Policy & Procedures

River Counties Association of REALTORS®, Inc.

Adopted by the Board of Directors
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(See minutes for exact change)

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OBLIGATIONS OF THE DESIGNATED REALTOR®

(Source: Board of Directors, June 17, 2003)

Notification of New Licensees.

To properly abide by RCAR BYLAWS Article V – Qualification and Election and Article X – Dues and Assessments, each principal broker or office manager is required to notify the Association office within 15 days of the date when an individual becomes licensed with that Broker or office. Such notification shall be in the form of a copy of the individual's real estate license, along with written notification as to the primary office out of which that individual will work.

In the event the Designated REALTOR®, Principal Broker or office manager does not notify the Association in accordance with the above stated policy, or a newly licensed or reinstated individual declines to apply for membership within 15 days from date license was placed with that company, or fails to show that the licensee has successfully applied for membership in another REALTOR® Association, the licensee's broker will be invoiced for a non-member assessment based upon the date the license was issued to that Office/Broker.

Financial Obligations.

The Member Broker who accepts the license of a real estate sales person (whether a new licensee, reinstatement or transfer, shall be responsible for payment of any necessary fee(s) and/or dues. The date of the invoice shall be the date the license was placed with that Member Broker, and the time limits pertaining to late fees shall commence with the date of the invoice.

The Association will accept payment from the individual REALTOR® applicant and will credit the Member Broker for that payment. However, the Member Broker remains liable for a non-member assessment should the individual not maintain their dues obligation.

NEW MEMBERS

(Source: Board of Directors, June 17, 2003; Amended: January 17, 2008, August 2013)

In compliance with the RCAR Bylaws (Article V-Membership, Section1), any individual seeking membership in the River Counties Association of REALTORS® shall be required to:

1. Submit an application, completed and signed to verify that they will comply with the Bylaws and Policy and Procedures of RCAR and the State and National REALTOR® Associations and most importantly;
2. Abide by the Code of Ethics of the National Association of REALTORS®;
3. Pay the application fee and applicable dues; and
4. Attend a new member orientation.

New Member Orientation.

In compliance with the River Counties Association of REALTORS® Bylaws, New Membership Orientation Program shall be conducted at a minimum of 6 offerings per calendar year. There will be no fee charged for this program. The format shall coincide with the recommended program of the National Association, including the NAR required two and one-half (2 ½) hours on the REALTORS® Code of Ethics.

Any real estate sales person or Broker must successfully complete the Orientation Program within first two (2) offerings of acceptance into conditional membership in the Association. Members who do not complete the course within the first two offerings will be changed to nonmember status and the agent or broker will be required to pay a reinstatement fee equal to the new member application fee. The membership orientation program shall be coordinated by the Association Executive Officer, who shall have discretionary authority to excuse from attendance Association membership applicants who can show evidence they have completed a similar acceptable program at another Association of REALTORS® within the past 18 months. (Amended 6-21-07)

Secondary Memberships and Transfers from other REALTOR® Associations in Tennessee.

Any Broker, real estate agent or appraiser who is currently a REALTOR® Member of another Association within the state of Tennessee and wishes to either transfer membership or join as a secondary member shall be excused from attending a RCAR Orientation program if they provide proof in the form of a letter from the other REALTOR® Association that they have attended an orientation or indoctrination program of which at least 2 ½ hours instructional time was on the REALTORS® Code of Ethics as mandated by the National Association of REALTORS®.

REINSTATEMENT OF MEMBERSHIP

(Source: Board of Directors, June 17, 2003; Amended August 2013)

A real estate agent, Broker, affiliate or appraiser who was previously a REALTOR® Member of RCAR and who wishes to reinstate REALTOR® membership in RCAR shall be considered a "reinstatement" if application is made within the same calendar year.

If application is made in a different year it must be within 6 months of the date membership was terminated. Memberships terminated due to failure to meet the obligations of membership as defined in the Bylaws of RCAR, NAR and TAR shall be handled by the Association's Board of Directors to insure compliance with the Association's Bylaws.

In the case of resigning Members who were indebted to the Association or any of its subsidiaries for dues, fees, fines, or other assessments, the Board of Directors may, at their discretion, condition the right of the resigning Members to re-apply for Membership upon payment in full for all monies owned, or upon payment of an additional application fee, or both.

TRANSFERS

(Source: Board of Directors, June 17, 2003; Amended March 11, 2013)

REALTOR® Member whose license is returned to the Tennessee Real Estate Commission and is then placed with another Member Broker within the same RCAR fiscal year or if transfer is made in a different year, within six (6) months of date membership was terminated shall be considered a "Transfer" and shall owe no fee to RCAR provided all dues, fines and/or assessments are paid in full to both RCAR and its subsidiaries. Dues for the calendar year of transferring membership will be paid in accordance with NAR policy. No proration will be given for membership dues.

DUES YEAR

(Source: Board of Directors, June 17, 2003; Amended March 11, 2013)

The dues year for the River Counties Association of REALTORS® shall be January 1 through December 31 annually.

The annual dues for RCAR, TAR and NAR shall be billed annually in advance on the first day of October.

There will be a grace period of 31 days after which time the dues will be in arrears.

On November 1, a late fee will be charged and the member put on notice of possibly having their membership suspended/terminated.

Membership will terminate on January 1, for unpaid dues.

RCAR Affiliate dues will be billed annually in advance on the first day of October with invoice due by December 31st. RCAR Affiliate membership will terminate on January 1, for unpaid affiliate dues. (Adopted 11/2013)

DUES, FEES AND ASSESSMENTS

(Source: Board of Directors, June 17, 2003; Amended: June 13, 2008; Amended March 11, 2013; Amended September 27, 2021)

In accordance with Article X of the Bylaws of the River Counties Association of REALTORS®, following is the dues and assessments schedule. All dues are prorated monthly for new members in accordance with the Association Bylaws: (No proration will be given for membership that has not been inactive for at least one calendar year.)

Dues	RCAR	$ 195.00
	TAR	$ 105.00
	TAR Assessment	$ 15.00
	NAR	$ 150.00
	NAR Public Awareness Assessment	$ 35.00
	RCAR Affiliate Member Dues	$ 270.00 (Various levels may be offered)
Fees		
	New Office Application Fee	$ 1000.00 (Source: Board of Directors, December 2021)
	New Member Application Fee	$ 500.00 (Source: Board of Directors, December 2021)
	Reinstatement Fee	$ 175.00
	Dues Late Fees	$ 50.00
	Returned Check Fee	$ 50.00
	Penalty for Returned item	$ 25.00

PAYMENT OF FINANCIAL OBLIGATIONS

(Source: Board of Directors, June 14, 2005, June 21, 2007)

Pertaining to payment for Association dues, fees, assessments or fines, the Association accepts payment by cash, credit card (Visa, MasterCard, Discover and AMEX), or personal, company, or corporate check. If check is returned to the Association unpaid for any reason, that specific debt is considered unpaid.

Invoices not paid within 15 days of the date of invoice, a 10% service fee will be charged on the full amount of the original invoice and all late invoices with the exception of the annual dues invoices.

If dues, fees, fines, or other assessments including amounts owed to the Association not paid within one (1) month after the due date, the nonpaying Member shall be assessed the late fee and subject to suspension at the discretion of the Board of Directors.

Two (2) months after the due date, membership of the nonpaying Member may be terminated at the discretion of the Board of Directors.

Three (3) months after the due date, membership of the nonpaying Member shall automatically terminate unless within that time the amount due is paid. However, no action shall be taken to suspend or expel a Member for nonpayment of disputed amounts until the accuracy of the amount owed has been confirmed by the Board of Directors. A former Member who has had his membership terminated for nonpayment of dues, fees, fines, or other assessments duly levied in accordance with the provisions of these Bylaws or the provisions of other Rules and Regulations of the Association or any of its services, departments, divisions or subsidiaries may apply for reinstatement in a manner prescribed for new applicants for membership, after making payment in full of all accounts due as of the date of termination.

CONFIDENTIALITY OF MEMBERSHIP FILES

(Source: Board of Directors, June 17, 2003)

Information in the membership files maintained by the Association shall be deemed confidential and shall not be made available to the members or others except to the extent required for proper administration of the Association and even then, only upon authorization by the Association Executive Officer or the President of the Association. The only exception would be that a member may view his/her own file.

PROFESSIONAL STANDARDS

GRIEVANCE COMMITTEE

(Source: Board of Directors, June 17, 2003; Amended: September 23, 2008; Amended March 11, 2013; Amended May 24, 2021)

The River Counties Board of Directors has entered into an agreement with the The Tennessee REALTORS® for Professional Standards Services, including Grievance, Ethics and Arbitration processing as of January 1, 2022.

PROFESSIONAL STANDARDS COMMITTEE

(Source: Board of Directors, June 17, 2003; Amended: September 23, 2008; Amended May 24, 2021)

The River Counties Board of Directors has entered into an agreement with the The Tennessee REALTORS® for Professional Standards Services, including Grievance, Ethics and Arbitration processing as of January 1, 2022.

ETHICS

(Source: Board of Directors, June 17, 2003; Amended May 24, 2021)

The River Counties Board of Directors has entered into an agreement with the The Tennessee REALTORS® for Professional Standards Services, including Grievance, Ethics and Arbitration processing as of January 1, 2022.

ARBITRATION

(Source: Board of Directors, June 17, 2003; Amended May 24, 2021)

The River Counties Board of Directors has entered into an agreement with the The Tennessee REALTORS® for Professional Standards Services, including Grievance, Ethics and Arbitration processing as of January 1, 2022.

PROFESSIONAL STANDARDS PROCESSING FEES

(Source: Board of Directors, June 17, 2003; Amended March 11, 2013; Amended May 24, 2021)

The River Counties Board of Directors has entered into an agreement with the The Tennessee REALTORS® for Professional Standards Services, including Grievance, Ethics and Arbitration processing as of January 1, 2022.

PROFESSIONAL STANDARDS ADMINISTRATION

(Source: Board of Directors June 17, 2003; Amended May 24, 2021)

The River Counties Board of Directors has entered into an agreement with the The Tennessee REALTORS® for Professional Standards Services, including Grievance, Ethics and Arbitration processing as of January 1, 2022.

OFFICERS & DIRECTORS

ASSOCIATION SPOKESPERSON

(Source: Board of Directors June 17, 2003)

The President of the Association, in conjunction with the CEO, shall act as the official media spokepersons for Association matters.

DIRECTOR LIAISONS

(Source: Board of Directors June 17, 2003)

The Board of Directors, recognizing that close cooperation between the Directors and the Committees of the Association will be of benefit to the Association and its Members, authorizes the President to appoint one Director as liaison to each of the Association Committees.

Unless separately appointed and approved as a Committee Chair or Committee Member, the Director Liaison shall have no voice or vote on the subject Committee. It is intended that the Director Liaison will be able to assist the Committee by advising on Association Policy and by being the "voice" of the Committee on the Board of Directors.

It is not intended that any Committee Chair be precluded from requesting to appear at a meeting of the Executive Committee or the Board of Directors to personally present his/her proposals for Association Policy or requests for special funding.

DIRECTORS AND OFFICERS DUTIES AND RESPONSIBILITIES

(Source: Board of Directors June 17, 2003; Amended: January 17, 2008)

The Directors of the River Counties Association of REALTORS® shall:

1. Be the governing body of the River Counties Association of REALTORS® (RCAR) and implement and approve any policies and/or Bylaw Changes of the Association as recommended by the Bylaw Committee and NAR.
2. Attend all Board of Director Meetings
3. As a member of the governing body of the River Counties Association of REALTORS®, be responsible for the general conduct of the affairs of the Association.
4. Maintain Confidentiality.
5. Attend the annual Strategic Planning Retreat.
6. Attend the scheduled General Membership Meetings.
7. Officers should be familiar with the Association Bylaws, Policies and Procedures, Code of Ethics and Strategic Plan to be sure they fully understand the objectives of the Association and their responsibilities as an Officer.
8. Work cooperatively with the President, fellow Directors, Association Executive Officer and the membership in promoting and enhancing the image of RCAR.
9. Serve as Committee Director Liaison as appointed by the Association President.
10. Participate in the activities and programs of the Association.
11. Review and follow the written job description distributed at the start of the Directors term in office.

GENERAL DUTIES AND RESPONSIBILITES OF THE OFFICERS

(Source: Board of Directors June 17, 2003)

1. Leadership involves sacrifice. Plan your personal schedule so it will allow participation in Association activities and functions as much as possible.
2. Officers should attend as many functions as possible sponsored by RCAR. Membership Meetings, fund raisers and contributions to the RPAC Campaign are a few of an officer's basic leadership responsibilities.
3. Officers should be familiar with the Association Bylaws, Policies and Procedures, Code of Ethics and Strategic Plan to be sure they fully understand the objectives of the Association and their responsibilities as an Officer.
4. Officers help to formulate and establish policies in the best interest of the Association's members, based on up-to-date and thorough knowledge of their needs.
5. Officers need to carefully consider their public statements made to both the public and the membership because their remarks may be taken as official policy.
6. The President, Secretary, Treasurer, Immediate Past President, Vice President and Association Executive Officer, shall serve as the Executive Committee. The Association Executive Officer shall serve as an Ex-officio member.

GENERAL DUTIES AND RESPONSIBILITIES OF THE TREASURER

(Source: Board of Directors June 17, 2003; Amended: June 13, 2008)

It shall be the duty of the Treasurer, with the help of the Association Executive Officer, to present monthly financial reports to the Board of Directors. Such reports shall be kept by the Association and made available to any REALTOR® Member upon request. Any inquires for further review requires an appointment. Other duties of the Treasurer shall be:

1. Be familiar with the Association Bylaws, Policies and Procedures, Code of Ethics and Strategic Plan to be sure they fully understand the objectives of the Association and their responsibilities as the Treasurer.
2. With the President, Vice President, Secretary, Immediate Past President and Association Executive Officer, serve on the Executive Committee.
3. With the Association Executive Officer, President, Vice President, Secretary, and Immediate Past President, assist in preparing the annual budget for the upcoming year.
4. Attend all Board of Director and Executive Committee meetings.
5. Be available to co-sign any necessary checks.
6. Assist in formulating fiscal policy for the operation of the Association in conjunction with the President, Vice President and the Association Executive Officer.
7. Serve as the Chair of the Finance & Budget Committee

GENERAL DUTIES AND RESPONSIBILITIES OF THE SECRETARY

(Source: Board of Directors June 17, 2003; Added: June 13, 2008)

It shall be the duty of the Secretary:

1. Be familiar with the Association Bylaws, Policies and Procedures, Code of Ethics and Strategic Plan to be sure they fully understand the objectives of the Association and their responsibilities as the Secretary.
2. With the President, Vice President, Treasurer, Immediate Past President and Association Executive Officer, serve on the Executive Committee.
3. With the Association Executive Officer, President, Vice President, Treasurer and Immediate Past President, assist in preparing the annual budget for the upcoming year.
4. Attend all Board of Director and Executive Committee meetings.
5. Be available to co-sign any necessary checks.
6. Assist in formulating fiscal policy for the operation of the Association in conjunction with the President, Vice President and the Association Executive Officer.

GENERAL DUTIES AND RESPONSIBILITIES OF THE VICE PRESIDENT

(Source: Board of Directors June 17, 2003; Amended June 13, 2008; Amended March 11, 2013)

In the absence of the President, the Vice President shall perform the duties of the President. He/She is expected to stay informed about and take an active role in the general conduct of the affairs of the Association. In addition, the Vice President of the Association is expected to be an obvious leader and:

1. Be familiar with the Association Bylaws, Policies and Procedures, Code of Ethics and Strategic Plan to be sure they fully understand the objectives of the Association and their responsibilities as the Vice President.
2. Appoint all Vice Chair for the Association Committees, with the advice and counsel of the President and Association Executive Officer, by October 31st so they might have an opportunity to serve on that Committee, if they are not a member at the time of appointment, and take an active role in the activities and projects put on by the Committee.
3. Meet with the Association Executive Officer to plan future Goals and Objectives based on the Strategic Plan.
4. Help plan the Strategic Planning Retreat for their year as President.
5. Represent the River Counties Association of REALTORS® as a TAR Director and attend TAR Board of Director Meetings.
6. Help with the coverage of meetings, activities and social events.
7. Attend all Board of Directors', Executive Committee and General Membership Meetings of the Association.
8. Be available to assist the President at all times.
9. Be willing to succeed to the Presidency of the Association the following year.
10. Represent the Association as spokesperson when asked to do so by the President. At no time shall the Vice President represent himself or herself as other than the representative of the Association when appearing in that capacity.
11. Adhere to the travel policies adopted by the Association.
12. With the Association Executive Officer, Secretary, Treasurer, President and Immediate Past President, assist in preparing the budget for the upcoming year.

13. With the President, Secretary, Treasurer, Immediate Past President and Association Executive Officer, serve on the Executive Committee. The Association Executive Officer shall serve as an Ex-officio member.

GENERAL DUTIES AND RESPONSIBILITIES OF THE ASSOCIATION PRESIDENT

(Source: Board of Directors June 17, 2003; Amended June 13, 2008)

The President of RCAR is the Chief Elected Officer for the Association and serves as the official spokesperson for the Association. It shall be the duty of the President to preside at all meetings of the membership, the Board of Directors and the Executive Committee. The President of the Association is expected to be an obvious leader and:

1. Establish specific goals and objectives and work toward achieving them through policy and program outlines for the year in office with the approval of the Board of Directors. Said outline shall take into consideration the long-range programs in the Association's Strategic Plan which shall take precedence over any short-range goals and objectives. The President shall be responsible for informing the membership of such goals and objectives.
2. Appoint all Committee Chair, with the advice of the Immediate Past President and the Association Executive Officer. The President and Association Executive shall also assist the Committee Chair in selecting members for their committees. All Committee appointments are subject to approval by the Board of Directors. Committees shall be appointed as soon as possible after election and before actual assumption of office to permit a smooth transition and immediate implementation of programs and policies.
3. Recommend to the Board of Directors policies that may be beneficial to the River Counties Association of REALTORS®. The President shall carry out the instruction of the Board of Directors; enforce the Bylaws, the Articles of Incorporation, the Code of Ethics and the Policies and Procedures.
4. Be familiar with the Association Bylaws, Policies and Procedures, Code of Ethics and Strategic Plan to be sure they fully understand the objectives of the Association and the responsibilities associated with the office of President.
5. Represent the River Counties Association of REALTORS® as a TAR Director and attend all TAR Board of Director Meetings or appoint another Director/Officer to present in your absence.
6. Attend the NAR Midyear Meetings and Annual NAR Convention or appoint another Director/Officer to attend in your absence.
7. Attend all TAR meetings as the voting delegate and representative of RCAR or appoint another Director/Officer to attend in your absence.
8. Be the official spokesperson for the Association. At no time shall the President represent himself or herself as other than the President of the Association when appearing as its representative.
9. Attend all Board of Directors', Executive Committee and General Membership Meetings of the Association.
10. With the Association Executive Officer, Secretary, Treasurer, Vice President and Immediate Past President, assist in preparing the budget for the upcoming year.
11. With the Vice President, Secretary, Treasurer, Immediate Past President and Executive Officer, serve on the Executive Committee. The Association Executive Officer shall serve as an Ex-officio member.
12. Have voting privileges only in case of a tie vote.
13. Serve as an Ex-officio member of all Committees of the Association.
14. Be an authorized signatory for the River Counties Association of REALTORS® financial accounts.
15. Adhere to the travel policies adopted by the Association.
16. Appoint, with the approval of the Board of Directors, an Election Committee of five (5) REALTOR® Members to conduct the election of Officers and Directors at the Annual Meeting held in October.
17. Along with the other officers of the Executive Committee, take responsibility for conducting the Annual Review and Evaluation of the Association Executive Officer.
18. Work cooperatively with the Vice President, Secretary, Treasurer, fellow Directors, Association Executive Officer, staff and membership in promoting and enhancing the image of the River Counties Association of REALTORS®.

EXECUTIVE COMMITTEE

(Source: Board of Directors June 17, 2003; Amended June 13, 2008; Amended August 2013)

The Executive Committee shall:

1. Consist of the sitting President, Vice President, Immediate Past President, Secretary, Treasurer, and Chief Executive Officer. The Chief Exective Officer shall serve in an Ex-Officio capacity only in that she/he shall have a voice but no vote.
2. The Committee shall meet on matters that are "time sensitive" and vote on said items.
3. Report their decision(s) and action(s) at the next Directors' meeting.

4. Review the performance of the Chief Executive Officer. The Executive Board from both RCAR and RCMLS will conduct the annual review.
5. Set policy for the Association, if time sensitive, and report to the Board of Directors.

This Committee is not to be used in place of the Board of Directors; it is only for matters that need action immediately.

CONFIDENTIALITY OF OFFICERS AND DIRECTORS

(Source: Board of Directors January 22, 2002)

In order to encourage and foster open and candid discussion during the Board of Director meetings agree to keep confidential any and all information relating to discussions unless compelled by legal process to disclose such information, or as other wise agreed by a vote of the Directors. While Directors are free to discuss board action items, disclosing any information concerning the discussion of such items that occurred during the board meeting is prohibited.

Any violation of this policy could cause harm to the River Counties Association of REALTORS® and frustrate board deliberations. Therefore, any Officer or Director who violates this policy shall be subject to termination of his/her board position.

All Officers and Directors shall sign a Confidentiality Agreement at the beginning of each year agreeing to abide by this policy.

ANNUAL ELECTION OF OFFICERS AND DIRECTORS

(Source: Board of Directors June 17, 2003; (Amended 6/08)

1. At least two (2) months before the annual election the sitting President shall appoint a Nominating Committee of five (5) REALTOR® Members with two of those members being the Vice President and current President. The Committee Member names shall be submitted for approval of the Board of Directors. (Amended 6/08)

2. The Nominating committee shall ensure that at least one candidate stands for election for each office and one candidate for each place to be filled on the Board of Directors.

3. The report of the Nominating Committee of qualified candidates will be submitted to the Board of Directors for approval. Upon approval, the slate of Officer and Director nominees shall be mailed or where permitted by state law, electronically transmitted to each Member eligible to vote at least three (3) weeks preceding the election. Additional qualified candidates for the offices of President, Vice President, Treasurer or Secretary may be placed in nomination by petition signed by at least 10% of the REALTOR® Members eligible to vote. The petition shall be filed with the Secretary/Executive Officer at least one (1) month before and no later than three (3) weeks before the election. (Amended 6/08)

4. The Slate shall contain the names of all candidates and the office for which they are nominated. (Amended 6/08)

5. The President, with approval of the Directors, shall select an Election Committee of three (3) REALTOR® Members to conduct the election. The election of Officers and Directors shall take place electronically, through a third party voting process to ensure that no manipulation of data occurs. In case of a tie vote, a run-off election will be held electronically, within one (1) week. (Amended 1/05) (Amended 6/08)

6. Election results shall be held for ten (10) days following the election and then destroyed. Any member wishing to view results may do so by making an appointment with the Association Executive. (Amended 6/08)

QUALIFICATIONS FOR OFFICERS AND DIRECTORS

(Source: Board of Directors June 17, 2003; Source: Board of Directors September 17, 2005; Source: Board of Directors February 21, 2006; Amended June 13, 2008; Amended March 11, 2013)

To be eligible to assume a position as an Officer or Director of the River Counties Association of REALTORS®, either through election or appointment, REALTOR® Members shall also meet the following minimum requirements:

To serve as an Officer of the Association, the REALTOR® Member must have served as a Director of the River Counties Association of REALTORS® for a minimum of two years or demonstrated consistent involvement on committees and other functions of any Association within the last five (5) year period and must complete a total of four (4) hours of River Counties Association of REALTORS® Directors Training upon election to first term. (Recommended training includes: RCAR/RCMLS By Laws, Policies & Procedures & Professional Standards.)

To serve as a Director of the Association, REALTOR® Member must have been a Member in good standing for a period of at least two consecutive years immediately preceding his/her assumption of office and must have demonstrated consistent involvement and served as a Chair or Member of any standing Association Committee for at least the full term of that Committee within the five (5) years immediately preceding his/her assumption of office and must complete a total of four (4) hours of River Counties Association of REALTORS® Directors Training upon election to first term. (Recommended training includes: RCAR/RCMLS By Laws, Policies & Procedures & Professional Standards.)

No more than two (2) Directors, excluding Officers, shall be from the same office.

No more than one (1) Officer shall be from the same company or firm.

In the event of transfer from one company to another during the tenure of any Director or Officer the Board of Directors, shall have the option to ask one of the Directors or Officers to resign so that no single office will have an over representation.

The President and President Elect shall not be from the same office.

If a vacancy occurs, the President may fill the vacancy by appointment until the next general election with a simple majority vote of the Board of Directors.

MEETING ATTENDANCE

(Source: Board of Directors January 2002. Amended July 15, 2003; June 13, 2008; August 2013)

1. The Board of Directors shall designate a regular time and place of meetings. All Officers and Directors will be allowed a total of three (3) absences during any calendar year. Any absence exceeding those allowed will be construed as a resignation and subject to review and final approval by the Board of Directors.

2. The Board of Directors, at their discretion, may dismiss an absence for emergency or extenuating circumstances, therefore will not count towards meeting attendance requirement.

3. The President may fill the vacancy by appointment until the next general election with a simple majority vote of the Board of Directors. (Amended 6/08)

4. Any Officer/Director arriving late by 15 minutes or more to a regularly scheduled or specially called Board of Directors meeting without having notified the Association and having an excuse deemed acceptable by the Board of Directors shall be marked absent for that meeting.

    a. That Officer or Director may not participate in any voting but may be present for informational purposes.

    b. Officers and Directors are required to attend the entire meeting; any Officer/Director who leaves a meeting prior to adjournment of said meeting twice during a calendar year will be construed as having an absence.

CONFLICT OF INTEREST

(Source: Board of Directors February 17, 2015.)

RCAR's Conflict of Interest Policy:

a. defines conflicts of interest;
b identifies classes of individuals within RCAR covered by the policy;

c facilitates disclosure of information that may help identify conflicts of interest; and
d specifies procedures to be followed in managing conflicts of interest.

Definition of conflict of interest: A conflict of interest arises when a person in a position of authority over RCAR may benefit financially from a decision he or she could make in that capacity, including indirect benefits such as to family members or businesses with which the person is closely associated. This policy is focused upon material financial interest of, or benefit to, such persons.

Individuals covered. Persons covered by this policy are RCAR's Officers, Directors, and Association Executive Officer.

Facilitation of disclosure: Persons covered by this policy will annually disclose or update to the President as Chair of the Board of Directors on a form provided by RCAR their interests that could give rise to conflicts of interest, such as a list of family members, substantial business or investment holdings, and other transactions or affiliations with businesses and other organizations or those of family members.

Procedures to manage conflicts: For each interest disclosed to the Chairperson of the Board of Directors, the Chairperson will determine whether to: 1) take no action; 2) assure full disclosure to the Board of Directors and other individuals covered by this policy; 3) ask the person to recuse from participation in related discussions or decisions within RCAR; 4) ask the person to resign from his or her position in RCAR or, if the person refuses to resign, become subject to possible removal in accordance with RCAR's removal procedures. RCAR's Association Executive Officer will monitor proposed or ongoing transactions for conflicts of interest and disclose them to the President in order to deal with potential or actual conflicts, whether discovered before or after the transaction has occurred.

COMMITTEES

SELECTION OF ASSOCIATION COMMITTEES

(Source: BOD amended October 2004; Board of Directors June 14, 2005; Amended March 11, 2013)

1. The President shall appoint all Committee Chairs, with the advice of the Immediate Past President and the Association Executive Officer.

The A.E., President and Committee Chair shall also work jointly in selecting members for their committees. All Committee appointments are subject to approval by the Board of Directors.

Committees shall be appointed by October 31 of each calendar year to permit a smooth transition and immediate implementation of programs and policies.

The President shall appoint from among the REALTOR® Members, subject to confirmation by the Board of Directors, the Chair of the following standing Committees.

Any Affiliate Member in good standing in the Association is eligible and encouraged to be a member of any of the Association's Committees with the exception of the Professional Standards and Grievance Committees.

Finance & Budget Committee

Purpose: Prepares a budget for the fiscal year and submits it to the Board of Directors for approval.

Committee Membership Requirements:The Finance Committee shall be comprise of the Treasurer, Treasurer-elect, President, President-elect, Past President, and Chief Executive Officer.

Cutlural Diversity Committee

Purpose: Assists in developing and providing comprehensive cultural diversity programing to help members stay current with skills and knowledge needed to be complaint in Fair Housing law.

Member Services Committee REALTORS®

Purpose: Assists in developing and providing comprehensive educational programs to help members stay current with skills and knowledge needed to seve their customers and clients with acceptable competency. Plan membership events, programs and membership socials. Build affliliate programs and increase affiliate membership.

REALTOR® Advocacy Committee

Purpose: Keeps the Board of Directors and the Membership informed of proposed legislation that might affect Real Estate or the Real Estate profession and provides programs to encourage REALTORS® to become involved in the political process. The committee represents the membership, the Association, the real estate industry, and property owners before governments and regulatory entities and other organizations and groups as deemed appropriate. Supports candidates at the local level with RPAC funds.

Community Outreach

Purpose: Provides guidance, information, and reccommendations to the Board of Directors of community service projects and programs for Association involvement that will benefit the community and promote goodwill among REALTORS® and the public.

Awards Committee

Purpose: Rewards a member who has been in the business three years or less and made significant professional advancements and contributions to the River Counties Association of REALTORS®.

Committee Membership Requirements:
As the Committee grows it will be made of the last five recipients with the former year's recipient serving as chair.

APPOINTMENT OF COMMITTEE VICE CHAIR

(Source: Board of Directors June 14, 2005; Amended March 11, 2013)

Each year the four (4), in consultation with the Chief Executive Officer and President, shall appoint a Vice Chair for each standing committee which is subject to confirmation by the Board of Directors. This Vice Chair shall have the duty to assist the Chair as needed and run the Committee in their absence. All Vice Chair positions are to be in place by October 31 of each calendar year.

ASSOCIATION APPRECIATION AWARDS

(Source: Board of Directors June 17, 2003)

One of the inherent responsibilities of a Committee Chair each year is to strive to aid in the success of future Committees by providing the succeeding Chair with written guidance.

Accordingly, each Committee Chair is expected to submit to the President a written report of the actions, successes, and disappointments during their term, along with suggestions and recommendations for improving the Committee. Such report will be kept on file at the Association and a copy will be provided to succeeding Chair.

Based on the recommendations of the Committee Chair, and confirmation by the Chief Executive Officer, the President will look at presenting an Appreciation Award to those Committee Members who have made exceptional efforts to make the Committee programs/projects a success.

COMMITTEE CHAIR

(Source: Board of Directors June 17, 2003; Amended March 11, 2013)

Committee Chair shall:

1. Call initial meeting as soon as possible for the purpose of developing a program for the coming year and to work out tentative budget requests necessary to accomplish objectives. Budget proposals will need to be submitted to the Board of Directors for approval.
2. Coordinate all expenditures with the Association Executive Officer
3. Files for each Committee will be kept at the Association office.
4. Any mail or other pertinent information regarding the Committee opened and forwarded to the Committee Chair.
5. Any correspondence on behalf of the Committee will need to be on Association letterhead with the final draft approved by the Chief Executive Officer prior to being sent. A copy of all Committee correspondence needs to be kept at the Association office.
6. No request for payment will be processed without invoices submitted.
7. Any requests for staff assistance must be directed through the Chief Executive Officer.
8. Committee goals and programs shall remain in alignment with the Association's long range Strategic Plan.

COMMITTEE DIRECTOR LIAISONS

(Source: Board of Directors June 17, 2003)

Each Committee shall have a Director Liaison, appointed by the President, who will serve as the Committees conduit to the Board of Directors. The Committee Chair will need to keep the Director Liaison informed as to the actions of the Committee and any requests that need to be taken before the Board of Directors for approval. The Director Liaison will make motions at the Directors Meeting on behalf of the Committee and bring the results back to the Committee Chair.

COMMITTEE ATTENDANCE

(Source: Board of Directors February 21, 2006)

Committee Members are expected to attend all meetings. Committee Members will be allowed a total of two (2) unexcused absences during any calendar year. Any absence exceeding those allowed will be construed as a resignation. The President and Chair may fill the vacancy.

LEGAL/ADMINISTRATIVE

ASSOCIATION INVESTIGATION

(Source: Board of Directors June 17, 2003)

Association Counsel and the Association President shall be notified immediately should any federal, state or local government agency inform the Association, in writing or in person, that an investigation is being conducted or contemplated. Further, that Association Counsel shall be present during any discussions unless, in Counsel's opinion, that presence is not required.

The Chief Executive Officer is directed to inform any investigative personnel that this Association policy is in effect.

ASSOCIATION COUNSEL

(Source: Board of Directors June 17, 2003; Amended March 11, 2013)

1. If there is a need to contact Association Counsel, the Chief Executive Officer has the full authority to do so. Should contracting for Association Counsel Services be in excess of Five Hundred Dollars ($500) such contract shall need Board of Director approval.

2. Association Counsel or NAR approved Mediator shall serve as the Chief Mediator in cases of Arbitration for the Professional Standards Committee. The Association shall furnish mediation training for Counsel as needed and with Board of Director approval.

REQUIRED EDUCATION

The Association, through Career Development Committee, shall conduct the following subjects each year: Tennessee Real Estate Commission approved CORE Course and National Association of REALTORS® approved Ethics Course.

EDUCATIONAL POLICIES AND PROCEDURES

(Source: Board of Directors June 18, 2013)

Cost of Courses

- River Counties Association of REALTORS® will determine the cost of each course after a thorough cost analysis has been done. This cost analysis will take into consideration the cost of the initial licensing or sponsor fee, the instructor fee, instructor's expenses (room, meals and transportation), room rental, written material, marketing of the course and refreshments.
- All costs will be kept to a minimum without sacrificing the quality of the course.
- Members of the River Counties Association of REALTORS® are entitled to a lower course tuition than non-members. In order to receive this tuition, the registrant must be a member in good standing.
- GRI Courses shall be offered at the rate of $50 per course to RCAR Members and $100 for all non RCAR Attndees (Source: Board of Directors – February 15, 2022)
- All Non RCAR attendees shall pay $15 per credit hour for RCAR offered courses (Source: Board of Directors – February 15, 2022)

Cancellation by RCAR

RCAR reserves the right to cancel any course upon notification of registrants. If such a case should occur, the full amount of the course will be refunded to the registrant (credit card or refund check).

Cancellation by Student

- Registrants have a right to cancel a course with a 48 hour notice prior to the beginning of the course. Failure to cancel within time period will result in a minimum $20 no show fee, or $15 per credit hour, whichever is more.

  Cancellation can be made by sending a notification to RCAR by phone or email 423.476.5912.

Refund Policy

- Full refund will be given to registrants who cancel a course with a 48 hour notice prior to course beginning.

Ways to Register

- Online through individual course registration links on member website.
- Telephone
- E-mail

General Information/Polices

- Registrations done through the association management software provide a mobile check in process. Members are required to ensure they have been checked in prior to completing courses.
- For most CE courses 100% classroom attendance is mandated by the Tennessee Real Estate Commission's policy. Do not ask us to compromise and risk our TREC certification to teach continuing education. Please be seated ready for class at the appointed time and remain in the classroom until you are dismissed by the instructor.
- If a personal emergency occurs, please inform the instructor or staff as you leave if possible or call the Association office as soon as you are able.
- Please do not attempt to take care of business with Association staff on Class Day, focus on class. If there are items that need to be addressed or Association staff attention regarding restrooms, kitchen, or student materials please notify staff during break time.
- No recruitment activity is allowed.

RECORDS RETENTION

(Source: Board of Directors June 17, 2003)
All documents shall be maintained for a full three (3) years prior to the documents generated in the current year. Included in this category are Committee minutes, correspondence and all other documents relating to the general operations of the Association with the following exceptions:

Corporate minutes should be maintained from the inception of the corporation. These should be maintained in chronological order from the date of the first entry, including all bylaws of the Association which have been in effect at any time.

Financial documents relating to income and expenses, or receipts and disbursements, should be maintained for seven (7) years.

Capital assets of the Association (Association owned real property or equipment) are an exception to the financial documents. These documents need to be maintained until the capital asset is disposed of. All expenses for repairs and improvements to a particular capital asset should also be maintained. Financial documents relating to capital assets should not be disposed of within the seven year period of the asset is still owned by the Association. Upon disposition of the asset, the seven (7) years with respect to these financial records begins.

Documents of historical value, such as photographs of famous events or persons who have been active in the Association, can be kept in a separate category labeled "documents of historical interest".

The documents and/or records that must be kept permanently and made available for reference are as follows:

1. Original Association Charter from the National Association of REALTORS®
2. Revised Charter from the National Association of REALTORS® indicating new name and jurisdiction.

3. Articles of Incorporation.
4. Association Bylaws, Original and As Amended.
5. IRS Letter granting tax exempt status.
6. Minutes of Directors meetings.

CULTURAL DIVERSITY/FAIR HOUSING

(Source: Board of Directors June 17, 2003)

The Association is an equal opportunity employer and pledges to support and promote equal opportunity, fair housing and Americans with Disabilities Act.

ANTITRUST ISSUES

(Source: Board of Directors June 17, 2003)

Commissions in real estate transactions are negotiable between REALTORS®, their sellers and buyers. They ARE NOT DETERMINED BY THE ASSOCIATION. At no time during any meeting, event or educational session being held by the Association will discussion of commission rates be allowed. Nor will discussion of competitors and/or their business practices be permitted.

FISCAL

MANAGEMENT OF BANKING ACCOUNTS

The Association Executive maintains charts of accounts for both the RCAR and RCMLS.

All cash accounts owned by RCAR will be held in financial institutions which are federally insured and have received a favorable Community Reinvestment Act (CRA) rating

The Association Executive, CPA or legal counsel files Corporate resolutions annually.

The appropriate and approved singers shall complete the required signature cards annually.

No single account should contain more than $250,000, or the amount over which the FDIC will insure.

River Counties Association of REALTORS® (RCAR) is to maintain a minimum of ten percent (10%) of the operating budget between its operating and savings bank accounts at all times.

The President, Vice-President, Secretary, and Treasurer of the each respective Board of Directors, and the Association Executive are the authorized signatures on all checks written for vendors.

At least two authorized signers must sign all checks.

PETTY CASH MANAGEMENT

The Petty Cash fund should never exceed $150.00.

The Association Executive shall total out the expenses made and identify those expenses by general ledger account number.

When the check request is submitted for payment it should indicate the total amount needed to bring the fund back up to $150.00.

When a request for petty cash reimbursement is made to the Associaiton Executive. the item will be listed on the Petty Cash Fund Reconciliation Sheet.

The recipient of the petty cash funds must sign the sheet to indicate receipt of the funds. The paid receipt should be attached to the sheet.

The petty cash box is to be locked at all times.

The Association maintains a petty cash fund to be used at Association functions, i.e. luncheons and parties, to make change for members by the Meeting & Special Events Committee. Promptly after the function, the $150.00 is placed back in the petty cash box in the fire-resistant file cabinet in the River Counties Association of REALTORS® Office and all remaining funds are accounted for and deposited.

Petty Cash will be reconciled at the end of every month and a report filed by the Chief Executive officer with the Board of Directors.

CASH CONTROLS

Control of cash is one of the most important aspects of an internal accounting control system.

1. Staff designees make cash deposits.
2. Deposits are made as frequently as possible, preferably daily.
3. Deposit records are kept --both internally generated records and bank deposit slips and compared to the bank statement each month by the accounting firm.
4. Cash is held in a locked petty cash box in a secure location when it is on hand.
5. Prepared deposits are to be in a locked, secure location.

SEPERATION OF DUTIES

1. One staff member records payments in the association management system, where the invoices are generated. Upon completion, daily when needed, weekly on a regular basis, prepares the deposit for acceptance into the association's financial records management platform.
2. The CEO accepts the deposits into the financial records management system and verifies the deposits, then prepares the deposit slip, for the account, at the appropriate banking institution.
3. A third staff member stamps the checks and prepares a calculator tape or excel spreadsheet to verify the deposit is correct.
4. Once completed, the original staff member will take the deposit to the banking institution.

INFORMATION SECURITY

The association implements physical and electronic security measures to ensure the safety of financial information. Sensitive documents are in secure areas, such as locked filing cabinets that are accessible only to select employees. The financial data is protected and stored on the company with a third-party network security company. This prevents anyone with physical or electronic access to financial data from sabotage and provides a conduit to prevent theft or other financial mismanagement.

ACCESS CONTROLS

Access control is employed to ensure that only authorized personnel are allowed to use certain systems or physical locations. Access controls can be set up to allow varying levels of access, such as read-only access for one user and read-write capability for a different user.

The goal of access control is to minimize the risk of unauthorized access to physical and logical systems. Access control is a fundamental component of security compliance programs that ensures security technology and access control policies are in place to protect confidential information, such as customer data.

The association operates under the RBAC system (Role-Based Access Control). The accounting firm has full access to the financial software for accounting and payroll services. Whereas, the association staff only have limited access to perform their specific duties within the financial platform. Volunteer leaders do not have access to the financial software platform.

The association secures the facility, through an electronic monitoring system. Auditing and reports track employee access to restricted business locations and proprietary areas, such as financial and data centers.

OPERATIONAL ACCOUNTING

Operational accounting is the practice of minding the financial aspects of running a business, whether small or large. Operational accountants are directors, controllers, and planners. They often plan a business's financial operations, as well as mind a company's ledger while working with executive management to create and control budgets.

They're also responsible for ensuring that actual business activities are in line with the organization's plans. To do so they provide management with detailed financial reports that compare actual revenues and expenses with what the original estimations were.

The association uses the Budget and Finance Committee along with the Board of Directors to plan the budget and review financials for compliance. The CEO is responsible for executing the budget properly.

PAYABLES PROCEDURES

Incoming invoices or reimbursements shall be delivered to the Association Executive for payment processing.

All disbursements are made by check and electronic transfers.

Supporting documentation should be filed in the appropriate vendor files.

CREDIT CARD PROCEDURES

All corporate credit cards are kept in the locked petty cash box.

In every case of credit card usage, the individual charging a River Counties Association of REALTORS® account will be held personally responsible in the event that the charge is deemed personal or unauthorized.

PROPER DOCUMENTATION

Copies of all cash register tapes, receipts, invoices, cancelled checks and any other documentation that records cash transactions are kept in the corporate files of the association, either in hard copy or canned into the shared files. These documents are a paper trail to investigate cash losses and discrepancies between internal records and bank statements.

RECEIVABLES PROCEDURES

Checks are posted to the proper members account, cash receipt report printed and balanced to funds received, deposit slip or funds deposit report printed and batch balanced.

Checks received other than member payments have a deposit slip or funds deposit report printed and detail attached to same.

PAYROLL & PERSONNEL PROCEDURES

The Association Executive is charged with the responsibility of maintaining personnel files on staff persons.

All personnel records are to be kept locked in a locking file cabinet in the Association Executive office.

Timesheets are to be prepared by all hourly paid staff person and submitted bi-weekly. The Association's accounting firm processes all payroll and payroll tax reports.

ACCOUNTING RECORDS

Accounting records must be maintained on a monthly basis. Prior to each monthly board meeting the accounting records are updated and reconciled by the Association Executive.

The Board of Directors reviews/approves all financial statements prepared by the Associaiton's accounting firm during monthly meetings.

General Journal entries and Bank Statements are reconciled, by the Association accounting firm.

ANNUAL BUDGET PROCEDURES

The annual budget is developed in October for the next year.

The Association Executive, along with the Budget/Finance Committee develops RCAR and RCMLS' yearly budget; expenditures of the current year are used to determine the amount that needs to be approved for the next year's budget.

Once the budgets have been developed they are submitted by Chair of Budget/Finance Committee to the Board of Directors for adoption.

In the event that a budget revision is needed, the information is forwarded to the Financial Committee and then to the Board of Directors for final approval.

AUDITS

At fiscal year-end, a year end Audit Report should be prepared summarizing the total income and expense activity for the year.

ASSOCIATION RESERVES

(Source: Board of Directors June 17, 2003; Amended: January 17, 2008; Amended: 6/08; Amended March 11, 2013)

In compliance with the recommended policy of the National Association of REALTORS®, it is the policy of the River Counties Association of REALTORS® that adequate reserve funds must be maintained by the Association for emergency expenses and for the purpose of continuing to provide essential Member services during periods of reduced income. For those reasons, the following is established as the ASSOCIATION RESERVE POLICY:

1. It is the goal of the Association to maintain reserve fund in an amount equal to FIFTY PERCENT of the annual operating budget.
2. In order to reach and maintain this amount, the Directors shall annually designate a MINIMUM amount to be deposited into a "Reserve" account.

3. At the end of each Fiscal Year, the Chief Executive Officer shall designate what percentage of those unspent funds is to be deposited in the Reserve account and what percentage is to be included in the next year's operating budget.
4. Annually, the Treasurer shall work with the Chief Executive Officer to recommend to the Directors the financial instrument(s), in which the reserve may be kept, i.e., savings, CD, etc.
    a. The Association's funds shall be maintained or invested in any instrument backed by the full faith and credit of the U.S. Government. Such investments may include Treasuries and government agencies that have full government backing. The key factors to be used in evaluating investment opportunities are preservation of capital, liquidity and yield.
    b. Liquid assets are defined as Cash in Bank, CD's, and unrestricted reserves, which can be converted into cash within 30 days.
    c. The following is a list of types of investments, for which the Association's reserves or other available unrestricted cash can be invested subject to the minimum balance required for over-night investing of operating capital in the primary institution:
        i. US Treasury Bills, Notes and Bonds
        ii. Certificates of Deposit insured by FDIC or FSLIC
        iii. Government National Mortgage Association
        iv. Real Estate
        v. Stocks
    d. The following is a list of prohibited investments:
        i. Commodities and Futures Contracts
        ii. Options
        iii. Short Selling
        iv. Resolution Trust Corporation Notes
        v. World Bank Bonds

Cash Management

At least once every three (3) years the Board of Directors will request proposals for investment and banking services from at least three (3) vendors. The Board of Directors can recommend to retain the current service or change the current service,

The Board of Directors shall decide on the financial institution(s) and/or investment management agent.

If no investment management agent has been hired, the Board of Directors will pursue investment options, which shall be carried out by the Treasurer and Association Executive, upon approval.

Certificate of Deposits in a given institution are limited the FDIC insured amount.

Income received from any investment may be maintained in the portfolio or distributed at the approval of the Board of Directors.

The Board of Directors is responsible for monthly reviews of the status of the Association's budget and cash position. Furthermore, it is their responsibility to make decisions for alterations in the portfolio or the annual budget

Purchasing and Receiving of Goods

Supplies are ordered when a list of requested items has been approved by the Chief Executive Officer. Upon receipt and verification of goods, the Chief Executive Officer will place receipts and/or invoices in the accounts payable folders for disbursements.

Asset Purchases

All Asset Purchases must be approved by the Board of Directors. Each purchase order must have authorization signatures of two members of the Executive Committee and a copy of the minutes approving the purchase attached, before it is valid.

Corporate Credit Cards

The Chief Executive Officer shall be the guarantor of the corporate credit card(s) determined necessary by the Board of Directors for payment of approved budgeted association expenses, ONLY.

There will be one corporate credit account for the River Counties Association of REALTORS® and one corporate credit account for the River Counties Multiple Listing Service.

The corporate credit cards are never to be used for personal purchases by the Chief Executive Officer or any other member of River Counties Association of REALTORS® or member of the River Counties Multiple Listing Service.

The Chief Executive Officer must account for all expenses charged to the account(s).

All expenses charged to the corporate credit card accounts must have accompanying receipts and must be submitted immediately after use for monthly reconciliation purposes.

Only budgeted expenses may be incurred unless otherwise approved by the Board of Directors, at which time the minutes showing the approval by the Board of Directors must be attached to said purchase, along with the receipts.

Authorization to Sign Checks

The President, Vice President, Treasurer, Secretary and Chief Executive Officer are authorized to be signatures' on all accounts in the name of River Counties Association of REALTORS®. All transactions must have two authorized signatures.

Electronic Fund Payments

There shall be no payments of any Association obligations (bills, etc.) paid by electronic transfer without prior approval from Board of Directors. EFTs must be done by written approval and have 2 authorized signatures.

Annual Audit Procedures

The Association has a fiscal year beginning January 1 and ending December 31.

The Board of Directors will be responsible for ordering a yearly audit to begin no later than May 1 of each year.

Chief Executive Officer is to be available to the auditors on an as needed basis to answer questions and provide any necessary documentation and explanations.

Copies of the final audit are to be presented to the Board of Directors at the first meeting following receipt of the audit report.

PROFESSIONAL SERVICE AGREEMENTS

All Professional Service Agreements not budgeted must be approved by the Board of Directors. Professional Service Agreements must be reviewed on an annual basis by the Board of Directors. Prior to expiration or renewal, all Professional Service Agreements will be competitively bid and three (3) competing bids should be sought for evaluation prior to approval.

Capital expenditures in excess of $10,000.00 may not be made unless authorized by a quorum of the Association members eligible to vote.

PRESIDENT'S DISCRETIONARY FUND

(Source: Board of Directors June 17, 2003)

The President of the Association may spend, or authorize the spending of up to $200 of the Association's funds without obtaining the approval of the Directors providing such expenditures do not exceed the total amount budgeted in any single fiscal year.

Any purchase by the President in excess of the $200 requires the approval of a majority of the Directors then in office; however, the President may obtain this approval by some informal method such as a telephone poll or by e-mail.

The President shall also have an expense account equal to $150 for miscellaneous meetings with other Association Presidents, President Elect and/or State and National Officers, Directors or representatives. Receipts indicating who was present, the purpose of the meeting and where it took place need to be submitted to the Chief Executive Officer for reimbursement.

TRAVEL POLICY

(Source: Board of Directors June 14, 2005; Amended: January 17, 2008, Amended: June 13, 2008; Amended March 11, 2013, Amended April 16, 2020, Amended August 20, 2020)

ALL TRAVEL IS SUBJECT TO THE CURRENT BUDGET AS SET BY THE BOARD OF DIRECTORS, AND AS THE BUDGET ALLOWS.

GENERAL POLICY

It is the policy of this Association to reimburse all reasonable expenses necessary for volunteer leadership, or paid employees to accomplish Association objectives. However, because it is a trade association and its principal source of funds are member dues, there must be a high degree of accountability for all funds spent.

It is understood that expenses charged to the Association will serve business purposes. The key element for adherence to this policy is the professional judgment of those authorized to spend Association funds.

EXPENSE REPORTS

Expense reports must be filed on an approved form and must document all items to be reimbursed. The reports must be submitted within thirty (30) days, from completion of travel, to receive reimbursement, unless otherwise approved by the Board of Directors.

REIMBURSEMENT CATEGORIES

Approved reimbursement categories include RCAR AND RCMLS President, President-Elect, all of which are voting members, and CEO. Other special committees, task forces, etc. must be approved by the Board of Directors prior to the event. No reimbursement shall be made when reimbursement is available from other entities (i.e. TAR, NAR, etc.)

REIMBURSABLE MEETINGS

TAR Business Meetings and Hill Visits (Spring & Fall)
What –Airfare, Registration, Lodging, Per Diem and Mileage
Who – Presidents (RCAR & RCMLS), RCAR President Elect, CEO (RPAC Chairman at discretion of BOD)

NAR Annual Leadership Summit (Chicago)
What – Airfare, Registration, Lodging, Per Diem and Mileage
Who – RCAR President-Elect, CEO

NAR Association Executive Institute
What – Airfare, Registration, Lodging, Per Diem and Mileage
Who – CEO

NAR Midyear Meetings/Washington D.C. (May) & Convention (Fall}
What – Airfare, Registration, Lodging, Per Diem and Mileage
Who – Presidents & President Elects (RCAR & RCMLS),CEO (RPAC Chairman at discretion of BOD)

NAR Annual Convention (Fall)
What - Airfare, Parking, Lodging, Per Diem, Mileage, Registration
Who – Presidents & President Elects (RCAR & RCMLS),CEO

TRANSPORTATION

Commercial Air Transportation.
Coach Air travel will be reimbursed when attending NAR meetings. Copies of the receipt must be provided for reimbursement.

Private Automobile.

Use of a private automobile is authorized where such usage results in a savings to the Association. When a private automobile is used, mileage is reimbursed at IRS-approved rates. When possible, travelers should travel together to save costs.

Generally, no reimbursement shall be made for rental car and related expenses without prior approval of Finance Committee.

GROUND TRANSPORTATION

Travel to and from the airport will be reimbursed at the home and destination ends of the trip. Travelers should attempt to coordinate ground transportation together to maximize savings to association. Airport parking charges and mileage allowance for use of a private automobile at the home end of the trip is encouraged in lieu of ground transportation if a savings to association would result.

LODGING

Lodging expenses, including internet, bag storage, parking and porter fees will be reimbursed for applicable and approved meetings based upon the standard single room rate at the host facility. The maximum number of lodging nights shall be based on the actual number of days during which the individual attends assigned meetings, not to exceed one (1) extra night when necessary due to air travel schedules/restrictions.

PER DIEM

Actual itemized expenses of up to $100 per day in-state or $150 per day out-of-state will be reimbursed to approved persons traveling on Association business.

Receipts are required in accordance with the current IRS code. If no itemization is provided the maximum per diem rate is per the IRS guidelines. The allowance is intended to cover the following expenses: meals, telephones, wireless and/or internet, gratuities, up to 20%, and transportation service (other than transportation to/from airport.) The per diem allowance applies for each night spent away from home on official business of the Association.

No alcohol beverages shall be reimbursed in per diem.

DOCUMENTATION/REPORTING

All receipts for all expenses must be submitted for reimbursement.
Receipts for expenses required under the IRS code must be submitted.
Attendees must submit receipts/expense report within 30 days from completion of travel.
Upon review and approval, the CEO will issue a check for reimbursement.

LEGISLATIVE

RPAC REQUESTS

(Source: Board of Directors June 17, 2003)

Each year the RPAC Task Force/Governmental Affairs Committee is to determine which candidates should be issued RPAC funds. The following criteria may be used.

Develop a "questionnaire" for candidates requesting funds.

Each candidate may be afforded the opportunity for a personal interview with the Task Force.

Requirement to disclose candidates stand on appropriate issues.

The Task Force/Committee shall be charged with the duty to suggest RPAC donation amounts for each candidate subject to approval by TAR.

The Task Force/Committee, at their discretion, shall disseminate information to the Members indicating the results of candidate contributions, naming the candidate and the amount.

AWARDS & ACKOWLEDGEMENTS

REALTOR® of the YEAR

(Source: Board of Directors June 17, 2003; Amended: January 17, 2008, August 2013)
To give recognition to the perseverance of our members, this Committee will adhere to the following criteria for selecting the RCAR REALTOR®-OF-THE-YEAR and AFFILIATE-OF-THE-YEAR:

Criteria for selection of the recipient will be based on guidelines set forth by the River Counties Association of REALTORS®, Inc.
The selection of these recipients will be based upon the highest percentage of points accumulated using the standards previously set forth by the Committee.

Only completed nomination forms will be considered.

The awards will be presented by the President of the Association at a time prescribed by the Board of Directors.

Applications shall be submitted annually, thirty (30) days prior to award presented set each calendar year.

The decision of the Committee must be submitted to the Chief Executive Officer as soon as possible after due date of application and meeting. No less than 15 business day prior to award presentation.

The sitting President is ineligible for the REALTOR® award.

The Awards Committee will be made up of the five (5) past ROTY's of the Association, if available. If not, proceeding ROTY's in sequence will be asked to serve until a committee of five (5) is reached.

REALTOR® OF THE YEAR SELECTION CRITERIA

(Source: Board of Directors June 17, 2003, amended September 2005, August 2013)
Nominations for REALTOR®-OF-THE-YEAR shall be judged on the following point system: The RCAR REALTOR® of the Year is bestowed upon a REALTOR® Member in recognition of his or her civic, business, and industry/organizational contributions and achievements during the most recent five years. REALTORS® do not have to meet all criteria listed in order to be given this award. The award is based on numeric scoring to allow for a variety of strengths in a variety of areas. Emphasis on past five (5) years

1. Activity in RCAR (40%) – RCAR offices, committee work, special assignments, seminar activity, and education courses, etc.
2. Activity in TAR (5%) – TAR offices and committee work, attendance and participation at TAR conventions, Board of Directors, educational conferences, etc.
3. Activity in NAR (5%) – NAR offices and committee work, membership and work in institutes, societies, and councils, attendance at NAR conventions, Board of Directors, etc.
4. Professionalism (20%) – Faithfulness to the principles of organized real estate, law, regulations, and the REALTOR® Code of Ethics, time and effort expended in furthering the principles of good real estate practice among other real estate brokers, the media, and the general public.
5. Business Achievements (15%) – Public recognition of business conduct, service to clients, etc.
6. Activity in Civic Affairs (15%) – Participation in civic clubs, charitable activities, political involvement, etc.

Recipient should be in good financial standing with RCAR and should not have any pending ethics violations being investigated by RCAR.

AFFILIATE OF THE YEAR SELECTION CRITERIA

(Source: Board of Directors June 17, 2003, amended September 2005, August 2013)
Nominations for AFFILIATE OF THE YEAR shall be judged on the following point system: The RCAR Affiliate of the Year is bestowed upon an Affiliate Member in recognition of his or her extraordinary support of RCAR for the current year. Affiliates do not have to meet all criteria listed in order to be given this award. The award is based on numeric scoring to allow for a variety of strengths in a variety of areas. Emphasis on current year

1. Activity in RCAR (50%) - RCAR committee work, special assignments, events and programs, etc.
2. Professionalism (20%) - Faithfulness to the principles of organized real estate, law, regulations, business ethics, time and effort expended in furthering the principles of good real estate practice among other industry professionals and the general public.
3. Business Achievements (15%) - Public recognition of business conduct, service to clients, education/training if applies, etc.
4. Activity in Civic Affairs (15%) - Participation in civic clubs, charitable activities, political involvement, religious groups, etc.

Recipient should be in good financial standing with RCAR and should not have any pending ethics violations being investigated by RCAR

TENNESSEE REALTORS® REALTOR-OF-THE-YEAR

(Source: Board of Directors June 17, 2003)
Each year the Association shall submit the previous year's REALTOR-OF-THE-YEAR winner as its candidate for the TR REALTOR-OF-THE-YEAR.

OTHER RCAR AWARDS

(Source: Board of Directors August 2013)

Community Service Award (emphasis on current year)

The RCAR Community Service Award is bestowed upon a REALTOR, Affiliate Member in recognition of his extraordinary service within River Counties' geographical service area for the current year.

Criteria for Selection:

Members do not have to meet all criteria listed in order to be given this award. The award is based on numeric scoring to allow for a variety of strengths in a variety of areas.

Activity in RCAR - sponsored community service (60%) - Financial and/or volunteer support of Battle of the Banks (Relay for Life), Go Red for Woman (American Heart Association), and Adopt-A-School events, etc.

Activity in Non-RCAR-sponsored community service (30%) - Financial and/or volunteer support of any organizations within the River Counties' geographical service area; church, civic, health, etc.

Achievements (10%) - Public recognition of community service.

Recipient should be in good financial standing with RCAR and should not have any pending ethics violations being investigated by RCAR.

Awards given for long-term service that are not necessarily given annually include:

Lifetime Achievement (emphasis on fifteen years)
The RCAR Lifetime Achievement Award is presented to a Realtor Member who has made an extraordinary and distinguished contribution to the real estate industry and the Realtor organization over a period of fifteen years. This is RCAR's highest honor and needs not be given every year but only as the Awards Committee deems appropriate.

Criteria for Selection:

The recipient must be recognized as a leader in the real estate industry and the community, has volunteered countless hours of personal time and support to RCAR and its mission through service on committees, attendance at REALTOR® conferences and events, and involvement in public policy initiatives and community service activities. For any RCAR past president to receive this award, at least five years must have elapsed since he or she served as the RCAR president.

Outstanding Leadership (emphasis on ten years)
The Outstanding Leadership Award is presented to a RCAR member who has made an extraordinary and distinguished contribution to the real estate industry and the REALTOR® organization over a period of ten years. This award needs not be given every year but only as the Awards Committee deems appropriate.

Criteria for Selection:

The recipient must be recognized as a leader in the real estate industry and the community, has volunteered countless hours of personal time and support to RCAR and its mission through service on committees, attendance at REALTOR® conferences and events, and involvement in public policy initiatives and community service activities.

Outstanding Service (emphasis on five years)
The Outstanding Service Award is presented to a RCAR member who has made an extraordinary and distinguished contribution to RCAR over a period of five years. This award needs not be given every year but only as the Awards Committee deems appropriate.

Criteria for Selection:

The recipient must be recognized for his or her ongoing commitment to the real estate industry and the community, has volunteered countless hours of personal time and support to RCAR and its mission through service on committees and attendance at REALTOR® conferences and events.

MISCELLANEOUS

ASSOCIATION EQUIPMENT

(Source: Board of Directors June 17, 2003; Amended: January 17, 2008)

Association owned equipment is available for use at Association sponsored events. Equipment is available to be used by Members, but must remain at the Association office. Computers are to be used for RCAR business only. No personal use.

ASSOCIATION OFFICE CONFERENCE ROOM/EDUCATION ROOM, TRAINING ROOM.

(Source: Board of Directors June 17, 2003; Amended August 2013)
It is the policy of the River Counties Association of REALTORS® that the Association's facilities are available for utilization to RCAR Members subject to the following rules:

1. The conference room/education room and training room are available during normal office hours provided the Association has received the request no less than 5 business days prior to the date requested.
2. Official Association meetings and programs have precedence, all other reservations are on a first come, first served basis.
3. Utilization of the space includes, use of Association owned equipment and learning resources with are normally available to Members, but does not include use of the telephones.
4. All Members must provide their own cleanup, including taking all garbage to the outside containers in the rear of building. NO SMOKING is permitted in the Association Offices or education room.

CHARITABLE ORGANIZATIONS CONTRIBUTIONS

(Source: Board of Directors June 17, 2003)

Each year the Association establishes a budget for gifts, flowers and contributions. Donations and/or the purchase of advertising for various charitable organizations and fund drives will be left to the member offices. The Association shall continue its current support of the various schools, charities and organizations as provided for in the budget.

REALTOR® AND AFFILIATE CONTRIBUTIONS

(Source: Board of Directors June 17, 2003)

Donations from REALTOR® and Affiliate members (including time, gifts, and monetary contributions) will be governed as follows:

1. Donations from members will be accepted by the appropriate committee, or if a non-committee event, the Chief Executive Officer.
2. Solicitation of donations will come from the RCAR office in the form of a list of sponsor able events, sent as early as possible in the event year and updated as needed. Follow-up contacts may be made by the Committee members as directed by the Committee Chair or Chief Executive Officer.
3. Appropriate acknowledgment and/or recognition will be given for all donations.
4. Members may distribute their promotional material and information at RCAR sponsored events with permission of the event committee or, for non-committee events, the President or Chief Executive Officer.

Crisis Management Plan

INTRODUCTION

The River Counties Association of REALTORS® ("RCAR") and the River Counties Multiple Listing Service ("RCMLS"), collectively "the Organization", operate under a set of specific Bylaws, Rules and Regulations, and Policies and Procedures that are in place to assure that daily operations occur in as efficient and professional a manner as possible.

In a time of crisis and/or disaster, however, the guidelines for normal daily operations may not be appropriate, effective, or, in the worst-case scenario, possible. It is for that reason that a contingency plan must be in place. Without a contingency plan, a crisis situation may lead to irreparable damage to the Organization, its employees and/or its members/users.

PURPOSE

The purpose of this plan is to assist staff and volunteer leadership and board members in making quality decisions during a time of crisis and/or disaster. It is important to remember that a contingency plan is meant to serve only as a resource in the time of crisis. It is a guide and is not intended to be all-inclusive. It will, however, assist staff and leadership in ensuring the continuation of the various activities and services provided by the Organization.

This plan will set guidelines to be followed in case of such a disruption regarding the following criteria:

- The risks the Organization may encounter as well as how that risk should be managed.
- The business functions which are most vital.
- The times during a month when business functions may be more critical.
- The maximum amount of downtime that is acceptable for each department.
- The priority of functions within each department.

DEFINITION OF A CRISIS

For the purpose of this plan, a crisis is any event or situation which could 1) disrupt or shut down normal day-to-day operations of the Organization for a period of more than 24 hours; 2) damage the integrity or reputation of the Organization; and/or 3) cause close media or government scrutiny of the Organization. This plan should not be seen as an all-inclusive rulebook, but rather utilized as a guide in a time of stress and/or crisis.

The following are examples of types of situations which might cause a crisis in the day to day operations of the Organization:

- Physical disaster such as a fire, flood, earthquake, etc. which could cause injury to employees, members or guests or damage the office building to the extent it cannot be used.
- The death, serious illness or injury of an employee or volunteer leader.
- The arrest of or public scandal involving an employee or volunteer leader.
- Disabled Technology (communication systems, computer systems, etc.).
- Government investigation of either RCAR, RCMLS, or both.
- Employment-related issues such as violence, substance abuse, harassment, etc.
- Government mandates and/or recommendations related to emergency declarations.

BASIC PROCEDURES

While it is not possible to identify each and every crisis situation which might arise, this plan has been developed to deal with several common situations businesses may face. This plan is not all inclusive, but it is intended to establish guidelines for employees and volunteers.

A. CHAIN OF COMMAND:
The chain of command outlined below has been established to handle all anticipated situations. This list is in the order of who shall make decisions for the Organization, based on the severity of the given situation. If an individual is unavailable or unable to make such decisions, it will fall to the next person on the list. If the situation is specific only to RCAR or only to RCMLS, the elected leadership of that company shall take priority in the chain of command over the elected leadership of the other company. The individuals on the list that have access to a company credit card and/or have signatory authority on the bank accounts are noted.

1. Chief Executive Officer ("CEO")
2. RCAR President
3. RCMLS President
4. RCAR President Elect[S]
5. RCMLS President Elect[R]

Example: If the crisis involves damage to the building and a decision needs to be made about whether or not it should be evacuated or occupied during normal work hours, the CEO will make that decision.

If the CEO is unavailable or unable to make such a determination, the President will make the determination, etc.

To the extent possible, all decisions relating to a crisis situation will be coordinated with, or communicated to, the elected leadership.

B. EMERGENCY CONTACT LIST:
An emergency contact list is maintained of all emergency contact numbers needed.

This list includes not only staff and both Boards of Directors, but other necessary contacts, such as attorney(s), CPA, MLS vendor, membership management system ("AMS") vendor, bank and investment account information, insurance companies and policy numbers, telephone system vendor, appropriate fire and law enforcement departments, and emergency medical service.

The CEO, RCAR President and President Elect, and RCMLS President and President Elect shall have copies of all emergency numbers stored securely away from the offices.

The list shall be updated on at least an annual basis. All employees, members of both Boards of Directors, and legal counsel have copies of the Crisis Management Plan.

C. STAFF SUPPORT:
Each employee position has at least one back-up person who could step in and fulfill their role in the event that the primary person is unavailable. All employees shall have after-hours contact information for each of the other employees.

D. EMERGENCY RESPONSE AND CHAIN OF CONTACT:
The priority response in any crisis situation is to secure the office and ensure that all staff and others present are safe or evacuated, if applicable.

Call order shall follow chain of command as noted in part A above. In the event of a government or regulatory body mandate related to an emergency declaration, the CEO has latitude to do what is necessary to comply with the mandate and ensure the safety of the staff, while if possible, preserving services available to members.

E. TRAVEL GUIDELINES:
To ensure that core staff and leadership are available to continue the day-to-day work of the Organization, travel on the same flight at the same time should be limited, whenever practical.

Traveling staff and leadership should be as accessible as possible, either through cell phones, email, or other devices. Cell phone numbers of traveling staff members should be given to all other staff members before leaving for a trip.

F. RECOVERY AND RESTORATION:
After a crisis it is important for all staff, leadership, and members to start the recovery process promptly, so that normal business can resume as quickly as practical. Sometimes a crisis will involve establishing an alternate business location or ongoing interaction with the news media.

In addition to maintaining communications with the members and, if applicable, the community as a whole, the following may be suitable actions (not in priority order):

1. Contact any affected vendors and contractors and establish if their continued operations are necessary.
2. Meet with the insurance agent to keep the policy updated.
3. Retain outside counselor for employees and/or members to use to discuss psychological aspects of the crisis.
4. On an individual basis, arrange for remote work (e.g. – working from home), flexible/reduced work hours, salary continuation, care packages, and/or child support services for staff members.
5. Assess value of any damage to the building or equipment.
6. Establish talking points relative to the crisis for the appropriate President (or designated media spokesperson) to utilize and coordinate with the media.
7. Establish a disaster-relief fund with a local bank and a process for donations and distribution.

RISK ASSESSMENT

This section is to be used as a guideline to establish priorities, maximum acceptable down time, and minimum requirements for restoration.

A. IT DEPARTMENT:
   1. This department has the highest priority, as all other internal departments, as well as the RCAR members and RCMLS users, are dependent in some way on the IT Department.
   2. There are no pertinent dates during the month when this department becomes more or less of a priority. This department is a daily necessity for operations.
   3. The maximum acceptable down time is twenty-four (24) hours.
   4. The minimum requirements for restoration of service are the MLS data system, the keybox system, and the AMS.
   5. Procedures for getting servers back on-line and/or activating offsite backup systems are clearly stated in printed and electronic form and stored at the main office, any branch offices, and each offsite physical backup location.

B. MEMBERSHIP DEPARTMENT:
   1. This department is the second highest priority as all members are dependent on this department.
   2. There are no pertinent dates during the month when this department becomes more or less of a priority. This department is a daily necessity for operations.
   3. The maximum acceptable down time is twenty-four (24) hours.
   4. The minimum requirements for restoration of service are the AMS, which is tied to the MLS data system and the keybox system, to ensure that members still have access to member services.
   5. At all times, at least three (3) staff members will know the procedures for processing and maintaining members records.

C. BOOKKEEPING DEPARTMENT:
   1. This department is a high priority as there is great potential for loss of income to the Organization if this department is not operating.
   2. The maximum acceptable down time is two (2) business days.
   3. The minimum requirements for restoration of service are the AMS and access to the payroll service in use at the time.
   4. At all times, at least three (3) staff members will know the procedures for monthly billing and payment processing. Normally, the CEO handles all payroll processing for confidentiality reasons. For crisis situations in which the CEO may not be available, the CPA Firm is authorized complete payroll processing.

D. EDUCATION DEPARTMENT:
   1. This department does not have a high priority in a short-term crisis, but as this department is a key member benefit, its priority would increase if the situation continued for an extended period of time.
   2. There are no pertinent dates during the month when this department becomes more of a priority.
   3. The maximum acceptable down time is five (5) business days.
   4. The minimum requirement for restoration of service is the ability to notify members of class schedule or location changes.

BUILDING

A. In the event that any situation threatens to cause damage to the building and/or injury to employees or other occupants, the building will be evacuated and employees and other persons present will either gather in an offsite location or be sent home until the danger has passed.

B. If it has been determined, using the chain of command procedures, the building should not be occupied for an extended period of time, the CEO and RCAR President will determine if an alternate physical location is needed or if staff could work remotely and the CEO will notify all staff of the situation and what their work schedule and location will be.

C. People are to exit the building in a quick, orderly fashion. DO NOT wait for other people. If all people known to be present in the building at the time of an evacuation are not accounted for and first responders are not yet present, one staff member shall be designated to determine the next course of action.

D. FIRE PROCEDURE:
Upon discovery of fire or smoke in building, evacuate immediately using nearest doors. Staff will make sure that 911 is notified. No one will be allowed to re-enter the building until advised by the Fire Department.

E. In the event that building is not able to be occupied for a period of five (5) business days or less due to fire or any other reason, the Organization will be "closed" as far as a physical location is concerned and staff will complete work assignments from home.

F. In the event that building is not able to be occupied for a period of more than five (5) business days due to fire or any other reason, the CEO will arrange for a temporary alternate location. If it is necessary to rent a space, the CEO will obtain authorization from the Presidents.

COMPUTER SYSTEM(S)

A. The computer systems of the Organization include, but are not limited to, the onsite servers and individual workstations, the telephone system, and internet connectivity.

B. The computer systems are backed up on at least a daily basis. The Technology Officer is the primary person responsible for ensuring that the scheduled back ups are occurring.

C. The AMS is backed up by the AMS vendor and stored off site at various locations as described in the vendor contract. The financial software system and all other computerized organization documents are backed up at the main office as well as off site in at least two different locations (either cloud or physical).

D. In the event of a crisis occurring with the computer system (i.e. catastrophic equipment failure or cyber attack), the CEO and the Technology Officer will expediently determine a plan of action and resolution. The Emergency Response and Chain of Contact will be utilized to inform leadership and other employees of the situation and necessary actions.

E. All employees are required to notify the CEO of any problems related to the computer system, MLS, internet, telephone, web site or any other communication or technical system. If the situation results in an indefinite outage, the CEO will contact the Presidents with a synopsis of the situation and a proposed solution.

F. In the event that a computer system crisis prevents staff from conducting normal day-to-day operations, the CEO has the authority to relocate staff operations to an alternate location even if the impacted office is structurally sound.

G. If systems are interrupted due to a terrorist attack or an act of war, all staff will follow guidelines provided by Local, State and Federal officials.

OTHER POTENTIAL CRISIS

A. INFECTIOUS DISEASE OR MEDICAL EMERGENCY:
In the event a contagious disease, virus or other medical emergency affects the ability of the staff to properly conduct the operation of the Organization, the CEO has the authority to decide if the office needs to be closed and the proper procedures to contain the medical emergency or spread of disease.

B. DEATH, INCAPACITATION OR ARREST OF THE CHIEF EXECUTIVE OFFICER, ELECTED LEADERSHIP, OR OTHER STAFF MEMBER:
In the event of the death or incapacitation of the CEO or either the President, both the local Boards of Directors and the Tennessee Association of REALTORS® CEO will be promptly notified.

Any other notifications will be determined by the appropriate board Officers or the full Board of Directors, depending on the severity of the situation and their availability to address the situation.

In the event an arrest should occur, an emergency meeting of the CEO, and/or appropriate board Officer and legal counsel will be held to determine the appropriate course of action.

Staff and individual Boards of Directors members are prohibited from making statements to the media. The CEO and/or Board of Directors, and legal counsel will prepare an official announcement and determine the official spokesperson.

C. GOVERNMENT INVESTIGATION:
Staff will be cordial toward any inquiries, but not volunteer any information. The CEO, President, and legal counsel, if available either in person or via electronic means, will meet with investigators and listen to allegations.

Information will not be volunteered until such time as legal and/or accounting counsel may be consulted. A plan to address the situation will be developed by the CEO, the applicable President, and legal counsel.

All employees, the Boards of Directors, and other leaders will be contacted and briefed of the situation, as appropriate (per legal counsel). The CEO will contact E&O insurance providers.

D. IRS AUDIT:
If IRS auditors or other personnel wish to audit either the financial records or other documents, the request must be made in writing with a reasonable advance time requested. On site, unannounced visits will be declined.

E. TERRORIST ATTACK OR ACTS OF WAR:
The CEO will contact the Presidents to call an emergency joint meeting of the Boards of Directors. Depending on the severity of the attack, if the work day will be significantly interrupted, the CEO has the authority to close the office.

In the absence of the CEO, the Director of Ooperations shall make the determination to close the office and notify the Presidents.

Membership will be notified immediately (via email and website postings if possible). A plan to address the attack as it relates to the real estate industry will be developed by the CEO, and Presidents.

Ongoing updates will be provided to everyone on the Chain of Command list as the situation evolves.