAILS TO MEMBERSHIP

Guidelines for emailing to the CRBR Membership

CRBR is sensitive to the issue of bulk emails to our members.

The Board will only send our blast emails to inform the membership of opportunities such as the following: membership meeting, education classes, community service events or reminders, CRBR-sponsored events, important alerts or other items that from time to time the Board, in its discretion, deems appropriate.

The AE at the Board (or authorized designee) shall be designated to manage all bulk emails in order to avoid unnecessary duplication. Wherever possible, the Board will combine such notifications into a single email in order to limit the number of emails being sent our members. Wherever possible, the Board will refrain from sending attachments along with bulk emails in an effort to limit the size of the messages. In lieu of sending attachments, the Board will embed text messages directly into the body of the email or send embedded links to pages on the Board website.

CRBR shall not allow the bulk email system to be used by any non-member for any purpose unless such purpose can be demonstrated to have an overriding benefit to our members as determined by the AE. The bulk email system will not be used to promote or advertize firm or individual businesses.

REALTORS® and Affiliates have access to a complete membership list via the Board website to send out their own mass emails or utilize the MLS system for those purposes.

Broker Open House Bulk Email Policy

- 1. FORMAT:** All flyers **MUST** be a single page in JPEG format attached to the email; email to nancy@capitolregionboard.com. The Board office does not proofread or edit your flyer, so make sure it's correct before you send it, including, but not limited to, date, time and address as well as any logos or sponsorship information.
- 2. TIMEFRAME:** All flyers **MUST** be received in the Board office by **NOON 3 business days PRIOR to the Broker Open House**. Your flyer will be emailed the day before the Open House.
- 3. The BOH flyer will be sent ONCE**, so please don't ask to send out multiple times; fliers will be sent **ONLY for Broker Open Houses**, not for public open houses or new listings, price changes, etc The Board reserves the right to determine the time the email will be sent out as there may be other mailings going out.

4. FREE bulk email distribution is a benefit of being a CRBR Realtor® member so distribution is **ONLY** for CRBR Realtor® members.

5. If you are having a lender, title or insurance company or anyone else do the BOH flyer for you, it is **YOUR** responsibility to make sure they follow these same rules. If your BOH sponsor must have their firm's compliance division approve the flyer before sending, the flyer still needs to be received by the Board in the same time frame as in Rule #2.

5.13 CRBR GENERAL COMMUNICATION POLICY

CRBR will communicate with members electronically or with printed material to educate and to promote activities of the Board and its REALTOR® and Affiliate members. The Board will acknowledge the accomplishments of our members and affiliate and promote activities they sponsor that benefit the community we serve. We will also promote same on the appropriate area of the Board's website. CRBR will not email or print any material that promotes a company, office or individual or groups of same. The Board, in its sole discretion, reserves the right to edit or withhold any news items that it deems to be counter to the guidelines as set forth in this policy.

5.14 CRBR PRIVACY POLICY

CRBR recognizes the important of protecting all personal information. The following types of information are gathered to process transactions, fulfill requests and maintain the Board's membership records:

- * contact information provided on an application (personal and business addresses, phone and fax numbers, firm affiliations and titles)
- * tracking information which our web server automatically recognizes each time you visit our site or communicate with the Board by email (your domain name, email address and what pages you visit)
- * information you volunteer via applications or surveys (education, designations, specialties, affiliations with other real estate organizations and general demographic data)

This information is used to:

- * notify you of updates to our sites
- * notify you of relevant products and services
- * notify you of upcoming events and programs
- * compile directories
- * track usage of our website
- * Assist state REALTOR® associations, NAR and affiliated Institutes, Societies and Councils in membership tracks and for their purposes similar to those listed above.

CRBR does not sell or trade email addresses. New member names and contact information can be obtained from the member rosters on the website; the Board does not provide this information to any member or non-member.

Credit information provided when payment are made by credit or debit card or electronic check for products, dues or services via the REALTOR® Electronic Commerce Network ("E-Commerce Network") or CRBR will only be used to the process the transactions you request. The information will be provided to and maintained by reputable credit reporting databases but will never be sold, shares or provided to other third parties.

CRBR maintains security procedures and standards which the Board believes are as safe as today's technology permits. CRBR's credit/debit card company requires PCI Compliance Scans every ninety (90) days and our system must pass this scan in order to continue using the card company. CRBR does not maintain any credit/debit card information on file.

CRBR utilizes an opt-out policy for sending bulk emails and according to FCC Regulations, cannot resubscribe an individual without the individual's email permission.

5.15 CRBR COMPUTER, INTERNET AND EMAIL POLICIES

To maximize the benefits of the Board's resources and minimize potential liability, this policy will explain how to use email appropriately and professionally. It will define the obligations and duties for each use and emphasize the degree of care needed as with any written business communication.

Definitions

Computer System: any computing hardware including without limitation: computers, monitors, printers, keyboards, mouse and other peripheral equipments and any portable hardware including laptop, iPad or projector.

Users: any employee of the Board and any volunteer with access to the Computer System

COMPUTER

Allowed use of Computer System

The computer system is the property of CRBR and may be used only for legitimate business purposes. Users are permitted access to the computer system to assist them in the performance of their jobs. All users have the responsibility to use computer resources in a professional, ethical and lawful manner. Use of the computer system is a privilege that may be revoked at any time.

No Expectation of Privacy

The computers and computer email accounts given to users (for example, GoogleDrive), are to assist them in the performance of their jobs. Users should not have an expectation of privacy in anything they create, store or receive on the computer system. The computer system belongs to the Board and may only be used for business purposes.

Passwords Do Not Imply Privacy

Use of passwords to gain access to the computer system or to encode particular files or messages does not imply that users should have an expectation of privacy in the material they create or receive on the computer system. The Board has the right to inspect, without prior notice, all material stored on its computer system.

- * a master record of all passwords will be maintained by the AE
- * passwords of a terminated employee will be cancelled immediately

Use of Encryption Software

Apart from login passwords, users may not use passwords or encryption keys to prevent access to their work on the computer system. Users found to possess encrypted files are subject to disciplinary action and possible termination.

Waiver of Privacy Rights

Users expressly waive any right of privacy in anything they create, store, send or receive on the computer or through the Internet or any other computer network. Users consent to allow CRBR's AE or Executive Committee to access and review all materials users create to store, send or receive on the computer or through the Internet or any other computer network.

Accessing other Computers and Networks

A user's ability to connect to other computer systems through the network or by a modem does not imply a right to connect to those systems or to make sue of those systems unless specifically authorized by the AE or the Executive Committee.

Computer Security

Each user is responsible for ensuring that his or her use of outside computers and networks, such as the Internet, does not compromise the security of the Board's computer network. This duty includes taking reasonable precautions to prevent intruders from accessing the Board's network without authorization and to prevent introduction and spread of viruses.

Monitoring of Computer Usage

The Board has the right, but not the duty, to monitor any or all aspects of its computer system, including, but not limited to, monitoring sites visited by users on the Internet, monitors chat groups or news groups, reviewing material downloaded or uploaded to the Internet and reviewing email send and received by users.

Misuse of Software

Without prior written authorization from the AE, users may not do any of the following: (1) copy software for use on their home computers; (2) provide copies of software to any independent contractor or clients of the Board or to any third party; (3) install software on any Board work station or server; (4) download any software from the

Internet or other online service to any Board work stations or servers; (5) modify, revise, transform, recast or adapt any software; or (6) reverse-engineer, disassemble, or compile any software. Any staff will adhere to the license requirements for all software purchase. Staff who become aware of any misuse of software or violation of copyright law should immediately report the incident to the AE.

Communication of Trade Secrets

Unless expressly authorized by the CRBR Board of Directors, sending transmitting or otherwise disseminating proprietary data, trade secrets or other confidential information of the Board is strictly prohibited. Unauthorized dissemination of this information is strictly prohibited. Unauthorized dissemination of the information may result in substantial civil liability as well as severe criminal penalties under the Economic Espionage Act of 1996.

Installation of Software

Users may not install software onto their individual computers or the network without first receiving express permission from the AE.

Virus Detection

Viruses can cause substantial damage to computer systems. Each user is responsible for taking reasonable precautions to avoid introducing viruses into the Board's network. To that end, all material received on floppy discs, thumb drives or other magnetic or optical media and all material downloaded from the Internet or other computers or networks that do not belong to the Board MUST be scanned for viruses and other destructive programs before being placed into our computer system. Users should understand that their home computers and laptops might contain viruses. All disks or thumb drives transferred from these computers to the Board's network MUST be scanned for viruses. If a user suspects that a virus has been introduced into the Board's network, he or she should notify the AE immediately.

Duty Not to Waste Computer Resources

Users must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailing or chain letters, subscribing to nonbusiness-related list servers and mailing lists, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic. Chain email is a message sent to a number of people asking each recipient to send copies with the same request to a specified number of others. Mass email is a message sent to a large number of recipients without any legitimate business purpose. Staff should delete all chain email and all nonbusiness-related mass email immediately upon receipt and refrain from forwarding them to other staff. Staff found to be involved in sending chain email or nonbusiness-related mass email may be subject to disciplinary action, including revocation of email privileges. Repeated violations of this policy may result in termination.

Large File Transfers

Users should schedule communications-intensive activities such as large file transfers, mass emailings, and streaming audio or video for off-peak times (that is, before 9:00 AM and after 4:00 PM, Monday through Friday). Because audio, video and picture files require significant storage space, files of this sort may not be downloaded unless they are business-related. All files that are downloaded must be scanned for viruses and other destructive programs.

Internet and Email

The Internet can be a valuable source of information and research. In addition, email can provide excellent means of communicating with other staff, our customers and clients, outside vendors and other businesses. Use of the Internet, however, must be tempered with common sense and good judgment.

User's Duty of Care

Users should endeavor to make each electronic communication truthful and accurate. Users should use the same care in drafting email and other electronic documents as they would for any other written communication. The quality of writing reflects on the Board. Users should always strive to use good grammar and correct punctuation.

and keep in mind that anything created or stored on the computer system may, and likely will, be reviewed by others.

Prohibited Activities

Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, demanatory, other otherwise unlawful or inappropriate may not be sent by email or other form of electronic communication (such as bulletin board systems, news group or chat groups) or displayed on or stored in the Board's computers. Users encountering or receiving this kind of material should immediately report the incident to the AE.

Harassment and/or Discrimination: Staff are not to transmit emails or visit Internet site, which display or make comments on pornographic material. Staff may not send or subscribe to emails or visit Internet sites which transmit defamatory messages including, but not limited to, inappropriate jokes, racially defamatory language, hate groups or other transmission which would normally be considered inappropriate in the workplace.

Copyright infringement: Because it is relatively easy to cut-and-paste material from the Internet, as well as download software, staff are required to obtain property copyright permissions. The Board does not accept responsibility for copyright infringements and the staff person may be held personally liable for any such abuses.

Excessive Personal Uses: Staff shall limit personal use to an absolute minimum. A staff person who is downloading file sfor personal use or excessively using the Internet or email for person use will be subject to disciplinary action.

Chat rooms: staff persons are not to participate in chat rooms that are not directly work related.

Other prohibited usage can include sending chain letters, illegal activity, exchanging sensitive information of any nature, personal commercial activities and/or promotion of political positions or actions, or solivitation of any type, except for Board-sanctioned activities.

Disclaimer of Liability for Use of the Internet

The Board is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network of computers that contains millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocent search requests may lead to sites with highly offensive content. In addition, having an email address on the Internet may lead to receipt of unsolicited email containing offensive content. Users accessing the Internet do so at their own risk.

The Board will not be responsible for staff action through email, or Internet usage, which violate the law or this policy. The Board will fully cooperate with law enforcement official, regulatory and licensing authorities and parties to a civil suit, in retrieving staff email communications and/or web sites visited. If a lawsuit or investigation should take place, disposal of electronic information must cease immediately. Each staff person is advised that use of the Board's Internet service and email waives the right to privacy in regards to such use.

Sending Unsolicited Email (ASpamming, @ & ASpoofing,@)

Without the express permission of the AE, users may not send unsolicited email to persons with whom they do not have a prior relationship (spamming). Users may not, under any circumstances, use ASpoofing,@ or other means to disguise their identities in sending email. Spoofing is frequently used to hide the identity of a spammer or of someone who is committing unauthorized or illegal acts online.

5.16 SOCIAL MEDIA GUIDELINES

CRBR will engage with members through social media as a means of communication with our members. The use of social media will be strictly for Board-related business or information which will provide industry-related information.

5.17 ILLEGAL PRACTICES (WHISTLEBLOWER POLICY)

It is the policy of CRBR to encourage both staff and volunteers to come forward with credible information on illegal practices without retribution.

Whistleblower Policy

A whistleblower is staff or volunteer who reports information that he/she has reasonable cause to believe discloses a violation of state or federal law to one or more of the parties specified in the policy.

If a staff person or volunteer has information which he/she reasonable believes discloses a violation of state or federal law, the staff person should contact the AE or the CRBR President. Staff are also permitted to contact the appropriate law enforcement or government agency. The staff person must exercise sound judgment to avoid baseless allegations. A staff person who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law or to provide accused individuals their legal rights of defense. The Board will not retaliate against a whistleblower or anyone who refuses to participate in an activity that would result in a violation of state or federal law. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases or poor work assignments and threats of physical hard. Any staff person who believes he/she is being retaliated against must contact the AE or the President of CRBR. The right of a whistleblower for protection against retaliations does not include immunity for any personal wrongdoing that is alleged and investigated, or disclosures that would constitute a violation of the attorney-client privilege.

5.18 ALCOHOL POLICY FOR 5 FRANKLIN STREET CONCORD

Alcohol policy for meetings and events at the CRBR office - 5 Franklin Street:

The purpose of this policy is to establish procedures for meetings or events where alcohol will be served at 5 Franklin Street. Alcohol may only be served with food and non-alcoholic beverage options and done so in accordance with all applicable laws. Further, no keg beer or straight alcohol "shots" are permitted to be served at any meeting or event and the maximum length of any bar service is 4 hours with all bar service ceasing 30 minutes prior to the scheduled conclusion of an event. Brown bagging is strictly prohibited.

Alcohol may not be consumed in restrooms and may only be served and consumed during hours of the event. Alcohol will not be sold unless done so by a licensed caterer or bartender with appropriate liability insurance and State liquor license.

Safe passage home must be arranged for those that appear intoxicated.

No one under the age of 21 will be served alcohol. Any guest providing alcohol to a minor (under the age of 21) will be required to leave the grounds immediately. Beverages containing alcohol are not allowed to leave the premises.

5.19 CANCELLATION POLICY

Cancellations for an event, class or general membership meeting must be made with 48 hours prior to the event or the registrant will be charged and invoiced at the full price of the event, class or membership meeting. Cancellations must be made with the Board office.

Exceptions will be made in the case of family emergency or illness.

5.20 POLICY, PROCEDURES AND GUIDELINES FOR FEES, FINES AND ASSESSMENTS

Policy & Procedure	Fee/Fine Schedule
New REALTOR® application fee	\$150.00

REALTOR® transfers to CRBR from another board	\$100.00
New REALTOR® firm fee	\$150.00
REALTOR® member Change of Firm fee	\$ 25.00
REALTOR® member Reinstatement fee (REALTORS® renewing member within 12 months of membership inactivation)	\$75.00 Reinstatement fee NOTE: current year's annual dues are paid IN FULL and NOT pro-rated
Primary Affiliate member application fee	\$150.00
Change of Primary member	\$ 25.00
Application fee for Secondary Affiliate member	\$ 50.00
Change of secondary Affiliate member	\$ 25.00
No-Shows at membership meetings, event or CRBR classes	Member will be billed the cost of the meeting, event or class if cancellation is not received with 48 hours prior. Health or family emergencies are exceptions that may be waived by the President.
Late comers or those who attend with no reservation for membership meetings, events or classes	Member will be responsible for the entire cost of meeting, event or class
BYLAWS: ARTICLE AND SECTION	
Article VI, Sect. 6: New Member Orientation	Required to attend within 120 days of membership failure to attend will result in termination
Article V, Sect. 6: Status change notification to the Board within thirty (30) days	Failure to comply - \$25.00
Article VI, Section 12: Certification of firm licensees	Failure to comply - \$50.00
Article X - Dues and Assessments	
Annual dues payable	\$150.00 Late Fee if not paid by December 31
ETHICS & ARBITRATION	
Ethics Hearings	\$250.00 administrative processing fee should the respondent be found in violation of the Code of Ethics
Request for Arbitration (complainant)	\$500.00
Request for Arbitration (respondent)	\$500.00
Ethics Citation Policy fees/fines	Pending adoption of Citation Policy as outlined by the National Association of REALTORS

5.21 AFFILIATE MEMBERSHIP POLICIES

The benefits of CRBR® Affiliate membership are available specifically and only to the individual in whose name the membership is held, whether the membership is a Primary or Secondary Affiliate membership. Only individuals of a company can be a member and have access to membership meetings, functions, etc. Employees and co-workers of the member firm, who wish, may attend one membership meeting or event per year as a guest and can do so at the higher, non-member rate.

Only those individuals specifically named as a Primary or Secondary Affiliate member will be added to the Board's bulk email program and EventBrite mailing list; the Board will not add any other co-workers or firm administrators to this list unless they are dues paying Affiliate members of the Board.

Although Affiliate members are neither subject to the Code of Ethics nor its enforcement by the Board, such members are encouraged to abide by the principles established in the Code of Ethics of the National Association of REALTORS® and conduct their business and professional practices accordingly. Further member other than REALTORS® may, upon recommendation by the Association Executive or by a

hearing panel of the Professional Standards Committee, be subject to reprimand, probation, suspension or expulsion by the Board of Directors, for any conduct, which in the opinion of the Board of Directors, applied on a nondiscriminatory basis, reflects adversely on the term REALTOR® or REALTORS® and the real estate industry or for conduct that is inconsistent with or adverse to the objectives and purposes of the Board, the State Association and the National Association of REALTORS®. (Article VI, Section 2 - CRBR Bylaws)

Violation of the Policies and Procedures as established by the Board of Directors may also result in reprimand, probation, suspension or expulsion following the procedure stated above.

5.22 ACCESS TO CRBR BOARD OFFICE

Due to confidential files maintained at the Board office, only authorized REALTOR members will be given the lock box combination for access before or after normal Board hours or when the Association Executive is out of the Board office. (authorized REALTORS are the Executive Committee: President, President-Elect, Secretary and Treasurer)

It is strictly prohibited to give to Board office combo lock box code to anyone except those REALTOR members who are authorized access.

5.23. HARASSMENT. Any member of the Board may be reprimanded, placed on probation, suspended or expelled for harassment of a Board employee or a Board Officer or Director after an investigation in accordance with the procedures of the Board. As used in this Section, harassment means any verbal or physical conduct including threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to do the same, or any other conduct with the purpose or effect of unreasonably interfering with an individual's work performance by creating a hostile, intimidating or offensive work environment. The decision of the appropriate disciplinary action to be taken shall be made by the investigatory team comprised of the President, and President-elect and/or Vice President and one member of the Board of Directors selected by the highest ranking officer not named in the complaint, upon consultation with legal counsel for the Board. Disciplinary action may include any sanction authorized in the association's *Code of Ethics and Arbitration Manual*. If the complaint names the President, President-Elect or Vice President, they may not participate in the proceedings and shall be replaced by the Immediate Past President or, alternately, by another member of the Board of Directors selected by the highest ranking officer not named in the complaint

