

Association Policies and Procedures Manual
of the
Raleigh Regional Association of REALTORS®



Raleigh Regional
Association of REALTORS®

*Last Updated
August 2020*

POLICY MANUAL
RALEIGH REGIONAL ASSOCIATION OF REALTORS®

Effective: August 12, 2020

Table of Contents

SECTION 1: INTRODUCTION	5
SECTION 2: BOARD OF DIRECTORS	
2.1 Directors’ Responsibilities	5
2.2 Information and Education of Directors	6
2.3 Nominating and Certifying of Directors & Officers	7
Nominations	7
Candidate Information.....	7
Campaigning and Communications.....	7
Voting Procedures.....	8
Term / Firm Limits.....	8
SECTION 3: OFFICERS	
3.1 Executive Committee.....	8
3.2 President / Duties, Responsibilities & Authority.....	9
3.3 President-Elect / Duties, Responsibilities & Authority.....	10
3.4 Secretary-Treasurer / Duties, Responsibilities & Authority.....	10
3.5 Immediate Past President.....	11
SECTION 4: COMMITTEES, TASK FORCES AND ADVISORY GROUPS	
4.1 Committees of the Association.....	12
4.1a Bylaws Committee	12
4.1b Communications & Public Relations Committee	12
4.1c Diversity Committee	13
4.1d Finance Committee	13
4.1e Government Policies and Issues Committee.....	13
4.1f Grievance Committee.....	14
4.1g Independent Expenditure Committee.....	14
4.1h Nominating & Certifying Committee	15
4.1i Personnel Committee	15
4.1j Policy Rapid Response Committee.....	15
4.1k Legal Action Committee.....	16
4.1l Professional Development Committee.....	16
4.1m Professional Standards Committee	16
4.1n RPAC Committee.....	16
4.1o Strategic Planning	17
4.1p Young Professionals Network Advisory Committee.....	17
4.1q Global Advisory Committee.....	17
4.1r Hall of Fame Committee	18
4.1s REALTOR®-of-the-Year Committee.....	18

4.1t President’s Award	18
4.1u TRLA Advisory Group.....	18
4.1v Local Political Coordinators (LPC).....	19
4.2 Committee Chairperson’s Responsibilities	19
4.3 Staff Liaisons to Committees.....	20

SECTION 5: LEGAL

5.1 Errors and Omission Insurance Coverage	20
5.2 Contracts.....	20
5.3 Legal Counsel & CPA.....	20
5.4 Anti-Trust Compliance.....	21
5.5 Legal Action Fund.....	21
5.5.1 Purpose and Function.....	21
5.5.2 Requests for Assistance.....	22
5.5.3 Criteria for Case Support.....	23
5.6 Harassment Policy.....	23
Sexual Harassment.....	24
Reporting Harassment.....	24
5.7 Whistle Blower Policy	25
Whistleblower Policy Purpose.....	25
Encouragement of reporting.....	25
Protection from retaliation.....	26
Where to report.....	26
5.8 Record Retention Policy.....	26
5.9 Leadership / Conflict of Interest Policy	27
Conflict of Interest Policy.....	28
Financial/Ownership Disclosure Policy.....	28
Corporate Opportunities Policy.....	29
Confidential Information Policy.....	29
Service Statement.....	29

SECTION 6: FINANCE

6.1 Authorized Signatures.....	30
6.2 Financial Information Disclosure to Members	30
6.3 Annual Operating Budget.....	30
6.4 Financial Reserve Policy	30
6.5 Capitalization.....	31
6.6 Petty Cash.....	32
6.7 Dues Refunds.....	32
6.8 Non-Payment, Late Fees and Insufficient Funds.....	32
6.9 Annual Audit	32
6.10 Contributions	33
6.11 Travel Reimbursement.....	33
6.11a Officer Travel Reimbursement	33
6.11b NCR Director Travel Reimbursement	33
6.11c NAR Director Travel Reimbursement	33
6.11d Additional Travel Reimbursement.....	33

SECTION 7: VIOLATIONS OF POLICIES.....	34
SECTION 8: COMMUNICATIONS	
8.1 Staff Communications with the Public.....	34
8.2 Association Social Pages and Groups.....	35
8.3 Responsible Use of Social Media.....	35
8.4 Disclosures and Conflicts.....	36
8.5 No expectation of privacy; Association ownership of data.....	36
8.6 Website and Email Policy.....	36
8.7 Association Publications.....	37
SECTION 9: MEMBERSHIP	
9.1 Dues / Assessments / Fees.....	37
9.2 Reciprocity Agreements.....	37
9.3 Members’ Access to Meetings & Materials	38
9.4 Life Members.....	38
9.5 REALTOR® Emeritus.....	39
9.6 Past Presidents of the Association	39
9.7 Reapplication for Membership	39
9.8 Military Service	39
9.9 REALTOR® Affiliate Program (RAP).....	39
SECTION 10: GOVERNMENT AFFAIRS	
10.1 Candidate Interview Policy	40
10.2 Candidate Funding Policy	40
10.3 Fair Housing Policy.....	41
SECTION 11: COUNCILS OF RRAR.....	41
SECTION 12: BUILDING & RENTAL OPERATIONS.....	42
SECTION 13: NAR & NCR	
13.1 NAR Directors & NCR Directors	43
13.2 REALTOR® Director/Officer Candidate Approval Policy.....	43
13.3 REALTOR® Director/Officer Candidate Funding Policy	44
SECTION 14: ADVERTISING/SPONSORSHIP.....	44
SECTION 15: ASSOCIATION EVENTS.....	44

SECTION 1: INTRODUCTION

The Raleigh Regional Association of REALTORS® is an association of volunteer members governed by Bylaws adopted in 1924 and as amended from time to time by the Board of Directors. Qualification for and objectives of membership are found in the Bylaws, as approved by the National Association of REALTORS®. The governing body of the Association is a Board of Directors. The activities of the Association are carried out through committees of volunteer members. The policies found in this manual are in addition to, not a replacement for the Association's Bylaws.

SECTION 2: BOARD OF DIRECTORS

The Officers and Directors of the Raleigh Regional Association of REALTORS® shall comprise the governing body of the Association of REALTORS®. Specific responsibilities and duties of the Board of Directors are as follows:

2.1: Directors' Responsibilities

- Serve as the governing body of the Association and control all the affairs of the Association subject to the restrictions imposed by the Bylaws.
- Select the financial institution(s), by resolution, to deposit all Association monies.
- Employ such Executive Officer to manage the day-to-day operations of the Association.
- Contract with an outside independent accounting firm to be available for consultation per policy 5.3 *Legal Counsel & CPA* and to conduct audits of the Association's books including the annual audit. Said annual audit shall commence no later than the first quarter after the close of the fiscal year. Directors may refer any member of the Association to the Treasurer and CEO if the member requests a report of the audited income and balance sheet of the Association.
- Contract with outside legal counsel to attend monthly meetings and be available for such consults as deemed necessary per policy 5.4 *Legal Counsel & CPA*.
- Review and approve a budget prepared by the Finance Committee reflecting projected income from all sources and projected costs and expenses of the Association for the next fiscal year. The budget shall be submitted to the Directors not less than thirty (30) days prior to the first day of the next fiscal year.
- Report regularly and promptly to the members all actions of the Board of Directors.
- Review and act on committee requests. If financial requests deviate from the approved budget by greater than \$10,000.00, such requests must first be reviewed by the Finance Committee.
- Review actions of the Executive Committee carried out in the interim between Directors' meetings.
- Approve and amend such rules, regulations and policies necessary to the operation of the Association.

- Attend all Board meetings. Any Officer or Director of the Board who is absent from four (4) Board meetings in one (1) calendar year shall on their fourth absence have automatically resigned from their position. There shall be no differentiation between "excused" or "unexcused" absences. Any absence from a Board of Directors meeting should be reported to the President and CEO in advance, when possible. The attendance record as included in all board packets shall serve as the actual record of attendance. Any corrections must be made prior to its approval at the next meeting. Staff will notify any Director of their absence to serve as a record.
- Serve without compensation.
- Represent the entire membership by:
 - Soliciting member input as much as possible.
 - Placing the welfare of the entire membership ahead of geographical or factional considerations.
 - Expressing their view points and sharing their opinions on issues before the group.
- Be informed and knowledgeable in areas of particular interest, concern and importance to the Association and the real estate industry.
- Volunteer for Association committees and councils as Director Liaisons. Committees or councils that do not have a Director will have one (1) appointed. The Pro Standards and Grievance Committees are excluded.
- Provide reasonable access to member guests. It is the policy of the Association to protect the interests of its members and employees in maintaining confidentiality. All guests and staff will be excused when the Board is called into Executive Session at which time matters relating to confidential personnel matters, professional standards hearings, results and appeals, and attorney-client communications, among other possible matters, may be discussed. (As discussed in 9.3: Members' Access to Meetings and Materials)
- Attend the mandatory Directors' orientation to be held annually before the first Director's meeting of the calendar year.
- Should review all materials prior to the meeting. Should any Director have a question regarding the materials provided, they are asked to direct their questions to the Executive Committee and staff twenty-four (24) hours prior to the meeting, when possible.
- Should read and be familiar with the active Strategic Plan of the Association.
- Be familiar with the current Bylaws, Policies, procedures and issue positions of the Raleigh Regional Association of REALTORS®.

2.2: Information and Education of Directors

Both the national and state associations can provide Directors with many resources for obtaining information. In addition, Association staff can offer assistance in most areas.

Directors are a vital link between the membership and the Association. Directors should bring from the membership specific problems or concerns and should take back information concerning the Association's activities and programs. Members' access to meetings, the Rules of Decorum, and other materials are defined under *9.3 Members' Access to Meetings and Materials*.

Minutes, any other meeting materials and notices of Directors meetings shall be emailed to members of the Board of Directors at least six (6) days prior to the next regular scheduled meeting of the Board of Directors.

Directors should also be familiar with:

- Current bylaws, constitution and policies in the National Association of REALTORS® and the North Carolina Association of REALTORS®.
- Legislative activity on a state and national level.
- Robert's Rules of Order, latest edition.

2.3 Nominating and Certifying of Directors & Officers

Nominations

The Nominating and Certifying Committee may nominate candidates, or any member may nominate him or herself, or another Association member (with cooperation) for certification as a candidate. All nominations shall comply with the Candidate Information requirements and require certification by the Nominating and Certifying Committee. No nominations will be accepted after the sixty (60) day deadline. Candidates will be informed of the final slate of candidates at the close of nominations and certification.

Candidate Information

All candidates wishing to run for an Officer position, or a Director position must submit the required completed questionnaire and personal statement no later than sixty (60) days before the first day that voting is to commence.

The personal statement shall be no more than (five hundred) 500 words and shall not include false allegations or libelous comments regarding other candidates, the REALTOR® Associations, the Board of Directors or other individuals.¹

A web page will be created on the RRAR website that shall hold all of the candidate questionnaires, photos and personal statements as well as a personal statement and photo of the incoming President. Each candidate will receive a copy of their candidate questionnaires and personal statements, at least ten (10) days prior to the posting on the website and shall have three (3) days to make any changes and submit them. No less than thirty (30) days prior to the commencement of voting, the candidate information shall be posted on the website. All candidate information received by the deadline shall be posted at the same time.

Campaigning and Communications

Candidates are permitted to campaign for themselves in person at the Association office not more than forty (40) days prior to the beginning of the voting period. Candidates may circulate literature or campaign brochures, so long as they do not interfere with the normally scheduled activities of RRAR or its rental clients. Candidates may request an audience at scheduled meetings with approval from the Chair or meeting organizer. Candidates must conduct themselves in a non-obtrusive manner, and may not utilize signs, balloons or other distractions, or post any campaign materials. Candidates are not permitted to distribute flyers or brochures onto vehicles in the parking lot. Violations of these policies will result in a reprimand from the Nominating and Certifying Committee Chair. Repeat offenses may result in disqualification from the election.

The Association shall send out a mass email to the membership announcing the election dates and times, and list hyperlinks to the individual candidate information, which shall be on the RRAR website or a site linked to our website. All names of candidates will be listed in alphabetical order. This email shall be sent not less than thirty (30) days prior to the commencement of voting. A second email announcement containing the same information shall be sent the last business day prior to the commencement of voting.

Voting Procedures

The following guidelines apply to all votes taken for the Board of Directors and/or Officers:

- a. Online voting will commence on the first Monday of the first week in October or other day as determined by the Board of Directors and will be available until 5:00 pm on the first Friday of the first week of October. This Friday will be known as Election Day.
- b. In order to be able to vote, members will provide their name and any other secure identifier.
- c. Records will be secured in such a manner as to ensure only one (1) vote per member.
- d. Ballots will be secured by an authorized staff person and the Chair of the Nominating and Certifying Committee.
- e. If an individual should win both an Officers' and Directors' race, they shall automatically decline the position of Director. The next highest vote receiver will assume the declined position.
- f. Total results of the e-balloting will be tallied and reported to the President of the Association and emailed to the entire membership as soon as possible.

Term / Firm Limits

Two (2) or more active members associated with the same firm may be Directors, subject to the limitation that not more than twenty (20) percent of the Board of Directors may be from the same firm. After Board elections, if the maximum number of members per firm is exceeded due to a merger of firms, or to a Director moving from one firm to another, no change in composition of the Board of Directors will be required until the next regularly scheduled election.

SECTION 3: OFFICERS

3.1 Executive Committee

The Executive Committee is composed of all Officers elected by the General Membership, or their successors, and the Immediate Past President of the Association. The Chief Executive Officer shall be a non-voting member of the Executive Committee. The Executive Committee shall meet at the call of the President.

The Executive Committee shall have authority to act for the Directors between Directors meetings with the full authority of the entire Board of Directors on any matters on which the Directors could act in a formal meeting, except that the Executive Committee shall

not, unless specifically authorized by the vote of the Directors take any of the following actions in lieu of the Board of Directors:

- a. Act to change the corporate status or amend the Charter or By-Laws of the Association or its subsidiaries and affiliates.
- b. Determine to institute, or resolve, any lawsuit involving the Association where the potential exposure to the Association exceeds \$10,000.00.
- c. Approve any item not set forth in the approved budget having a total exposure to the Association exceeding \$10,000.00.
- d. Fill any vacancies as to officers or directors which would otherwise be filled by the Association.
- e. Terminate or employ the Executive Officer.

3.2 President / Duties, Responsibilities & Authority

The President, as chief elected officer, represents the entire membership and the best interests of the Association; exercises personal leadership in the motivation of other officers, board members, committee members and staff; acts as spokesperson and inspirational leader and takes an important part in monitoring and evaluating organizational performance and effectiveness. The office of President is one of leadership and personal commitment to the members of our Association.

Within the limits of the bylaws and policies, the President's authority is to accomplish the duties set forth below and to perform such other duties as approved by the Board of Directors:

- a. It is essential that the President be informed and knowledgeable in all areas of Association involvement and in the real estate industry in general.
- b. Represent the Association and acts in its name, subject to its declared policies.
- c. Appoint such committees and designates their chairs as deemed advisable, with the approval of the Board of Directors.
- d. Before the Board of Directors orientation, appoint one (1) Director to the Board of Directors to serve a two (2) year term. Such appointee shall meet the same requirements as elected Directors.
- e. Serve as ex-officio a member of all committees of the Association except the Nominating and Certifying Committee, Professional Standards Committee and Grievance Committee.
- f. Guides the business affairs and strategic vision of the Association with the assistance of the Directors, Executive Committee and staff.
- g. Supports and defends policies and programs adopted by the Board of Directors.
- h. Presides at and attends all meetings of the Board of Directors, Executive Committee and the membership meetings.
- i. President, or their designee, serves as the Association spokesperson and represents the interest and objectives of the Association in dealings with the news media, allied organizations and industries, local, state and federal legislators and the general public.
- j. Ensures that the Board of Directors and Officers are kept fully informed on the conditions and operations of the Association.
- k. Sees that the organizational structure of the Association is reviewed annually.
- l. President, or their designee, acts as the voting member of the NAR delegate body.

- m. Represents the Association in attendance at the NAR Legislative Meetings, and NAR Convention, in addition to the NCR Inaugural, Legislative Meetings, and Convention.
- n. Perform such other duties as approved by the Board of Directors.

3.3 President-Elect / Duties, Responsibilities & Authority

It is the responsibility of the President-Elect to perform the duties of the President in the event of the President's absence or disability. The office of the President-Elect is one of leadership and personal commitment to the members of our Association.

Within the limits of the bylaws and policies, the President-Elect's authority is to accomplish the duties set forth below and to perform such other duties as approved by the Board of Directors:

- a. It is essential that the President-Elect be informed and knowledgeable in all areas of Association involvement and in the real estate industry in general.
- b. Attends as a voting member, all meetings of the Board of Directors, Executive Committee and membership meetings, and presides in the absence of the President.
- c. Serves as ex-officio member of all committees of the Association except Nominating, Professional Standards and Grievance Committees.
- d. Serves as Chairperson of the Strategic Planning and RPAC Committees.
- e. Appoints the Vice Chair of all committees, with consideration from committee and staff.
- f. Attends the NAR Legislative Meetings, and NAR Convention, in addition to the NCR Inaugural, Legislative Meetings, Convention and Leadership Summit.

3.4 Secretary-Treasurer / Duties, Responsibilities & Authority

The office of the Secretary/Treasurer is one of leadership and personal commitment to the members of our Association. The Secretary/Treasurer is responsible for overseeing the funds and assets of the Association.

Within the limits of the Bylaws and policies, the Secretary/Treasurer is responsible and has commensurate authority to accomplish the duties set forth below and to perform such other duties as approved by the Board of Directors:

- a. It is essential the Secretary/Treasurer be informed and knowledgeable in all areas of the Association involvement and in the real estate industry in general. It is particularly important that the Secretary-Treasurer be knowledgeable of Association financial activities.
- b. Serves as chairperson of the Finance Committee, member of the Executive Committee and member of the Board of Directors.
- c. Shall be responsible for working with the CEO and staff in maintaining and providing oversight of such books, documents and papers as the Board of Directors may determine and access to the Corporate Seal. Such books shall be opened for inspection as prescribed by law.
- d. Is responsible for working with staff to ensure that minutes and attendance of all the meetings of the Board of Directors and General Membership are properly kept.

- e. May sign with the President, President-Elect or Chief Executive Officer, in name and on behalf of the Association, any contracts or agreements authorized by the Board of Directors and when so authorized or ordered by the Board of Directors, may affix the seal of the Association.
- f. Shall perform, in general, all duties incident to the office of Secretary Treasurer, subject to the authority of the Board of Directors and shall perform such other duties as may be assigned by the Board of Directors.
- g. Has responsibility of all funds, property and securities of the Association and all subsidiary corporations, subject to such regulations as may be imposed by the Board of Directors. When necessary or proper, the Secretary/Treasurer may endorse on behalf of the Association, checks, notes and other obligations and shall deposit same credit to the Association at such bank or banks or depository as the Board of Directors may designate.
- h. On behalf of the Association and in conjunction with the Executive Officer;
 - signs all receipts and vouchers
 - signs checks and bills of exchange
 - signs promissory notes issued by the Association, except in cases where the execution of documents shall be expressly designated by the Board of Directors or the Bylaws to some other officer or agent of the Association.
- i. Makes such payments as may be necessary or proper on behalf of the Association. The Treasurer shall enter regularly on the books of the Association full and accurate account of all monies and obligations received, paid or incurred for, or on account of the Association, and shall exhibit such books at all reasonable times to any Director upon request at the offices of the Association.
- j. Prepares with the Finance Committee and staff, an annual budget to be approved by the Board of Directors and makes recommendations for amendments to the budget when necessary.
- k. Presents financial reports at the regularly scheduled meetings of the Board of Directors.
- l. Requests committees' financial needs in advance of budget preparation.
- m. Attends the NAR Legislative Meetings, and NAR Convention, in addition to the NCR Inaugural, Legislative Meetings, and Convention as budgeted.
- n. The Secretary/Treasurer shall serve on the Association's Government Affairs and RPAC Committees.

If the Secretary/Treasurer is unable to fulfill the position, action shall be taken as prescribed by the Association's Bylaws, Section 5: Vacancies.

3.5 Immediate Past President

- a. The Immediate Past President shall serve on the Executive, Nominating and Certifying, and Personnel committees of the Association.
- b. Attends the NAR Legislative Meetings, and NAR Convention, in addition to the NCR Inaugural, Legislative Meetings, and Convention as budgeted.

SECTION 4: COMMITTEES, TASK FORCES AND ADVISORY GROUPS

4.1 Committees of the Association

Committees serve to assist in the effective implementation of Association objectives and specific programs. There shall be an annual opportunity for members to express their interest in serving on particular committees. Member access to meetings or materials is defined under *9.3 Members' Access to Meetings and Materials*.

Prior to the first meeting, committee Chairs shall set and communicate to all members an attendance policy for all members using the recommendation of absences not to exceed 25 percent of the meetings. This policy will be acknowledged by signature by all committee members at the first meeting.

Anyone who is attending virtual meetings of committees, is expected to have operable and active video unless otherwise excused.

Quorum for the transaction of business shall be a majority of the committee.

The President, with the approval of the Executive Committee may appoint such Committees and/or Special Committees and designate their Chairpersons and Vice-Chairpersons as deemed advisable and where not otherwise specified in these policies.

The following are considered standing committees: *Bylaws, Communications and Public Relations, Diversity, Finance, Government Affairs, Government Policies and Issues, Grievance, Legal Action, Nominating and Certifying, Personnel, Policy Rapid Response, Priorities and Issues, Professional Development, Professional Standards, RPAC, Strategic Planning, YPN, Global, and the Awards Committees of Hall of Fame and REALTOR® of the Year.*

4.1.a Bylaws Committee

Meetings. Open only to Committee members.

Duties. Reviews the RRAR Bylaws and Policies and makes recommendations to the Association Board of Directors.

Composition. The committee shall comprise of the appointed Chair, President, President-Elect, Immediate Past President, and must include five (5) additional members who shall serve a term of two (2) years. The committee will meet two (2) times per year, or at the call of the Chair. The Secretary/Treasurer may be invited as a non-voting member.

4.1.b Communications & Public Relations Committee

Meetings. Open to all members.

Duties. Identifies and implements communications with members. Evaluates and monitors effectiveness of public relations initiatives.

Composition. The committee shall comprise of up to fifteen (15) members. No more than two (2) of the members appointed to the committee shall be Affiliate members. Members of the committee shall serve a term of one (1) year.

4.1.c Diversity Committee

Meetings. Open to all members.

Duties. Promotes equal opportunity in housing, inclusion, and diversity within the real estate industry. Identifies the concerns and needs of minority members and assists in the development of actions to address those needs and concerns. Serves as ambassadors to minority real estate organizations.

Composition. The Committee shall comprise of Association members and will hold regular meetings. Members of the committee shall serve a term of one (1) year.

4.1.d Finance Committee

Meetings. Open only to Committee members.

Duties. Works with the Chief Executive Officer and Director of Finance to assist in developing the annual budget and reviewing the financial performance of the association. The committee is responsible for creating, monitoring and recommending revisions to the Association's investment policies and reserve policies. The committee will make recommendations to the full Board of Directors on the financial position of the association. The committee will evaluate needs, consider bids and make recommendations regarding owned real estate.

Composition. The committee shall comprise of the Secretary-Treasurer who will also serve as the Chair, President-Elect, the immediate Past President, the CPA or a representative from their firm, the CEO and two (2) Presidential Appointees to serve two (2) year staggered terms, with one (1) appointed each year. One (1) appointee shall be currently serving on the Board of Directors and the other may come from either the Board of Directors or the general membership of the Association. The President may attend any meetings of the Finance Committee and serve in a non-voting capacity. After the association elections each fall the new incoming Secretary-Treasurer will serve as a non-voting member of the committee through the balance of that year.

4.1.e Government Policies and Issues Committee

Meetings. Open to Committee members and guests. The Government Forum is open to all members.

Duties. This committee may generate, at its discretion, policy recommendations, grants, reports, studies, or internal recommendations regarding governmental issues and forums. Any such action must be in accordance with the Association's Policy Positions document and be approved by the Board of Directors.

Responsible for planning and inviting guest speakers, with the staff liaison, to the Government Affairs and Advocacy Forum, to be held monthly, and **open to all members**. This forum is to educate members on issues pertinent to the industry. Members of this committee will be familiar with, respond to, and/or promote RRAR, NCR, and NAR "Calls to Action".

The committee will be responsible for conducting and attending interviews of candidates running for office within the Association's jurisdiction, which includes drafting online and in-person questions for candidates to answer. Following interviews, the committee shall recommend a candidate report to the Board of Directors for approval and designate for the RPAC Committee to determine funding levels.

The Chair and Vice Chair for the Government Policy and Issues Committee are expected to attend the NAR REALTORS® Legislative Meetings and Expo, unless excused by the President. Travel shall be reimbursed based on the approved budget. The Committee shall meet monthly or as needed.

This committee will stay informed on reports and information being collected and shared by the LPCs and report anything pertinent to the Government Affairs Forum.

Composition. The Committee shall consist of a Chair and Vice Chair and no more than 21 members. No more than three (3) Committee members may be Affiliate members. Members shall serve a three (3) year staggered term with seven (7) members rolling off each year. The Chair and Vice Chair of this committee shall also serve on the Strategic Planning Committee.

NOTE: For the inaugural year, 2021, the membership of the GPIC shall consist of five members to be appointed to a three-year team, five members to a two-year term, five members to a one-year term. All positions will be appointed by the incoming President and approved by the Executive Committee.

Included in this inaugural year group will be the incoming GAC Chair, who shall serve a two-year term, the newly appointed Vice Chair shall serve a three-year term. This Vice Chair shall be chosen from the current 2020 GAC membership. The immediate past chair of GAC shall serve a one-year term. The RPAC Chair, or their Vice Chair, may be invited to attend as a non-voting member.

4.1.f Grievance Committee

Meetings. Open only to Committee members.

Duties. Acts as a reviewing body for complaints turned into the Association to determine whether to dismiss or send forward to the Professional Standards Committee for a hearing.

Composition. The committee shall comprise of no more than thirty (30) REALTOR® members. No member of this committee shall serve simultaneously on either the Professional Standards Committee or on the Association's Board of Directors. Members of the committee shall serve a term of two (2) years.

Other. All members of the Grievance committees must attend an approved training session as soon as possible after appointment to the committee and at least every two (2) years thereafter.

4.1.g Independent Expenditure Committee

Meetings. Open only to Committee members.

Duties. Meets at the discretion of the President. Confidentially identifies potential races for independent expenditures and makes recommendations to the NCR Property Rights Fund Board.

Composition. The committee shall be comprised of five members. Up to three (3) shall be appointed by the Executive Committee, with two (2) to be the Government Affairs Directors and the Chief Executive Officer in a non-voting role. Any RRAR member selected to the NCR Property Rights Fund will automatically serve as one (1) of the three (3) Executive Committee appointments. Members of the Committee shall serve a term of one (1) year.

4.1.h Nominating & Certifying Committee

Meetings. Open only to Committee members.

Duties. Identifies, vets, and accepts nominations of one (1) or more candidates to run for each open position. Those candidates must meet all the qualifications as described in the Association's Bylaws Article XI Sections 1 and 3, except that of President, if there is a sitting President-Elect based on the criteria and process described in policy Section 2.3 *Nominating and Certifying of Directors & Officers*. The Chairperson of the Nominating and Certifying ratifies the results of the election with the Executive Officer.

Composition. The Committee shall be comprised of the four (4) most immediate Past Presidents and two (2) REALTOR® members who have been appointed by the President. The Past President four (4) years out of office shall serve as Chair. If this person is not available, the responsibility will fall to the next Past President in succession. Members of the Committee shall be ineligible to run for a Director or Officer position. Members of the committee shall serve a term of one (1) year.

4.1.i Personnel Committee

Meetings. Open only to Committee members.

Duties. The Personnel Committee is charged with managing all personnel decisions regarding the Chief Executive Officer of RRAR, which includes: Annual performance review, including contract renewal and revisions, disciplinary actions or dismissal and setting salary and benefits for Chief Executive Officer. In the event a search for a new CEO is needed, the Personnel Committee is responsible for forming a Search Committee. The Search Committee will consist of: all members of the Personnel Committee and a minimum of two (2) additional Past Presidents of RRAR appointed by the Personnel Committee Chair. The Search Committee will select a Chair at its first official meeting. Prior to incurring expenses, the Search Committee must obtain approval from the Board of Directors for all costs associated with the Search Process. The Search Committee will make its recommendation to the Board of Directors for final approval of a new CEO.

Composition. The Personnel Committee will include the current Officers of the Association, the Past President two (2) years removed, and the RRAR representative to the TMLS Board of Directors, with the Past President serving as Chairperson of the Committee. Members of the committee shall serve a term of one (1) year.

4.1.j Policy Rapid Response Committee

Meetings. Open only to Committee members.

Duties. If an urgent issue arises relating to private property rights or the real estate industry, the Committee will make recommendations to the Executive Committee to authorize staff or members to engage with elected officials on behalf of the association. Any action taken by the committee will be reviewed by the Government Policy and Issues committee and Board of Directors for informational purposes. The Committee will meet annually or as needed. Participates in candidate interviews. Participates in meetings of the Legal Action Committee (4.1.k).

Composition. The Committee shall be made up of no more than seven (7) members consisting of Past President who shall serve as Chair, the Government Policy and Issues committee Chair, the Government Policy and Issues committee Vice-Chair, current NC REALTORS® Legislative Committee members and up to three (3) Presidential appointments comprised of members serving on the current

Government Policy and Issues Committee. Members of the committee shall serve a term of one (1) year.

4.1.k Legal Action Committee

Meetings. Open only to Committee members.

Duties. Administer the Legal Action Fund in accordance with the purposes and goals of the Fund as defined in Section 5.5 of this manual.

Composition. The Committee shall be made up of eleven (11) members consisting of the Policy Rapid Response Committee, the current President, President-Elect, Secretary/Treasurer, and Presidential appointee(s), as needed. The President of the RRAR shall serve as Chair of the Legal Action Committee, unless the President is involved in a request, in which case the committee shall be chaired by the next highest-ranking Officer.

4.1.l Professional Development Committee

Meetings. Open to all members.

Duties. Works with the staff to recommend and review course offerings and/or suggested matter for professional development and seminars.

Composition. The committee shall be made up of eleven (11) members appointed by the President serving a one (1) year term with one (1) member being a current RRAR Director to serve as a Board liaison. The committee shall meet as needed.

4.1.m Professional Standards Committee

Meetings. Open only to Committee members.

Duties. Responsible as the Judicial Body of the Association. Conducts due process hearings in accordance with Bylaws on alleged violations of the Code of Ethics, and Arbitration, requests according to the Bylaws.

Composition. The committee shall comprise of no more than thirty-five (35) REALTOR® members. No member of this committee shall serve simultaneously on either the Grievance Committee or on the Association's Board of Directors. Members of the committee must serve on the Grievance Committee prior to serving on the Professional Standards Committee. Members of the committee shall serve a term of one (1) year. Closed.

Other. All members of the Professional Standards committees must attend an approved training session as soon as possible after appointment to the committee and at least every two (2) years thereafter.

4.1.n RPAC Committee

Meetings. Open only to Committee members.

Duties. The committee shall actively support RPAC in compliance with North Carolina political fundraising guidelines. The committee's focus shall be on fundraising dollars and educating members about RPAC.

Members shall participate in candidate interviews. Members will evaluate the Government Policies and Issues Committee "REALTOR® Champion" recommendations along with candidate score cards and candidate interviews to determine which REALTOR® Champions receive funding with RPAC dollars. REALTOR® Champions and their corresponding RPAC funding are sent to the Board of Directors for review, revision, and approval.

The Committee is also responsible for event planning, increasing member participation in RPAC through outreach and RPAC Major Investor recruitment. The Committee will meet monthly or as directed by the Chairperson.

Composition. The Committee will be comprised of no more than sixteen (16) members appointed by the President and approved by the Executive Committee.

The Committee will consist of the RRAR President-Elect, who will serve as the Chair, the RRAR President, any current NCR RPAC Trustees, and up to twelve (12) appointed members. The Vice-Chair shall be elected from the committee during the January meeting. Members of the committee shall serve a term of one (1) year. The Secretary/Treasurer will serve as a non-voting member.

4.1.o Strategic Planning

Meetings. Open only to Committee members.

Duties. No later than March 31st of each year, the Strategic Planning Committee shall meet to create a strategic plan or suggest revisions to the current strategic plan. The plan shall be presented to the Board of Directors no later than the April Board of Directors meeting. At the discretion of the Executive Committee, one (1) or more facilitators may be employed to assist the committee.

Composition. The committee shall be Chaired by the President-Elect. The committee shall be made up of no more than thirty-two (32) members, with a minimum of ten (10) current RRAR Directors and the balance being a diverse cross-section of membership. Members of the committee shall serve a term of one (1) year.

4.1.p Young Professionals Network Advisory Committee

Meetings. Open only to Committee members. Events open to all members.

Duties. To be the voice of young professionals who are focused on personal growth, networking, and association involvement with a primary focus on helping other young professionals engage in Association activities.

Composition. The Chair and Vice Chair will be appointed by the President and President-Elect respectively. The Chair and Vice Chair will select seven (7) other committee members for approval by the Executive Committee. Members of the committee shall serve a term of two (2) years.

4.1.q Global Advisory Committee

Meetings. Open only to Committee members. Events open to all members.

Duties. Identify and explores opportunities to expand the global footprint of RRAR both locally and abroad. The ultimate goal is to provide a forum for education and networking opportunities for those REALTORS® looking to expand their inbound and outbound clientele.

Composition. The five (5) person committee shall be appointed by the Executive Committee and will be comprised of Association Members in the roles of Chair, Vice-Chair, 3 Global Ambassadors, along with Staff Liaison. Terms for all roles will be for one (1) year, with the assumption that Vice-Chair will ascend to Chair role the following year.

Awards Committees and Qualification Criteria

4.1.r Hall of Fame Committee

Meetings. Open only to Committee members.

The Hall of Fame Award is intended to honor members who have enhanced our profession by their personal and professional conduct. This award allows for recognition of either current or former members of the Association. There shall be no more than three (3) inducted per year.

Duties. Identifies and honors up to three (3) REALTOR® members who have contributed consistent, outstanding service to the real estate profession.

Composition: One (1) member to be appointed to serve as Chair, two (2) past Hall of Fame Inductees, one (1) current Director and one (1) at large member all appointed by the President. Members of the committee shall serve a term of one (1) year.

4.1.s REALTOR®-of-the-Year Committee

Meetings. Open only to Committee members.

The nomination form for REALTOR® of the Year will be made available to the membership on or before October 1st of each year. Any member may nominate any other member who meets the qualification by completing the required REALTOR® of the Year Nomination Form and submitting it to the staff liaison no later than October 31st each year. No nominations will be accepted after this date.

Qualifications: The REALTOR® of the Year must be a current member and is an individual who exemplifies the finest attributes of being a REALTOR®, combining service to the profession and to our community, professional competency, fairness and integrity.

Duties. Identifies a REALTOR® member who exemplifies the finest attributes of being a REALTOR®, combining service to the profession and to the community, professional competency, fairness and integrity.

Composition. The committee shall comprise of no more than four (4) REALTOR® members consisting of the immediate past award winner, who will serve as Chair, and three (3) Presidential appointees, one (1) of which will be a current member of the Board of Directors. Members of the committee shall serve a term of one (1) year.

4.1.t President's Award

Selection. This award is selected at the discretion of the current President to recognize a member who exemplifies dedication to RRAR and the real estate industry.

Additional Committees, Advisory Groups, and Standing Task Forces

4.1.u. TRLA Advisory Group:

Meetings. Open only to Advisory Group members.

Triangle REALTORS® Leadership Academy (TRLA) is a year-long program through which REALTORS® and Affiliate members learn essential skills for taking a leadership role in their industry and in the community. The Association will conduct this on-going program annually or, at the discretion of the Board of Directors. Officers, Directors, and Staff are encouraged to nominate Members to apply to participate in the Institute.

An advisory group, approved by the Executive Committee, shall review the applications and determine participants. The advisory group shall remain confidential in composition and their deliberations.

TRLA meetings shall be held throughout the calendar year and designed to familiarize future RRAR leaders with all aspects of the REALTOR® family, including the North Carolina Association Realtors® and the National Association of REALTORS®.

4.1.v Local Political Coordinators (LPC):

Meetings. Open to all members.

Members of the LPC will be assigned to one of the following municipalities: City of Raleigh, Town of Apex, Town of Cary, Town of Fuquay Varina, Town of Garner, Town of Holly Springs, Town of Knightdale, Town of Morrisville, Town of Rolesville, Town of Wake Forest, Town of Wendell, Town of Zebulon, Harnett County and Wake County.

In their role as LPC, members of the committee are expected to:

- a. Have monthly communication(s) with one or more officials from their assigned municipality. This can include, but is not limited to, in-person meetings with Elected Officials, email correspondence with Elected Officials, attending committee, board or council meetings.
- b. Clearly and directly communicate the Association's position and reasoning for any Calls for Action to Elected Officials.
- c. Speak to the needs of REALTORS® and the real estate industry in their assigned municipality.
- d. Attend, along with Association Staff, any necessary meetings with Elected Officials from their municipality.
- e. Communicate information to the GPIC regarding their assigned municipality.

Openings for LPC positions will be by application. These applicants will be reviewed by GPIC Chair and Vice Chair, with input by staff, and appointed by the Executive Committee.

4.2 Committee Chairperson's Responsibilities

Committee Chairpersons are responsible to the Board of Directors. It is the responsibility of the Committee Chairperson to see that recommendations, decisions and actions of the Committee are reported to the Board of Directors. Chairpersons are charged with working closely with their Staff Liaison in organizing committee members and implementing the specific goals and objectives of the committee as established annually by the Board of Directors.

Chairperson's responsibilities:

- a. Preside at committee meetings.
- b. Ensures their committees' actions supports objectives of the strategic plan.
- c. Prepare and approve agendas at least one (1) week prior to the committee meeting.
- d. Prior to the first meeting, will set and communicate to all members an attendance policy for all members using the recommendation of absences not

- to exceed 25 percent of the meetings. This policy will be acknowledged by signature by all committee members at the first meeting.
- e. Maintain, with assistance from the Staff Liaison, accurate and precise committee minutes, member attendance records and/or reports to be archived at the association.
 - f. Committee budget request for the following year should be submitted no later than August 1st of each year to be reviewed and approved by the Finance Committee for recommendation to the Board of Directors. Any special financial requests outside of the budget shall be submitted to the Finance Committee for review to the Board of Directors
 - g. Responsible for actively involving each committee member to ensure their retention and developing their leadership potential. It is essential that committee chairpersons be informed and knowledgeable in areas of the Association that affect their committees.
 - h. Should be familiar with and communicate with committee members the importance of the current bylaws, policies, procedures and Robert's Rules of Order latest edition.
 - i. Should be educated on Anti-Trust and Fair Housing laws and communicate or have them communicated at the first meeting of the year.
 - j. Make recommendations for future committee membership to the President.

4.3 Staff Liaisons to Committees

Staff liaisons are responsible for assisting committee chairpersons with communications and correspondence, taking attendance, meeting preparation, keeping detailed records of the revenues and expenses for their respective committees.

SECTION 5: LEGAL

5.1 Errors and Omission Insurance Coverage

The Raleigh Regional Association of REALTORS® is covered by Professional Liability and Errors and Omissions Insurance as prescribed by the National Association of REALTORS®. Coverage is based on compliance by the Association with the policies and recommendations of the NAR. Failure to comply will result in loss of coverage. It shall be the policy of the Board to take required actions to remain in compliance with NAR policies and recommendations.

5.2 Contracts

With consent of the Executive Committee, only the President and/or the Chief Executive Officer may sign contracts that are binding upon the Association.

5.3 Legal Counsel & CPA

The Association shall engage the services of Legal Counsel to counsel the Association relative to matters of interest to the Association which have legal implications. Legal

Counsel shall initiate action only after approval of the President or the Chief Executive Officer.

The Association shall engage the services of a CPA to perform annual audit and other matters of financial interest.

The only persons authorized to contact the attorney and/or the CPA, at the expense of the Association, are the elected Officers and the Chief Executive Officer or authorized staff.

If an individual member contacts the attorney and/or the CPA, they should be told that the attorney and/or CPA will only spend time on their inquiry if the individual member involved is willing to pay for that time. Furthermore, the attorney and/or CPA may discuss only those matters, which the Board of Directors authorizes them to discuss.

Legal Counsel and the CPA are employed on a fee basis and are to be reviewed annually by the Executive Committee.

5.4 Anti-Trust Compliance

The Raleigh Regional Association of REALTORS® does not fix, control, recommend, suggest or maintain commission rates or fees for services to be rendered by members or any percentage of division of commissions or fees between cooperating members or non-members.

Therefore, there shall be no discussion at any time by the Board of Directors, committees or staff of the Raleigh Regional Association of REALTORS® concerning these matters as described. It is recommended to Association members that no discussion of these matters take place in any group meetings of Association members even when such a meeting is not connected, in any manner, with the Raleigh Regional Association of REALTORS®, Inc.

Antitrust information shall be shared at the first meeting of the Board of Directors, each committee and the councils of the Raleigh Regional Association of REALTORS® annually.

5.5 LEGAL ACTION FUND

A program of the Raleigh Regional Association of Realtors® (RRAR) known as the Legal Action Fund is hereby established.

5.5.1 Purpose and Function

- a. The principal function of the Legal Action Fund shall be to establish and administer the Fund, so as to best achieve the purposes and goals of the Fund. These purposes and goals are:
 - i. Promote amongst the Association's members an understanding of their rights and duties under federal, state and municipal law and to defray the expense of legal advice to that end.
 - ii. Provide financial resources and other assistance to parties, including but not limited to RRAR and its collective Officers, Directors and other

- persons acting in an official capacity on their behalf and the members of the RRAR, engaged in litigation, actual or proposed, or administrative action which may result in the determination of the relevant legal issues in a manner that may have important precedential significance to members, real estate licensees, real estate associations, private property owners or the real estate industry generally. Assistance may be provided only to cases that meet the Criteria for Case Support set forth in 5.5.3.
- iii. Preparation and filing of amicus curiae briefs in appropriate cases as recommended by the Legal Action Committee.
 - iv. Defray the administrative costs and fees of the RRAR in connection with its involvement and participation in the Legal Action Fund in furtherance of the above- enumerated objectives.
- b. The Legal Action Fund shall be funded in accordance with the Reserve Policy.
 - c. The Legal Action Fund shall be administered by the Legal Action Committee and the RRAR Board of Directors.
 - i. The Committee shall be made up of eleven (11) members consisting of the Policy Rapid Response Committee, the current President, President-Elect, Secretary/Treasurer, and Presidential appointee(s), as needed.
 - ii. The President of the RRAR shall serve as Chair of the Legal Action Committee, unless the President is involved in a request, in which case the committee shall be chaired by the next highest-ranking Officer.
 - iii. Meetings shall be held at the call of the Chair.
 - d. The Legal Action Committee shall have authority to authorize expenditures from the Legal Action Fund. All decisions, recommendations, expenditures and disbursements of the Legal Action Committee and all disbursements from the Legal Action Fund shall be approved by the Board of Directors at the next scheduled meeting.
 - i. All disbursements from the Legal Action Fund shall be submitted to the Treasurer and finance department of the RRAR and paid by staff as directed by the Legal Action Committee upon the satisfaction of all contingencies, conditions or prerequisites imposed by the Committee.
 - e. Any changes to the purposes, goals, and responsibilities of the Legal Action Committee must be approved by the Board of Directors.

5.5.2 Requests for Assistance

- a. All requests for assistance from the Legal Action Fund must be (1) in writing on the form prescribed by the Legal Action Committee; and (2) filed with the Chief Executive Officer of the RRAR. Upon receipt of a written request for assistance as set forth herein, the Chief Executive Officer of the RRAR shall notify the Legal Action Committee of the request.
- b. The Legal Action Committee, in collaboration with the Legal Counsel to the RRAR, or other counsel as deemed necessary, shall study the merits and implications of each request for assistance. Factors to be considered by the Legal Action Committee in acting upon requests for assistance shall include: whether the requesting parties are subject to threatened or actual litigation or administrative action by federal or state agencies; whether the requesting parties are the subject of threatened or pending litigation where the subject matter thereof could have statewide significance; the method and manner in which the requesting parties intend to handle the matter; and any other factors which the Legal Action Committee deems proper to consider.

- c. The requesting parties and/or their representatives may appear before the Legal Action Committee in support of their request and answer any questions posed by the Legal Action Committee. The Legal Action Committee will make its decision in Executive Session. The deliberations are confidential; the decision is not. A written notification of the Legal Action Committee's decision will be furnished to the requesting parties within 1-2 weeks following the conclusion of the meeting.
- d. Any reconsideration of requests for assistance shall be based on information not presented at time of the original presentation of the request to the Legal Action Committee.

5.5.3 Criteria for Case Support

- a. A case is eligible for consideration by the Legal Action Committee if it:
 - i. Relates to governmental agency action or investigation or to litigation, actual or proposed, which presents an opportunity for clarifying precedent on issues of significance to the RRAR, or the RRAR's membership; OR
 - ii. Involves issues designed to promote or defend the private property rights of members, the public, or others concerned with the protection of private property.
- b. Cases supported must clearly evidence the potential for industry wide and local, and even statewide, impact on real estate related matters, the operation of the REALTOR® association, its MLS or other private property rights.
- c. Support is not available for cases which will affect only the particular litigants or affect only the law of a particular local jurisdiction, unless it can be shown that the cases nevertheless have such industry and local wide significance.
- d. Financial support must be used for legal fees and expenses of the party supported and may not in any case be used to pay judgments, damages, fines or settlements, or to pay the legal fees of opposing counsel or costs of any other party.
- e. It is not a prerequisite of support that the litigants Broker in Charge and/or Company provide financial support to the case, but the Legal Action Committee may make its support of a case conditional on the Broker in Charge and/or Company also providing funding.
- f. The Legal Action Committee reserves the right to impose contingencies, conditions and/or prerequisites on support as it deems necessary or desirable, in its sole discretion, including, but not limited to, requiring verified statements of expenses at least equal to authorized disbursements from the Legal Action Fund for any supported case, and that RRAR be consulted on a current and continuing basis concerning decisions relating to the litigation which is being supported. Failure to satisfy such contingencies, conditions and/or prerequisites may result in the immediate suspension of all support of the litigation and the termination of such support if the recipient of support fails to justify such failures or otherwise satisfy the Legal Action Committee that support should be continued.

5.6 Harassment Policy

The Raleigh Regional Association of REALTORS® is committed to maintaining a professional environment that is free from discrimination and in which members and staff at all levels can devote their full attention and best efforts to the activities of the Association. The Association does not authorize and will not tolerate any form of harassment on the following factors:

Race, color, religion, sex, handicap, familial status, national origin, sexual orientation, gender identity or any other characteristic that is protected by law.

Examples of "harassment" that are covered by this policy include offensive language, jokes or other physical, verbal, written or pictorial conduct relating to the individual's race, color, religion, sex, handicap, familial status, national origin, sexual orientation, gender identity or any other characteristic that is protected by law would make a reasonable person experiencing such behavior feel uncomfortable or harassed. It is impossible to list every type of behavior that can be considered harassment in violation of this policy. In general, any conduct that could create an offensive environment will be considered harassment in violation of this policy. This is the case even if the offending party did not mean to be offensive. It is essential that all members and staff be sensitive to the feelings of others.

Sexual Harassment

Individuals (including vendors, customers, and visitors) are prohibited from harassing employees, Individuals, and other covered persons based on that individual's sex or gender (including pregnancy and status as a transgender or transsexual individual) and regardless of the harasser's sex or gender.

Sexual harassment means any harassment based on someone's sex or gender. It includes harassment that is not sexual in nature (for example, offensive remarks about an individual's sex or gender), as well as any unwelcome sexual advances or requests for sexual favors or any other conduct of a sexual nature.

The Association will not tolerate any form of sexual harassment, regardless of whether it is verbal (for example, epithets, derogatory statements, slurs, sexually-related comments or jokes, unwelcome sexual advances, or requests for sexual favors), physical (for example, assault or inappropriate physical contact), visual (for example, displaying sexually suggestive posters cartoons or drawings, sending inappropriate adult-themed gifts, leering, or making sexual gestures), or online (for example, derogatory statements or sexually suggestive postings in any social media platform including Facebook, Twitter, Instagram, Snapchat, etc). This list is illustrative only, and not exhaustive. No form of sexual harassment will be tolerated.

Harassment is prohibited both at the Association workplace and at Association-sponsored events off premises.

Reporting Harassment

The Raleigh Regional Association of REALTORS® can only resolve matters of which it has knowledge. Any individual who feels they have been harassed or has witnessed harassment has a duty to immediately report the alleged harassment so that it may be investigated, and appropriate action taken. This is true whether the alleged harasser is an employee, association member, Officer or Director.

To report alleged harassment, contact the current President of the Association. In the case that he or she is the subject of the allegation, contact the next highest-ranking Officer.

Once received, a prompt and thorough investigation will be conducted.

The finding of all pertinent facts shall be conducted by the investigatory team, in consultation with legal counsel for the association.

Composition of the investigatory team is as follows:

- a. President, who shall serve as Chair
- b. President-Elect,
- c. and/or Chief Executive Officer,
- d. and one (1) member of the Board of Directors selected by the highest-ranking officer not named in the complaint

NOTE: If the complaint names the President, President-Elect or Chief Executive Officer, they may not participate in the investigative proceedings and shall be replaced by the Immediate Past President or, alternatively, by another member of the Board of Directors selected by the highest-ranking officer not named in the complaint.

Should the investigatory team determine that the facts of finding present enough evidence that a complaint should move forward, a hearing panel shall be assembled. The Professional Standards process of the Association, as provided in the Code of Ethics and Arbitration Manual of the National Association of REALTORS®, shall be utilized.

Should any member of the Association be found in violation of this harassment policy, such member may be reprimanded, fined, placed on probation, suspended, or expelled by the Board of Directors after the hearing.

At the conclusion of the investigation the reporting individual will be informed of the action taken, if any. All investigation results will be kept as confidential as possible.

As used in this section, harassment means any verbal or physical conduct including threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to do the same, or any other conduct with the purpose or effect of unreasonably interfering with an individual's work performance by creating a hostile, intimidating or offensive work environment.

5.7 Whistleblower Policy

Whistleblower Policy Purpose.

The purpose of this Whistleblower Policy is to: (1) encourage staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of the Association; (2) specify that the Association will protect the person from retaliation; and (3) identify where such information can be reported.

Encouragement of reporting.

The Association encourages complaints, reports or inquiries about illegal practices or serious violations of the Association's policies, including illegal or improper conduct by the Association itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy include violations of law, financial improprieties, accounting or audit irregularities, harm to public health or safety, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the Association has existing complaint mechanisms or policies should be addressed through channels described in those mechanisms or policies, such as raising matters of alleged

discrimination or harassment, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

Protection from retaliation.

The Association prohibits retaliation by or on behalf of the Association against staff or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The Association prohibits retaliation against staff and volunteers for refusal to participate in an activity that would result in a violation of local, state or federal law. The Association will not retaliate against a staff member or volunteer who discloses or threatens to disclose to a supervisor, director, vice-president, the chief executive officer, or law enforcement agency or other governmental agency, any activity, policy, or practice of the Association that the person reasonably believes is in violation of a local, state or federal law. The Association reserves the right to discipline staff or volunteers who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

Where to report.

A complaint, report or inquiry may be made under this policy on a confidential or anonymous basis and will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. The complaint, report or inquiry should describe in detail the specific facts demonstrating its basis. A complaint, report or inquiry by staff should be directed to a direct supervisor and ultimately the Chief Executive Officer; if this person is implicated in the complaint, report, or inquiry, it should be directed to the President. A complaint, report, or inquiry by a volunteer member should be directed to the Association’s President and, if the President is implicated in the complaint, report or inquiry, it should be directed to the Association’s President-elect or Chief Executive Officer. In both cases the Board’s legal counsel should be made aware of the report.

The Association will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the Association may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

5.8 Record Retention Policy

Accident Reports and Claims (settled cases)	10 years
Audit Reports	Permanently
Bank Reconciliations	1 year
Capital Stock and Bond Records (ledgers, transfer register, stubs showing, issues, record of interest coupons, options and so forth)	Permanently
Cash Receipt Records	3 years
Charts of Accounts	Permanently
Checks (Cancelled; See Exceptions Below)	3 years
Checks (Cancelled for Important Payments) *Such as: taxes, purchases of property, special contracts and so forth. Checks should be filed with the papers pertaining to the underlying transaction	Permanently

Compliance Rules/Regs (TMLS)	1 year
Continuing Education Documents	3 years
Contracts and Leases (Expired)	7 years
Contracts and Leases (Still in Effect)	Permanently
Corporate Documents (including Bylaws, Charter and Governing Documents)	Permanently
Correspondence (General)	3 years
Correspondence (Legal and Important Matters)	Permanently
Deeds, Mortgages and Bills of Sale	Permanently
Deposit Slips	1 year
Depreciation Schedules	Permanently
Employee Personnel Records	4 years
Employment Applications	4 years
Financial Statements (End-of-Year)	Permanently
General and Private Ledgers (and end-of-year trial balance)	Permanently
Grevance/Professional Standards Documents *At minimum, all professional standards records should be retained until the appeal or procedural review period has expired. Ethics proceedings will be retained permanently in the respondent's membership file	21 days
Insurance Policies (Expired)	3 years
Insurance Policies (Current) (accident reports, claims, policies and so forth)	Permanently
Inventories (Products, Materials & Supplies)	3 years
Invoices From Vendors	3 years
Membership Records	Active Only
Minute Book of Director (Including stockholders, Bylaws and Charter)	Permanently
NAR/NCR Payment Records	2 years
Occupational Inquiry and Illness Records	5 years
Payroll Records and Summaries (Including payments to pensioners)	4 years
Petty Cash Vouchers	3 years
Postage Records	1 year
Property Records (Including costs, depreciation reserves, end-of-year trial balances, blueprints and plans)	Permanently
Publications (REALTOR® Review)	Permanently
Purchase Orders	3 years
Reorganization Records	Permanently
Rosters	Permanently
Sales Records	3 years
Tax Returns and Worksheets	Permanently
Termination Records	Permanently

5.9 Leadership/Conflict of Interest Policy

Service as a leader for the Raleigh Regional REALTOR® Association (RRAR) gives rise to certain legal obligations to the Association. One obligation is the fiduciary duty owed to RRAR by the leader. It requires the exercise of reasonable care in performing duties to RRAR, exhibiting honesty and good faith and encompasses the responsibilities of both

care and loyalty. The duty of loyalty requires RRAR leaders to avoid conflicts of interest and look out for RRAR's best interests, not their own.

A conflict of interest may exist when one participates in the decision-making process on an issue for RRAR while concurrently having other business, professional or personal interests that could tend one toward bias or predisposition on the issue. The fiduciary duty of a leader also requires a leader to avoid the appropriation of programs and activities, particularly business prospects that properly belong to RRAR. **RRAR's leaders must also maintain the confidentiality of RRAR information.**

Even where the RRAR leader might be appointed or elected regionally or by virtue of the RRAR leader's professional position within a particular organization or practice area, **the obligations of the RRAR leader are to RRAR as an organization, not to the RRAR leader's constituency.** The following policies apply to all RRAR leaders, including but not limited to Officers, Directors, and members of all RRAR decision-making bodies, such as the Board of Directors or Executive Committee.

Conflict of Interest Policy

According to *Black's Law Dictionary*, a conflict of interest is defined as, "A term used in connection with public officials and fiduciaries and their relationship to matters of private interest or gain to them." Any RRAR leader will be considered to have a conflict of interest whenever that leader:

- a. Is a principal, partner, officer, director, member, manager or greater than one percent (1%) owner of a business providing products or services to or competing with RRAR;
- b. Is a principal, partner, officer, director, member, manager or greater than one percent (1%) owner of a business being considered as a provider of products or services to or competing with RRAR; or
- c. Holds any unique and substantial interest in a business, financial or otherwise, such as a familial, personal, employer-employee, contractor-contracted, shareholder or governance relationship with the business.

Any RRAR leader with a potential conflict of interest must immediately disclose their interest at the outset of any discussions by a decision-making body pertaining to the potential conflict.

Such RRAR leaders shall be excused from such discussion unless otherwise requested by the board of directors and shall respond to any questions asked of them. Furthermore, no RRAR leader with a conflict of interest may vote on any matter in which the RRAR leader has a conflict of interest, including votes to block or alter the actions of the decision-making body in order to benefit the business in which they have an interest. Minutes of appropriate meetings shall reflect that such disclosure was made, and that the leader excused himself or herself from the discussion of the pros and cons and vote on the matter.

Financial/Ownership Disclosure Policy

If the RRAR leader has personal knowledge that RRAR is considering doing business with an entity in which the RRAR leader has any financial or ownership interest, then such leader must disclose the existence of his or her financial or ownership interest.

If the RRAR leader has a financial or ownership interest in an entity that the RRAR leader knows is offering competing products and services as those offered by RRAR, then such RRAR leader must disclose the existence of his or her financial or ownership interest.

RRAR leaders with a financial or ownership interest must disclose their interest at the outset of any discussions by a decision-making body pertaining to the Business or any of its products or services. The RRAR leader shall be excused from such discussion unless otherwise requested by the board of directors and shall respond to any questions asked of him or her. Furthermore, no RRAR leader with a financial or ownership interest, including votes to block or alter the actions of the decision-making body in order to benefit the Business in which he or she has an interest. Minutes of appropriate meetings shall reflect that such disclosure was made, and that the leader excused himself or herself from the discussion of the pros and cons and vote on the matter.

Corporate Opportunities Policy

Any RRAR leader who learns of a business opening, investment, project, or program through his or her service to RRAR may not pursue that opportunity outside of RRAR without first offering it to RRAR. Only if RRAR decides not to proceed (i.e., abandons the corporate opportunity) may he or she proceed independently of RRAR.

NOTE: No RRAR leader is prohibited from engaging in conduct in the same general line of commerce as RRAR, but he or she must conduct his or her own activities in good faith and without injury to RRAR. For example, assume that part of your service on a committee entails development of an educational course to be delivered to RRAR members. It would be a violation of this policy to take the work of the committee and use it to create an educational course for your personal financial gain.

Confidential Information Policy

Any RRAR leader must (a) maintain in confidence and not disclose or cause to be disclosed to anyone, other than RRAR, any information designated as confidential at RRAR's sole discretion; prior to or during deliberation by RRAR; (b) keep any materials containing confidential information in a safe and secure place to protect against inadvertent disclosure; and (c) preserve confidential information indefinitely, even after expiration of the leader's service. Upon expiration of the leader's service, the leader must promptly return to RRAR staff, upon request, any materials containing confidential information sent to or acquired by the leader relating to the leader's work for RRAR. For example, assume that the executive committee, during its search for a CEO, designates the deliberations as "confidential" to preserve the integrity of the search. It would be a violation of this policy for members of the committee to disclose such deliberations to anyone outside the committee except as may be required to conduct the committee's business or as required by law.

Service Statement

Any person serving RRAR in an elected or appointed position must sign a service statement in a form designated by RRAR prior to serving.

SECTION 6: FINANCE

6.1 Authorized Signatures

The Secretary/Treasurer, President, Chief Executive Officer and an additional staff member shall have authorization to sign checks, initiate electronic payment, and financial documents for the Association.

Signature authorization cards will be updated annually to add the Secretary/Treasurer to the Associations operating account and a resolution will be filed annually by staff with all banks and savings institutions in which the Association maintains accounts.

6.2 Financial Information Disclosure to Members

Member access to financial information of the Association is defined under *9.3 Members' Access to Meetings and Materials*.

6.3 Annual Operating Budget (Amended 8/2013)

The Secretary/Treasurer shall prepare the Annual Operating Budget of the Association with the assistance of the Chief Executive Officer and Finance Committee. The Annual Operating Budget shall be a zero-based budget. The Secretary/Treasurer shall present the annual budget to the Board of Directors in the October/November meeting. Approval of said budget shall occur no later than the December Board of Directors meeting as required in the bylaws.

No expenditure in excess of \$25,000 annually which would exceed the approved budget can be made without a review by the Secretary/Treasurer and approval of the Executive Committee.

When planning the annual budget, the Secretary/Treasurer shall evaluate and take into consideration any economic factors which may affect the income from membership dues. The budget should align with the current strategic plan, specific goals or programs projected for implementation during the coming year and evaluation of existing programs and services of the Association.

6.4 Financial Reserve Policy

- a. The **General Operating Reserve Fund** of the Association is to be an amount not to exceed seventy-five percent (75%) of the Association's annual Operating Expenses averaged using the previous two (2) years for which annual operational expenses have been audited or \$750,000.00 whichever is greater. Funds in excess of the established General Operating Reserves and other dedicated reserves will be expended at the recommendation of the Finance Committee and by approval of the Board of Directors for the reduction of long-term debt, to offset a deficit budget or for the betterment of the Association and its members through providing for the operations and initiatives of the Association.

- b. In addition to the General Operating Reserve Fund, the following reserve funds may be funded exceeding the requirements set forth in section A above as recommended by the Finance Committee and approved by the Board of Directors:
1. **Capital Assets Fund** not to exceed \$500,000.00 – these reserves will be expended for the acquisition of capital assets or asset improvements and will be expended at the recommendation of the Finance Committee and by approval of the Board of Directors.
 2. **Legal Action Fund** not to exceed \$100,000.00 – these reserves will be expended to defray the costs associated with legal action involving the Association or one of the Association’s members in matters of legal precedence related to private property rights and/or the practice of real estate. This fund will be administered by the Legal Action Committee in accordance with the policies in Section 5.5 of this Manual.
 3. **Ray Larcher Opportunity Fund** not to exceed \$50,000.00 – these reserves will be expended in order to allow the Raleigh Regional Association of REALTORS® to capitalize on opportunities presented to it and will be expended by approval of the Executive Committee.

*Note: General Operating Reserves shall be calculated as of December 31st as:
Total Cash and Certificates of Deposits – (Total Current Liabilities - Prepaid Dues)*

*Operating Expenses shall be calculated for the period ending December 31st as:
Total Expenses – State and National Dues Expense*

6.5 Capitalization

This policy establishes the minimum cost (capitalization amount) that shall be used to determine the capital assets that are to be recorded in Raleigh Regional Association of REALTORS®, annual financial statements.

A Capital Asset is defined as a unit of property that: (1) has an economic useful life that extends beyond 12 months; and (2) was acquired or produced for a cost of \$1,000 or more and will be the threshold for minimum capitalization. Any items costing below this amount should be expenses in Raleigh Regional Association of REALTORS®, financial statements.

All Capital Assets are recorded at historical cost as of the date acquired. Tangible assets costing below the threshold amount are recorded as an expense for Raleigh Regional Association of REALTORS®, annual financial statements. Assets with an economic useful life of 12 months or less are required to be expensed for financial statement purposes, regardless of the acquisition or production cost.

Invoices substantiating an acquisition cost of each unit of property shall be retained for a minimum of 4 years.

6.6 Petty Cash

The Association shall maintain a petty cash fund in an amount necessary for minor miscellaneous expenses of the Association. The Chief Executive Officer or Department Manager shall authorize disbursements from petty cash.

6.7 Dues Refunds

- a. RRAR will only issue refunds in the case of overpayment. RRAR will consider refunds for cancellation of membership, prior to the upcoming fiscal year, if received by December 31st.
- b. Upon request by a member, or on behalf of a member, who experiences extreme hardships, which can be documented, may request a waiver of the local portion of their dues to be considered by the Executive Committee.

6.8 Non-Payment, Late Fees and Insufficient Funds

The Association reserves the right to charge a late fee in the amount of \$35 for dues not paid by January 15th. For members whose payments are returned by their bank for insufficient funds, a penalty of \$25 will be charged to the member.

Any Association payments not paid within one (1) month after the due date, the nonpaying Member is 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/her 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.

6.9 Annual Audit

An annual audit of the Association's bookkeeping, accounts and financial records shall be conducted by a Certified Public Accountant after the close of the fiscal year, or upon approval of the Board of Directors at such other times as may be required. The results of the Audit shall be presented to the Board of Directors and the membership as required by the bylaws.

6.10 Contributions

Contributions by the Association to various charitable causes, 501c3 organizations, or individuals shall not be taken from the Association's financial reserves. The current operating income in any fiscal year shall be the only source for such contributions, unless a fund-raising drive is conducted for a stated purpose.

There shall be a limit to the total amount of Association contributions each year, not to exceed two and a half percent (2.5%) of the Association's budgeted revenues. The general purpose for all contributions shall be related to the real estate industry and community enrichment, in some manner.

6.11 Travel Reimbursement

Any reasonable expenses related to travel on behalf of RRAR shall be reimbursed based on the **approved budget**. If there is a question about an expense, the Executive Committee will determine reimbursement. All travel reimbursement requests shall be submitted within forty-five (45) days after the end of the event.

6.11a Officer Travel Reimbursement

RRAR Officers are expected to attend the NCR Inaugural, Legislative and Convention meetings in addition to the NAR REALTORS® Legislative, Meetings and Expo and Conference and Expo. The President-Elect will attend the annual NAR Leadership Summit in August.

6.11b NCR Director Travel Reimbursement

NCR Directors are expected to attend the NCR Inaugural, Legislative and Convention meetings. Travel shall be reimbursed based on the approved budget. To be eligible for reimbursement of reasonable expenses following the meeting, NCR Directors must attend the Regional Caucus and the Board of Directors Meetings. Directors may be excused from attending the Regional Caucus if they serve on an NCR Committee or Task Force that has a conflicting meeting time.

6.11c NAR Director Travel Reimbursement

NAR Directors are expected to attend the NAR REALTORS® Legislative Meetings and Expo and the Conference and Expo. Travel shall be reimbursed based on the approved budget. To be eligible for reimbursement of reasonable expenses following the meeting, NAR Directors must attend the Region Caucus and the Board of Directors meeting.

6.11d Additional Travel Reimbursement

If not eligible for reimbursement by NAR or NCR, the following members may be reimbursed for travel on behalf of the Association.

- a. The Chair and the Vice Chair of the Government Affairs Committee shall be reimbursed for reasonable expenses for attendance at the NAR Legislative Meetings and Expo based on the approved budget.
- b. The Chair and the Vice Chair of the Young Professional Network Committee shall be reimbursed for reasonable expenses for attendance at the NAR YPN Leadership Retreat based on the approved budget.

Section 7: VIOLATIONS OF POLICIES

Any violation of these policies by a Member may result in discipline by the Board of Directors after a hearing, as described in the Code of Ethics and Arbitration Manual of the National Association of REALTORS®, provided that the discipline imposed is consistent with the discipline authorized by the Professional Standards Committee of the National Association of REALTORS® as set forth in the Code of Ethics and Arbitration Manual of the National Association of REALTORS®.

Any violation of these policies by Association staff may result in appropriate discipline as determined by the Chief Executive Officer or otherwise pursuant to the Association's employee handbook or any other policy, procedure, or agreement applicable to any member of the Association's staff.

Section 8: COMMUNICATIONS

8.1 Staff Communications with the Public

PHONE CALLS REGARDING COMMISSION RATES OR BROKERAGE RECOMMENDATIONS

- a. When a phone call is received at the Association office requesting information on the commission rates in the area, staff members shall advise the caller that there is no fixed commission rate and the compensation for services rendered in respect to any listing is solely a matter of negotiation between the broker and the clients, and is not fixed, controlled, recommended or maintained by anyone who is not a party to the listing agreement.

PHONE CALLS RELATIVE TO AGENT PROFILE INFORMATION

- b. Should the Association office receive a phone call pertaining to an agent's profile or contact information, that information will not be conveyed to the caller. The caller will be directed to the Association website where they may look up individual REALTOR® Members.
- c. Under no circumstances are staff allowed to distribute in any format or quantity the confidential contact information of any Association member.

REQUEST FOR COMPANY RECOMMENDATIONS

- d. When a call is received asking for a recommendation for a company, Association staff will follow these procedures:
 - i. Advise the caller that the Association is not able to recommend one Member over another.

- ii. If the caller has a company in mind, Association staff may advise whether or not the company is a REALTOR® Member and/or a participant of MLS.
- iii. The Association will not give statistics on who sells the most property or who is the largest firm.
- iv. The Association staff will refer the caller to an Internet search if they are interested in companies who specialize in certain facets of the industry.

8.2 Association Social Pages and Groups

- a. Social media pages and groups administrated by the Association are places for Association staff to interact with Members, consumers, the media, and other key constituencies, and share information about real estate and the Association.
- b. The information provided on these pages is for educational and informational purposes only. The information should not be construed as a recommendation by the Association for any course of action regarding financial, legal or accounting matters. It is not meant as a substitute for professional advice from a qualified legal, accounting or financial professional.
- c. The Association does not represent, warrant or endorse the accuracy or reliability of any information displayed, uploaded, downloaded or distributed through this page by any user, or any other person or entity. The Association disclaims liability for any damages or losses, direct or indirect, that may result from use of or reliance on information contained on the page.
- d. Social media pages and groups utilized by the Association are for Member and consumer communications explicitly and will not be used for other purposes under any circumstances unless otherwise expressly written. Staff reserves the right to remove any content, which does not adhere to this policy.

8.3 Responsible Use of Social Media

- a. The Association respects the rights of individuals using social media to voice their views and opinions. However, within Association social media channels, staff reserves the right to remove comments that are considered inappropriate, off-topic, abusive, or are being used to promote listings or solicit for third-party sites, initiatives or products.
- b. Apart from personal use of social media in accordance with this policy, the Association encourages its staff and Members to participate responsibly in these media as a means of generating interest in the Association's services and creating business opportunities, so long as all of the Association's rules and guidelines regarding social media usage, particularly in a business context, are adhered to.
- c. Social media should never be used in a way that violates any other Association policies or employee obligations. If social media activity would violate any of the Association's policies in another forum, it will also violate them in an online forum.
- d. Circulating or posting commercial, personal, religious or political solicitations, chain letters, spam, or promotion of outside organizations unrelated to Association business are also prohibited during working time unless otherwise protected or required by law.

8.4 Disclosures and Conflicts

- a. Association staff should also never provide references or recommendations for stakeholders on social or professional networking sites, as such references or recommendations can be attributed to the Association and create legal liability for employees and the Association (such as interference with prospective business contracts and allegations of wrongful termination).
- b. Association staff should always disclose that they are employees of the Association when promoting our products/services on social media platforms.

8.5 No expectation of privacy; Association ownership of data

- a. All contents of the Association's IT resources and communications systems are the property of the Association. Therefore, users of the Association's IT resources and communications systems should have no expectation of privacy whatsoever in any message, files, data, document, facsimile, telephone conversation, social media post, conversation or message, or any other kind of information or communications transmitted to, received or printed from, or stored or recorded on the Association's electronic information and communications systems.
- b. Users of the Association's IT resources and communications systems are expressly advised that in order to prevent misuse, and maintain production and discipline, the Association reserves the right to monitor, intercept, and review, without further notice, all activities using the Association's IT resources and communications systems, including but not limited to social media postings and activities, and each such user consents to such monitoring by using of such resources and systems. This might include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving, and printing of transactions, messages, communications, postings, logins, recordings, and other uses of the systems as well as keystroke capturing and other network monitoring technologies.
- c. The Association also may store copies of such data or communications for a period of time after they are created and may delete such copies from time to time without notice. Do not use the Association's IT resources and communications systems for any matter that you desire to be kept private or confidential from the Association. Note that the Association owns all social media accounts used on behalf of the Association or otherwise for business purposes, including any and all log-in information, passwords, and content associated with each account, such as followers and contacts.

8.6 Website and Email Policy

- a. The Association will maintain an up to date and professional website for the purpose of educating the public on the value of using a REALTOR®, facilitating connection of members of the public to a REALTOR® for their use, and displaying regularly updated and relevant blog posts on homeownership and market statistics for the use of website visitors.
- b. The Association will maintain an up to date list of current staff and contacts, as well as access to all appropriate Association governance documents.
- c. Email will be used by staff as the primary method for member communications. Members should give all reasonable effort to ensure that contact information

- found in their profiles is accurate and up to date. Emails will be sent to all members updating them on events happening at the Association, relevant and timely news items, and updates on important items as deemed necessary.
- d. The Association abides by all federal and state laws when it comes to communications via electronic mail. If a member wishes to no longer receive these communications, the staff will immediately remove them as requested. If a member desires to be added back to the email communications list, it is the sole responsibility of the member to request this.
 - e. Access to email lists and website communications is strictly given to Association staff. The staff reserve the right to not distribute any content that they feel violates the trust placed in them by Association members. Therefore, communications about events and other activities is limited to Association sponsored and promoted events only. Any additions to this must be approved first by the CEO and/or the President, if deemed necessary by the CEO, before their inclusion in any membership wide communications.

8.7 Association Publications

Any Raleigh Regional Association of REALTORS® print or digital publication that contain paid advertising shall adhere to the policy *13.1 Association's Advertising/Sponsorship*. The Director of Communications shall have the responsibility for proof reading and editing all articles before publication. The Executive Officer shall have the authority to accept or reject articles submitted for publication in the newsletter.

SECTION 9: MEMBERSHIP

9.1 Dues / Assessments / Fees

Where Designated REALTORS® have paid non-member dues for a salesperson, there is no refund when said salesperson joins the Board.

If dues are not paid by January 15th, membership will be terminated. Membership may be reinstated if a reinstatement fee of \$35.00 is paid by February 16th. After that, the entire admissions process would be necessary.

9.2 Reciprocity Agreements

If an active member of the Durham or Triangle Commercial Association of REALTORS® changes association affiliation to the Raleigh Regional Association of REALTORS®, the application fee will be waived, and no orientation will be required. A pro rata share of the local dues remitted to the Raleigh Regional Association of REALTORS® will be required to offset any costs involved for the remainder of the year for member services.

If an active member of the Raleigh Regional Association of REALTORS® changes association affiliation to the Durham or Triangle Commercial Association of REALTORS®, the application fee will be waived, and no orientation will be required.

A pro rata share of the local dues remitted to the Durham or TCAR Association of REALTORS® will be required to offset any costs involved for the remainder of the year for member services.

9.3 Members' Access to Meetings & Materials

- a. It is the policy of the Raleigh Regional Association of REALTORS® to welcome the attendance of members to the Association's Board of Director's meetings. Members may find the procedures and rules of decorum on the RRAR website or by contacting the CEO. The Association reserves the right, to protect the interests of its members and employees in maintaining confidentiality. All guests will be excused when the Board is called into executive session at which time matters relating to confidential personnel matters, professional standards hearings, results and appeals, and attorney-client communications, among other possible matters, may be discussed.
- b. Members who attend virtual meetings of the Board of Directors, or any open committee meetings, will be required to identify themselves for the purpose of roll call.
- c. Minutes of the Board of Directors Meetings shall be available to Members of the Association for review at the Association Office upon prior request. Minutes of the Board of Directors are available to all members except those actions pertaining to Association staff. For that exception, review shall be authorized with the permission and at a time scheduled by the Secretary/Treasurer or the President at the Association headquarters.
- d. Refer to the committee list in Section 4.1 regarding open and closed committee meetings.
- f. At the request of a member, the Association will make available for inspection all books and records of the corporation's accounts and all minutes of the proceedings of its members, Board of Directors and committees. Such requests shall be fielded by the CEO and coordinated with the President. If requested, a copy of the most recent 990 filing will be provided. This statement of policy shall not constitute a waiver of the Board's right, at its discretion, to maintain as privileged, any other documents in its files which it is not required by law to disclose. For any member examining the Board's books and records, the Chief Executive Officer may request that the member submit any questions they have in writing to the Board.

9.4 Life Members

The requirements of Life Membership as defined in the RRAR Bylaws shall be communicated to association members on an annual basis.

This required communication will be effective January 1, 2016. All current Life Members will be grandfathered along with all members that have qualified and applied for Life Membership by August 31, 2015.

Membership fees for this class of membership are one-half of the local association membership fees, as determined by the Board of Directors.

9.5 REALTOR® Emeritus

REALTOR® Emeritus status is granted by the National Association of REALTORS® to members who have had forty (40) years of continuous membership and their national dues are waived. To apply, and for more information, members should consult the NAR website.

RRAR Dues shall be waived for individuals who have been designated by NAR as REALTOR® Emeritus Members beginning with the dues cycle immediately following such designation if they meet the following criteria:

1. Proof of 1 year of service at RRAR
2. Must have been a member in good standing of RRAR for a minimum of 10 years
 - a. "Service" is defined as serving as an RRAR officer, director, committee member.

9.6 Past Presidents of the Association

Past Presidents of the Raleigh Regional Association of REALTORS® may attend up to 2 (two) regularly scheduled RRAR continuing education courses per year subject to availability at no cost. Past Presidents and one (1) guest of their choice may attend the Inaugural Gala and the Holiday Party with no registration fee.

9.7 Reapplication for Membership

Any person wishing to reapply for membership shall be subject to the NAR Dues Formula as addressed in the bylaws.

Any person reapplying for membership also must take the New Member Orientation Course if it has been more than two (2) years since last taken. If New Member Orientation has been taken at a different North Carolina Association shall be recognized if taken within the last two (2) years.

9.8 Military Service

Upon request by member or firm, local association dues will be waived for any member serving on "active duty" in any branch of the military. Appropriate requests will be made by the Executive Officer to the North Carolina Association of REALTORS® and the National Association of REALTORS® for respective dues waivers.

9.9 REALTOR® Affiliate Program (RAP)

- a. RAP members are permitted to serve on committees or Councils as defined in the individual committee or Council makeups however they cannot be a Chair or Vice Chair of a committee.
- b. Are permitted to take classes at the same fee structure as REALTOR® members
- c. Can be event sponsors and place advertising within the association at discounted rates according to policy guidelines.
- d. No REALTOR® members may participate in RAP except:
 - i. New Home Sales Associates who are permitted to only promote their new home subdivisions
 - ii. Property Managers

- e. Please refer to policy *13.1 Association's Advertising/Sponsorship* regarding RAP sponsorship guidelines.

SECTION 10: GOVERNMENT AFFAIRS

10.1 Candidate Interview Policy

The RRAR Board of Directors, Government Policy and Issues Committee (GPIC), Policy Rapid Response Committee and RPAC Committee are expected to participate in candidate interviews. TRLA participants and GPIC regular attendees may be invited to attend as guest observers.

- a. Any member who participates in the interview process must sign a disclosure statement to acknowledge any personal political involvement, opinions or agendas.
- b. A session leader will be appointed for each interviewing session.
- c. A prepared statement will be read by the session leader prior to any candidate entering the room. The statement shall reflect that RRAR has zero tolerance for interviewers who pose personal questions or statements to candidates that are NOT pertinent to the real estate industry issues as defined by the GPIC and Board of Directors.
- d. A GPIC regular attendee is defined as any RRAR member who attends at least half of all GPIC in a calendar year meeting prior to the start of candidate interviews for the election cycle.

10.2 Candidate Funding Policy

Financial support from the Association does not constitute an endorsement of a candidate. It indicates that the candidate being provided support has indicated their support of and commitment to policies that are important to consumers, the Association and its members, and for private property rights.

In each individual race, REALTORS® PAC does not contribute to more than one candidate in a single election cycle, except that in a situation where the REALTORS® PAC supported candidate loses his or her bid for that seat, a contribution may be made to another candidate in that race. In races where more than one seat is open for the positions available, REALTORS® PAC donations may be made for more than one candidate in the race up to the number of open positions. For example, if there are three seats open in the race for city council and five people are running, up to three may be funded in this race.

All decisions on candidate support will be finalized by the Board of Directors.

10.3 Fair Housing Policy

- a. Fair Housing is the responsibility of all REALTOR® and other members of the Association.
- b. The National Association of REALTORS® and RRAR opposes discrimination in housing based on race, color, religion, sex, handicap, familial status, sexual orientation, gender identity, and national origin. This policy is embodied in NAR's Code of Ethics. NAR also authorizes sanctions in response to a finding that a member has violated any fair housing law, including local and state laws that prohibit discrimination based on sexual orientation or gender identity. NAR policy is to support equal opportunity on the basis of sexual orientation and gender identity and the NAR Code of Ethics was amended in 2010 and 2013, to include this updated policy in the Code of Ethics.
- c. Members are encouraged to review the National Association of REALTORS® Fair Housing Declaration found on the NAR website.

SECTION 11: COUNCILS OF RRAR

Councils may be formed with the approval of the Board of Directors to serve the needs of the Association and its members.

The Raleigh Regional Association of REALTORS® must approve the Councils' new or amended:

- a. Name
- b. Mission/Vision Statement
- c. Membership Criteria
- d. Policies

The Raleigh Regional Association of REALTORS® will provide the Councils:

- a. Meeting Space for their monthly/quarterly meetings to be scheduled and with the approval of the Association's Staff Liaison. Consideration of the Association's rental operations take priority for non-regularly scheduled meetings. Such use of the Association's facilities by Councils outside of normal business hours stated on RRAR's website must adhere to and acknowledge the 111 Place contract.
- b. Funding, as budgeted during the initial start-up phase is available upon request, however, not to last more than two (2) years.
- c. Basic information about the Council, its criteria and upcoming meeting schedule as provided by the Council will be provided on the association's web site.
- d. Staff resources provided will be limited solely to events at RRAR, which include:
 - Reserving meeting facilities at RRAR
 - Council meeting notifications and RSVPs tally
 - Coordinating meal functions

- Income/expenses and Statement of Activities if processed through RRAR accounts provided upon request
- Assisting with meeting set up
- Assisting with agenda preparation and copying
- Event and speaker coordination assistance for events open to the general membership

The Councils' Responsibilities include:

- a. With staff, create and maintain a policy manual to include at a minimum, financial policies, sponsorship and membership criteria, fees and how Council voting will be conducted.
- b. Reporting activities monthly to the RRAR Board of Directors on their monthly programs, speakers, topics, attendance and future agendas on the form provided or one of their choosing. This will be assigned by the Chair.
- c. Collection of any/all fees beyond collection of annual Council Dues.
- d. Reporting regularly and end of year Statement of Activities on income and expenses to the Council membership.
- e. Statement of Anti-Trust Compliance and Fair Housing to all members at their first annual meeting each year.
- f. Providing RRAR staff at least two (2) months-notice of any events that will be made available to the general membership including speakers, events and national designation programs.
- g. Any member facing communication should be submitted to association communications staff for review prior to dissemination.
- h. Councils may hold designation courses however may not hold continuing education classes in adherence with the Association's policy *11. D Building & Rental Operations*.
- i. Seeking their own sponsors, which must adhere to the Association's policy *13.1 Association's Advertising/Sponsorship*.

SECTION 12: BUILDING & RENTAL OPERATIONS

The public side of 111 Realtors Way is available for rental by members and the general public. Members may receive a discount from the published fees provided the intended use is in compliance with the facilities contract. A current copy of the facilities contract and fee structure will be maintained by the Association.

The Raleigh Regional Association of REALTORS® and 111 Place do not permit seminars, presentations, programs, etc., that are of "recruitment" nature (programs that attempt to recruit agents, managers and/or franchisees). RRAR insists upon maintaining neutrality in such programs. Member companies and agents are invited to utilize facilities provided they adhere to the non-recruitment policy for Association Events described in *14 Association Events*. Members or companies violating this policy may lose rental privileges at the discretion of the Executive Committee.

Any use of the facility may be subject to Executive Committee review in order to maintain the integrity of RRAR policies.

Any member or firm's use of the facility for programs or services in competition with the Association are not permitted.

SECTION 13: NAR & NCR

13.1 NAR Directors & NCR Directors

National Association of REALTORS® Director

The Association is entitled to one (1) NAR Director for every two thousand (2,000) REALTOR® members. These NAR Directors will serve three (3) year staggered terms, with no term limits.

- a. These Directors must meet any NAR requirements for this office and must actively seek to serve on NAR Committees or be involved in leadership roles at NAR or any of its Institutes, Societies or Councils.
- b. The association Board of Directors will elect the NAR Directors. The NAR Directors from the association may also serve as Directors to NCR.
- c. NAR Directors are required to attend the REALTORS® Legislative Meetings and Trade Expo in May as well as the NAR Convention in November.

North Carolina Association of REALTORS® Director

The Association is entitled to one (1) NCR Director and additional NCR Directors based on the NCR allotment policy. The incoming Executive Committee will appoint the incoming NCR Directors. These Directors will be appointed to a one (1) year term and will be comprised of the current NAR Directors and either current RRAR Directors or up to three (3) members who may be appointed that have served as RRAR Directors within the past three (3) years.

- a. All appointed NCR Directors, who are not currently RRAR Directors, are encouraged to attend the RRAR Board of Directors meetings.
- b. RRAR Directors wishing to serve as an NCR Director must have served at least one (1) year on the RRAR Board of Directors before serving as an NCR Director.
- c. Travel for NAR Directors and NCR Directors will be reimbursed per the *6.11 Travel Reimbursement* policy.

13.2 REALTOR® Director/Officer Candidate Approval Policy

Any REALTOR® seeking candidacy for a NAR or NCR office and requesting an audience with the RRAR Board of Directors, shall be granted permission. Scheduling should be coordinated with the President.

Consideration of support, if any, shall be considered by the Board of Directors in an executive session.

Only the President and President-Elect are authorized to communicate approved support to candidates on behalf of the Association and speak with regard to the Board's policy positions.

After notification to the candidate, any support approved by the RRAR Board of Directors will be communicated to the Association membership.

13.3 REALTOR® Director/Officer Candidate Funding Policy

The RRAR Board of Directors reserves the right to approve funding a supported candidate's campaign. Any requests for funding will be submitted to and reviewed by the Executive Committee and voted on by the Board.

14. ADVERTISING / SPONSORSHIP

Sponsorship is any form of advertising in connection with an Association event, program, publication or function by which an individual, firm or other legal entity is paying money or providing goods or services beyond a nominal value in exchange for name recognition.

Sponsorship does not include either monetary or in-kind gifts to the Association, which are not provided with an expectation of name recognition for the purpose of advertising as determined by the Executive Committee.

Sponsorship opportunities including for Committees and Councils of the Association as defined above shall be offered to any business, firm or organization wishing to sponsor except for:

- a. REALTOR® members, new home agents and new home marketing companies may sponsor association events to the extent that they are permitted to only promote their new home subdivisions, products or builders. **There shall be no discussion of commission or bonus offers**
- b. Businesses in direct competition with Association events, programs and functions (including RAP members)
- c. Any business, organization or content that is determined in the sole discretion of RRAR's Executive Committee to be contrary to RRAR's mission/vision statements or the interests of RRAR membership as a whole
- d. No advertisements soliciting agent recruitment or the offering of their real estate services to other members will be allowed

SECTION 15. ASSOCIATION EVENTS

This policy shall apply to all Association events sponsored by RRAR, whether at the Association offices or off-site.

The Raleigh Regional Association of REALTORS® does not permit firms recruiting at Association Events. RRAR insists upon maintaining neutrality. Members are encouraged to participate in any Association events as long as they adhere to this policy regarding recruiting. Members violating this policy may lose attendance privileges at the discretion of the Executive Committee.