



POLICIES AND PROCEDURES MANUAL

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Revised February 2020

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PREAMBLE

Purpose:

The first governing document of this association shall be the Articles of Incorporation. The second governing document of this association shall be the Bylaws of the Williamson County Association of REALTORS®. The third governing document, Policies, and Procedures Manual is intended to clarify and define the duties and responsibilities of Officers, Directors, Staff, Committee and Task Force and Members of the Association and serves as an agreement between the association and its professional staff along with the employee manual and any current or future employment contracts.

It cannot and will not derogate or modify the purpose of the association and the relationships, rights, and obligations of members, directors, officers, and staff.

Authority:

This manual is drafted, adopted, and amended under the authority of the Board of Directors of the Williamson County Association of REALTORS®. All Board of Directors, Officers, Staff, Committee and Task Force Members should be familiar and agree to adhere to the Constitution, Bylaws, Code of Ethics and Interpretations of the National Association of REALTORS®, the Bylaws, rules and regulations of the Tennessee REALTORS® and the Articles of Incorporation, Bylaws and Policies and Procedures Manual and the Strategic Plan of the Williamson County Association of REALTORS®.

Confidentiality:

Confidentiality is critical to the proper administration of the association. All Board of Directors, Officers, Staff, Committee and Task Force Members are required to maintain the confidentiality of the association's business. All must sign the Association's Confidentiality Agreement prior to serving with the understanding that their obligation for confidentiality does not expire with their term.

Duty of loyalty:

One of the fiduciary duties imposed on volunteer members is one of loyalty to the association. Volunteer members are required to make decisions based on what is best for the association, not what may be advantageous to their own organizations or even to their constituency within the association. Each volunteer member, even those who may have opposed the course of action chosen, must act consistently with that decision. Disagreement and difference of opinion are permitted and appropriate, but volunteer member actions inconsistent with decisions are

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not. Association volunteer members must avoid actual and apparent conflicts of interest when making decisions at the Association level.

Members having a personal or business interest in a matter under board consideration must disclose that interest and recuse themselves from the voting.

Anti-Trust Laws:

The antitrust laws prohibit agreements that unreasonably restrain competition. Agreements in violation of the antitrust laws can be inferred from similar conduct. The Williamson County Association of REALTORS® can be implicated in unlawful conduct even if the agreement is not reached during an Association meeting. Therefore, volunteers must heed the advice of legal counsel or the association's staff to discontinue a particular discussion or not to engage in certain conduct.

A broker or affiliate broker who participates in the affairs of an Association of REALTORS® should be alert to discussions at an Association meeting relating to commission levels or pricing structures. Brokers who find themselves in the midst of such discussions should immediately suggest that the topic be changed, and if unsuccessful, should promptly leave the meeting. If minutes of the meeting are being taken, they should insist that their departure be noted for the record.

Amendments:

Any recommended changes, deletions, or additions shall be circulated to the Board of Directors one week prior to the regularly scheduled Board of Director's meeting. Amendment to the Policies and Procedures Manual will be copied, date of approval noted and furnished to all members of the Board of Directors for the purposes of updating their copies of the manual.



I have read and understood this document outlining the Williamson County Association of REALTORS® Fiduciary Responsibilities of the WCAR Board of Directors and Volunteers. I agree to the terms outlined within this document.

Signature

Date

Name

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BOARD OF DIRECTORS AND OFFICERS

DUTIES OF THE BOARD OF DIRECTORS

The Board of Directors shall:

1. Be the governing body of the Williamson County Association of REALTORS® and implement and approve any policies of the association.
2. All Directors serving on the Board of Directors shall have primary membership with the Williamson County Association of REALTORS®.
3. Attend all Board of Directors meetings, Strategic Planning Sessions, and the annual Board Retreat. The Board of Directors shall designate a regular time and place of meetings. Absence from three (3) regular Board of Directors meetings in a calendar year shall be construed as resignation. Under circumstances deemed valid by the Board of Directors, this resignation may be waived.
4. Recommend appropriate changes to the Bylaws to the full membership for approval, as provided in the Bylaws of the Association.
5. Before amending any policy pertaining to the association's corporate structure and/or federal tax-exempt status, it must be approved prior to voting by Association legal counsel and/or Association accountant, and if appropriate, the National Association of REALTORS®.
6. Approve Committees and Task Forces, Chairpersons, and Vice-Chairpersons as submitted by the President and President-Elect.
7. Approve the annual budget of the association.
8. Approve and/or dismiss MLS Director to serve on the Board of REALTRACS as submitted by the President and President-Elect.
9. Approve employment or termination of CEO and comply with the employer/employee guidelines referenced in the National Association of REALTORS® D&O Insurance.
10. Act upon Committee and Task Force requests and recommendations.
11. Adhere to the travel policies adopted by the association and included in the Policies and Procedures Manual.
12. Serve on Committees and Task Forces or act as liaison to Committees and Task Force if asked to do so by the President.
13. Approve a list of financial institutions for deposit of Association funds.
14. Approve Association legal counsel and special consultants.
15. Review and recommend an applicant for TAR REALTOR® of the year.
16. Attend annual Professional Standards Training.
17. Shall establish a meeting time consistent with the Bylaws.
18. Recommend REALTORS® to fill vacancies on Associations and commissions.
19. The use of video conferencing is a permissible format of the meeting. If the Board of Directors meeting is being held via video conference in its entirety, attendance will be determined by the visual presence on the call.

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DUTIES OF THE EXECUTIVE COMMITTEE

In addition to adhering to the responsibilities of the Board of Directors the Executive Committee shall:

1. Consist of the sitting President, President-Elect, immediate Past-President, Secretary/Treasurer. The staff liaison will be the CEO.
2. Meet regularly to discuss Association business and to set the Board of Directors agenda for the next monthly meeting.
3. Determine, with approval of the Board of Directors, contract negotiations for the CEO when necessary. Shall conduct an annual review of the CEO and make a recommendation to the Board of Directors for any changes in compensation for the upcoming year.
4. Meet on matters that are “time-sensitive” for the association and can vote on said items without further action by the Board of Directors and report its decisions and actions at the next Board of Directors meeting.
5. Set policy for the association, if time-sensitive, and report to the Board of Directors as stated above.

DUTIES OF THE PRESIDENT

In addition to adhering to the responsibilities of the Board of Directors, the President shall :

1. Establish specific goals and objectives and work towards achieving them through policy and program outlines for the year in office with the approval of the Board of Directors. The said outline shall take into consideration the long-range programs of the association, which shall take precedence over any short-range goals and objectives. The President shall be responsible for informing the membership of such goals and objectives.
2. Appoint all Committee and Task Force Chairs and Board Liaisons. Assist Chairpersons in selecting members for their Committee and Task Force. All Committee and Task Force Chair appointments are subject to approval by the Board of Directors. Committee and Task Force Chair should be appointed as soon as possible after the election and before actual assumption of office in December to permit a smooth transition and immediate implementation of programs and policies. (Budget and Finance is the only committee that can be chaired by a Board of Directors member.)
3. In August of each year, the President shall direct the CEO to send nomination and interest forms to those members wishing to serve on a Committee and Task Force to the general membership. The CEO will present the list of interested members to the President and Board of Directors for approval as soon after the Board elections as possible to ensure the proper transition.

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4. Recommend to the Board of Directors, policies that may be beneficial to the Williamson County Association of REALTORS®.
5. Preside at all general meetings of the general membership and at all Board of Directors meetings and Executive Committee Meetings.
6. Have voting privileges on the Board of Directors only in case of a tie vote.
7. Supervise the business and affairs of the association through frequent consultation with the CEO.
8. Serve as an ex-officio member of all Standing Committees and Task Forces of the Association without voting privileges or count towards a quorum.
9. Appoint special Committee and Task Force as needed, subject to confirmation of the Board of Directors.
10. Be an official spokesperson for the Williamson County Association of REALTORS®. At no time shall the President represent himself or herself as other than the President of the Association when appearing as its representative.
11. Will agree to serve as a member of the Board of Directors of the State and National Association of REALTORS and attend all meetings paid for by the association and represent the association as a voting delegate.
12. Attend the National Association of REALTORS® events as requested by the Board of Directors and within the budget allowances of the association.
13. Appoint, with the approval of the Board of Directors, a Nominating Committee comprised of five REALTOR® members to conduct the nomination process of Board of Directors leadership nominations and to complete the ballot for membership vote per the Nominating Committee guidelines contained in the Policies and Procedures Manual. The committee should include the Past-President who serves as the chair. All task force members shall have served one full year on the Board of Directors.
14. Appoint, with the President-Elect, for approval by the Board of Directors, an MLS Director to serve on the Board of REALTRACS at the end of each two year term or when vacated.
15. Appoint with the approval of the Board of Directors an Election Committee and Task Force of three REALTOR® members to conduct the election of officers and directors.
16. Shall serve as a member of the budget Committee and Task Force without voting privileges or count towards a quorum.
17. Be an authorized signatory for the association's financial accounts.

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DUTIES OF THE PRESIDENT-ELECT

In addition to adhering to the responsibilities of the Board of Directors the President-Elect shall:

1. In the absence, or inability to act, of the President, act as presiding officer and perform such other duties of the President as may be required or designated.
2. Perform such other duties as the President or Board of Directors shall determine.
3. Be available to assist the President at all reasonable times.
4. Be prepared to succeed to the Presidency of the Association the following year.
5. Make recommendations to the President for the appointment of all Vice-Chairpersons of Association committees and Task Forces, subject to the approval by the Board of Directors.
6. Attend the National Association of REALTORS® events as requested by the Board of Directors and within the budget allowances of the association.
7. Represent the Williamson County Association of REALTORS® at the Tennessee REALTORS® as a voting Director.
8. Act as a liaison with Committee and Task Force Chairpersons and members as assigned by the President.
9. Attend all Board of Directors and general membership meetings of the association.
10. Represent the association as spokesperson when asked to do so by the President. At no time shall the President-Elect represent himself or herself as other than the representative of the association when appearing in that capacity.
11. In the event of death, disability, resignation, or removal from the office of the President, the President-Elect shall automatically become President for a full term after completion of the unexpired term.
12. Adhere to the travel policies adopted by the association
13. Shall serve as a member of the Budget Committee and Task Force without voting privileges or count towards a quorum.
14. Be an authorized signatory for the association's financial accounts.
15. Responsible for planning the Board of Directors Retreat and Leadership Academy with the help of the staff within the budget allowances of the association.
16. Appoint, with the President, for approval by the Board of Directors, an MLS Director to serve on the Board of REALTRACS at the end of each two year term or when vacated.

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DUTIES OF THE SECRETARY/TREASURER

In addition to adhering to the responsibilities of the Board of Directors, the Secretary/Treasurer shall:

1. Be familiar with the Constitution, Bylaws, and Interpretations of the National Association of REALTORS®, the Bylaws, rules, and regulations of the Tennessee REALTORS® and the Articles of Incorporation, Bylaws and Policies and Procedures Manual of the Williamson County Association of REALTORS®.
2. Have served a minimum of one complete year on the Budget and Finance Committee within the last four (4) years prior to taking office.
3. Review, sign, and present minutes of the Board of Directors' meetings as prepared by the CEO. In the absence of the CEO, the Secretary/Treasurer will be responsible for taking minutes.
4. Present regular monthly financial reports to the Board of Directors, as prepared by the CEO.
5. Serve as the Chairperson of the Budget and Finance Committee.
6. Call the meetings of the Budget and Finance Committee, including the CEO and CFO, on a monthly basis to review association's expenditures and finances to ensure overall fiscal integrity.
7. Have the authority, with the approval of the Board of Directors, to manage funds and invest assets in approved financial institutions.
8. (This item moved to Fiscal Policy, Page 37, Item 21)
9. Be an authorized signatory for the association's financial accounts.
10. Perform such other duties assigned by the President, which may include serving as Chair or liaison of one or more Committee and Task Force.
11. With the Budget Committee and Task Force, President, President-Elect, and CEO prepare the annual budget for the upcoming year to be approved by the Board of Directors.
12. On a monthly basis, reconcile all association with the monthly bank statement.

DUTIES OF THE PAST-PRESIDENT

In addition to adhering to the responsibilities of the Board of Directors, the Past-President shall:

1. Serve automatically, as Immediate Past-President for one year.
2. Be available to advise, from the valuable experience and knowledge gained through past years' service, whenever the occasion demands.
3. Serve as a member and/or Chairperson of all appointed Committees, Task Forces, and/or President's Advisory Groups, as needed.
4. Serve as Chairperson of Nominating Committee.

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DUTIES OF THE CEO

The CEO is the paid chief administrative officer of the Williamson County Association of REALTORS® and, as such, is responsible to the Board of Directors for the effective conduct of the affairs of the association. The CEO recommends and participates in formulation of the Association mission, goals, objectives, and related policies. Within that framework, plans, organizes, coordinates, controls, and directs the staff, programs, and activities of the association. The CEO also serves as or appoints a staff liaison to all Committees, Advisory Groups, and Task Forces.

The description of responsibilities is to serve solely as a guide, and not a limitation, in determining the duties of the CEO and in no way should be construed or perceived as a legal or binding contract or employment.

Responsibilities of the CEO:

Within the limits of the Charter, Bylaws and Policies and Procedures and the strategic plan of the association by the Board of Directors, the CEO, with appropriate delegations:

1. The CEO shall carry out the instructions of the Board of Directors, enforce the Bylaws, the Articles of Incorporation, the Code of Ethics, the policies, rules and regulations.
2. Administers the policies and procedures for association's functions.
3. Establishes the organization structure for the Association office and the related staffing structure.
4. Implements Board of Directors' approved strategic plan and daily functions of Association business.
5. Recruits, hires, trains, promotes, and terminates staff and administers an effective personnel program which includes position descriptions, performance standards, performance appraisals, and a compensation system.
6. Work with staff to cultivate an effective program of membership development and member services within the limits of the facilities and staff.
7. Work with the Communications Director to maintain a communications strategy which is responsive to the needs of the membership. Maintains effective internal and external public relations. The Communications Director prepares media releases for membership and general public/media regarding Association activities and oversees social media and website communications for the membership.
8. Work with the Professional Development Director, who supervises a professional development program, in cooperation with the membership, to advance the professional/technical/managerial skills of the membership.
9. Work with staff, primarily the Government Affairs Director, as to research necessary to the Association's Strategies and informs the membership, elected officials, and others as appropriate.

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10. Make sure the Communication Director provides monthly statistical information on local markets to the membership.
11. Serves as the spokesperson for the association in conjunction with the President and President-Elect.
12. Manage the finances of the association, including the preparation of the annual budget and long-range forecasts of needs, in conjunction with the Budget and Finance Committee.
 - a. The CEO shall ensure that copies of the annual budget, after approval by the Board of Directors, are available to all members upon request.
 - b. Oversees collection of monies and deposits, approves and pays all bills, is an authorized signatory on all accounts, and oversees accounting personnel.
 - c. Provides monthly financial reports, prepared by accounting personnel, for presentation by the Secretary/Treasurer at the Board of Director meetings.
 - d. Delivers appropriate information to accountant for yearly corporate tax returns and audits/reviews.
 - e. Provide the Secretary/Treasurer with the monthly bank statement for the purpose of reconciliation with any debit/credit card requests.
 - f. Ensures that all bank and credit card accounts are reconciled monthly by a minimum of two individuals and initialed by those parties that the reconciliation has taken place.
 - g. CEO has authority to approve expenses up to \$5,000, with exception of recurring approved budget expenses which do not require additional approvals. Document disbursements exceeding \$5,000 that require Board approval, either in the minutes or by some other appropriate method.
 - h. The CEO may purchase a replacement for existing inventory with a cost up to \$2,000 when it is worn out or broken upon the approval of the Budget and Finance Committee without Board approval.
13. Document approval of all paid time off taken by employees.
14. Document, review, and approve payroll reports provided by the payroll service provider as soon as it is received.
15. Oversee documentation and approval of check requests prior to payment.
16. Ensure the legal integrity of the association by overseeing all annual filings with all governmental entities, tax filings, and NAR compliance. Serves as the registered agent of the Williamson County Association of REALTORS®.
17. Plan and coordinate, along with staff, all meetings of the Board of Directors, the Executive Committee and Standing Committees of the Association, as well as general membership meetings. Attends all Board of Directors and Executive Committee meetings and either attends or delegates a staff member to attend all Standing Committee, Advisory Board, and Task Force meetings.
18. Monitor and assist Committees, Advisory Groups, and Task Forces of the Association and the Board of Directors.
19. Maintain a strong working relationship with other local Associations, REALTRACS, Inc., State, and National Associations.

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20. Maintain active involvement as an Association representative in civic organizations and community betterment.
21. Participate in activities and programs offered by the State and National Association, within the budget allowances of the association.
22. Adhere to the travel policies adopted by the association within the budget allowances of the association.
23. Become a member of the National Association of REALTORS® but waives the requirement for payment of dues and the right to use the REALTOR® title.
24. Work closely with the Association legal counsel on all legal issues.
25. Serve as a member of the Board of Directors, without a right to vote.
26. Executes such contracts and commitments as may be authorized by the Board of Directors or established procedures.
27. Complete general survey forms requested from NAR and Tennessee REALTORS®, if appropriate.
28. Prepare the agendas for the Board of Directors and membership meetings in cooperation with the Executive Committee.
29. Oversee all Grievance Complaints, Arbitration, Professional Standards, and Ethics Hearings according to the guidelines of the NAR Professional Standards Committee.
30. Approve and sign all commitments for all Association functions, oversees the budget management, with assistance from the designated Committee, Advisory Group, or Task Force Chairperson.
31. Submit any proposed Bylaw amendments to NAR for approval prior to membership vote.
32. Handle President's correspondence in reference to Association matters, if requested to do so.
33. Be an official spokesperson for the Williamson County Association of REALTORS®. At no time shall the CEO represent himself or herself as other than the CEO of the Association when appearing as its representative.

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DUTIES OF THE MULTIPLE LISTING DIRECTOR

Purpose:

Each class of common stock elects or appoints a Director for the class (Association). The association is the holder of common stock in REALTRACS, Inc and thereby appoints a Director to represent those shares. The Director for WCAR, although elected to a 2-year term, serves at the discretion of the WCAR Board and can be replaced at any time. To represent the Williamson County Association of REALTORS® as a member of the REALTRACS, Inc Committee and to disseminate MLS information to the members of the association.

Duties of the MLS Director:

1. Serve three (3) years at the discretion of the WCAR Board of Directors, as MLS Representative to the REALTRACS, Inc. Board of Directors, provided that he/she maintains Primary REALTOR® membership in the Williamson County Association of REALTORS®.
2. Make every effort to attend all meetings of the REALTRACS, Inc Committee.
3. Must attend at least three (3) National or State Conferences annually as budgeted by REALTRACS, Inc.
4. To inform members of changes in MLS policies of the REALTRACS, Inc and any other information.
5. Attend Association Board of Director meetings, quarterly, and provide a written report at least one week prior to all monthly BOD meetings. Represent the opinions and concerns of the Board of Directors and the collective membership, with respect to the operations and regulations of the MLS system.
6. Absence from three (3) regular REALTRACS, Inc. Board of Directors meetings in a calendar year shall be construed as resignation.

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COMMITTEES AND TASK FORCES

A Committee is a group of experts appointed and approved by the Board of Directors to make recommendations on specific issues concerning the committee's area of responsibility. Committees created for a short term, or single purpose may also be designated a "Task Force."

SELECTION OF COMMITTEE CHAIR AND VICE-CHAIR

In selecting Committee Chairs and Vice-Chairs, the President and President-Elect look for the following criteria and characteristics:

1. Interest in the particular work or duties of the committee.
2. Previous experience on the committee, or experience gained from another source.
3. Open mind, ability to seek out all views of Committee members.
4. Willingness to abide by a majority decision and follow through to the completion of a project.
5. Leadership abilities, in general.
6. Interest and dedication to the Williamson County Association of REALTORS®, the Tennessee REALTORS®, and the National Association of REALTORS®.
7. Committee Chair and Vice-Chair shall have primary membership with Williamson County Association of REALTORS®
8. RPAC investment encouraged.

DUTIES OF THE COMMITTEE CHAIRS

1. Terms for all standing committees begin in December and run through November to coincide with the Board of Director terms.
2. Within 30 days of appointment of a committee, communicate in writing duties of the committee as outlined in the Policies and Procedures and the confidentiality agreement to all committee members along with notice of the first meeting.
3. Notify Association staff to call meetings as required.
4. Chair, or designee, to keep written minutes of each meeting showing who was present, actions taken, pending and suggested, and the result. Submit a copy to the CEO.
5. Guide the committee in its duties in compliance with the long and short-range goals of the association.
6. Attend meetings of the Board of Directors, when requested, and be prepared to give an oral report of the Committee activities or submit written reports.
7. At the end of the year, brief the succeeding chairman and turn over the records of Committee proceedings.
8. Coordinate all expenditures with the Association's CEO or staff liaison.
9. Any Committee requests for staff assistance must be directed through the CEO.

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10. No request for payment will be processed without invoices submitted.
11. Committee Chairman may recommend to the CEO, expenditures for Committee business. Any payment in excess of the budget will not be made without prior approval of the Board of Directors.
12. Must attend leadership training annually as determined by the association.

DUTIES OF COMMITTEE VICE-CHAIRS

1. To assume the role of Chair if Chair is absent.
2. To take minutes in the absence of Staff Liaison.
3. To assume the role of the chair in the following year.

GUIDELINES AND REGULATIONS FOR ALL COMMITTEES

1. All Committees shall have a chair vice-chair and board liaison (with the exception of Budget and Finance not having a vice-chair). The vice-chairman shall generally serve as chairman for the upcoming year.
2. The President is an ex-officio member to all Committees
3. All Committees will coordinate with the CEO and Association President.
4. Committees are to hold meetings at the Association office, when possible, and all are to be scheduled with the CEO or staff liaison.
5. Committees are to meet as soon as possible after appointment for the purpose of developing programs for the coming year and to work out tentative budgets as necessary to accomplish objectives, that are within the strategic plan, keeping in mind the monies budgeted by the Board of Directors.
6. Association staff shall be responsible for notifying all Committee members, including the President and CEO, of all meetings. Adequate advance notice should be given for all Committee meetings except in the cases of urgency of action.
7. Committees are to review pertinent actions of previous years in order to provide continuity and to ensure achievement of stated goals.
8. All Committee recommendations, for Board of Director's action, shall be in writing for proper approval.
9. Permanent records (agendas and meeting minutes) will be maintained at the Association office.
10. Committee Chairs will be notified by the CEO or Association staff, in writing, of decisions regarding their requests to the Board of Directors.
11. Committees should meet as often as necessary as determined by the functions and programs of that particular committee. Three (3) absences from a Committee meeting may result in replacement of the Committee member by the chair. Members may be allowed to call-in to meetings, but an absence will be incurred, and the member will not be allowed to vote. The use of video conferencing is a permissible format of meeting. If the committee meeting is being held via video conference in its entirety, attendance will be determined by visual presence on the call.

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12. All statements of position on policy made by the Committees shall be approved by the Board of Directors prior to issuance.
13. Association functions will only be held at facilities that follow all public accommodation laws.
14. The minimum quorum for conducting business for a Committee shall be 50% percent of the Committee and Task Force members.
15. Committees shall be comprised of a maximum of twelve (12) members.

GUIDELINES AND REGULATIONS FOR ALL TASK FORCES

1. The CEO, or Staff Liaison, is ex-officio to all Task Forces.
2. The President is an ex-officio member to all Task Forces.
3. All Task Forces will coordinate with the CEO and Association President.
4. Task Forces are to hold meetings at the Association office, when possible, and all are to be scheduled with the CEO or Staff Liaison.
5. Association Staff shall be responsible for notifying all Task Force members, including the President and CEO, of all meetings. Adequate advance notice should be given for all Task Force meetings except in the case of urgency of action.
6. All Task Force recommendations shall go to committee for approval prior to going to the Board of Directors for final approval.
7. Permanent records (agendas and meeting minutes) will be maintained at the Association office.
8. Task Force meetings shall be scheduled as needed.
9. The minimum quorum for conducting business for a Task Force shall be 50% plus one of the total number of Task Force members.

BUDGET AND FINANCE COMMITTEE

Purpose:

This committee shall supervise the preparation of the annual budget and the financial affairs of the association, including all accounts, subject to action of the Board of Directors.

Duties:

1. Work with the CEO and CFO in preparing a yearly operating budget for presentation to the Board of Directors.
2. Review and make recommendations to the Directors on major expenditures.
3. Review and recommend to the Directors any change in the dues structure.
4. Monitor interest income accounts and make the best investment possible at that time.
5. Review and make recommendations as to the overall compensation and other benefits of the staff with the formulation of annual budget.

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6. Review and recommend to the Board of Directors the employment of a CPA or public accountant for purposes of conducting the Audit or Audit Reviews.
7. The association's financial records are available for inspection by members calling the Association office and making an appointment with the CEO stating a purpose. No copies shall be made.
8. The Budget and Finance Committee shall be made up of nine members. A minimum of two and a maximum of three shall be current Directors of the Association with staggered terms, one of those to be the Secretary/Treasurer. The term for a Committee member will be three years unless a member becomes part of the Executive Committee, then their term will be dictated by the office. The maximum number of agents from any company is limited to 3.
9. President-Elect shall serve as ex-officio without voting rights
10. The minimum funds kept in the liquid reserves will be \$250,000.
11. Any authorization for the use of reserve funds require board approval.
12. Review annual budget as needed and make adjustments through the budget year to be approved by the Board.
13. Budget Committee serves in the capacity of an Audit Committee as needed.

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PROFESSIONAL DEVELOPMENT COMMITTEE

Purpose

The Williamson County Association of REALTORS® offers a full spectrum of forward thinking professional and career development programs that exceeds expectations and elevates industry standards.

Duties:

1. Work with the Professional Development Director to plan the yearly education curriculum for the membership, as well as projecting two years ahead, providing a wide range of offerings for all education levels within the membership. The curriculum should be focused on closing performance gaps, new skills to be acquired, understanding of trending topics, designation courses, and continuing education offerings. The curriculum will be established utilizing member feedback and relevant data.
2. Encourage current and new instructors to develop new courses to meet the changing landscape of real estate practice.
3. Study the offering of new designations as well as pre-license education and make recommendations for Board of Director's approval.
4. Create processes for evaluation of Professional Development programs, handouts, materials, and instructors, ensuring that a variety of teaching styles, methods, and techniques are utilized.
5. Establish minimum standards for approved instructors.
6. Adhere to the guidelines of the National Association of REALTORS®, Tennessee REALTORS®, Tennessee Real Estate Commission, or the regulatory Board for which the material was underwritten.
7. Provide for at least one member of the Committee or Task Force or a staff liaison be present at the new member orientation to introduce the Professional Development offerings to the members.

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BYLAWS, POLICIES AND PROCEDURES COMMITTEE

To review the governing documents of the association to assure strict compliance with the membership policies and procedures of NAR, and to recommend revisions from time to time that further the objectives of the association.

Duties:

1. To review Bylaws changes, both mandatory and voluntary, from NAR and make appropriate recommendations to the Board of Directors for approval.
2. Work with the CEO to research and develop changes to the Bylaws and Policies and Procedures as needed and make recommendations to the Board for approval as outlined by the bylaws.

ADVOCACY COMMITTEE

Purpose:

To educate membership on the importance of political awareness, to keep the membership informed on legislative bills and actions that relate to our industry, to refer information to the Board when action is necessary and to perform such other duties as may be requested by the Board of Directors.

Duties:

1. Ensure the association maintains a relationship with the Legislative Committee and Director of Legislative Affairs of the State Association.
2. Review all proposed local legislation which affects real property and the real estate profession and recommend policy to the Board of Directors.
3. Review proposed state and national legislation impacting the area of the Association jurisdiction and make position recommendations to the Board of Directors.
4. Develop and maintain relationships with local elected and appointed officials.
5. Promote the importance of political involvement at general membership meetings and through articles in the Association newsletters.
6. Recommend REALTORS® to fill vacancies on Associations and commissions, as directed by the Board of Directors.
7. Submit written notification of any candidates that the committee would like to support, through donations, to the RPAC Trustees for funding approval from RPAC funds.
8. Work in conjunction with the REALTOR® Political Action Committee for the greater good of the association.

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REALTOR® POLITICAL ACTION TRUSTEES (RPAC)

Purpose:

The RPAC Trustees are charged with keeping the membership aware of the current political environment and encouraging participation through investment in the RPAC, assisting the association in planning fundraisers through the year to help reach and exceed the fair share goal and maintaining a liaison relationship with political officials that would benefit the real estate industry and the association.

Duties:

1. To promote to the membership that RPAC is important, and members' financial support is needed to ensure that industry friendly candidates are elected to office, and potentially harmful legislation is defeated for the industry.
2. Educate the membership as to the structure and procedures of RPAC at the Association, State, and National levels.
3. Encourage 100% participation in RPAC and provide appropriate recognition to investors.
4. Undertake no activities that would require registration as an independent Political Action Committee under federal or state laws.
5. Work with the CEO to develop and implement funding for RPAC.
6. Approve and authorize all disbursement of RPAC funds.
7. Any use of Association money must be approved by the Board of Directors prior to disbursement of funds.
8. Work in conjunction with the Government Affairs Committee for the greater good of the association.

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MEMBER SERVICES COMMITTEE

Purpose:

Planning and executing all events as requested by the CEO and staff.

Duties:

1. Promote events to REALTOR® members and Affiliates.
2. Collect donations and door prizes for events.
3. Decorate for social events of the association.
4. Committee or Task Force will work with the staff and CEO to obtain entertainment, speakers, and caterers for Association events.
5. Contracts must be executed by the registered agent for the association, the CEO.
6. Be responsible for welcoming and introducing speakers at functions.
7. Coordinate with Association office as to who will be responsible for the invocation and pledge at membership meetings and events.
8. Work in conjunction with all Committees and Task Forces for the greater good of the association.
9. Arrange hosts for membership meetings.
10. Committee or Task Force Chair will designate a member of the Committee or Task Force to contact all new members and welcome them to the association.
11. Committee or Task Force member will serve in a rotation to welcome new members at the monthly orientation meeting.
12. Committee or Task Force will coordinate with the CEO for membership drives and communicating incentives to members.

APPLICATION PROCESS FOR NEW MEMBERS

1. Beginning January 1, 2004, dues (pro-rated according to dues schedule) will be collected at the time of application along with applicable fees.
2. At the time the application is received at the Association office, applicant will be provided with the dates of available Orientation Training.
3. Applicant shall be expected to attend the first Orientation Training offered after application. If applicant does not complete the Orientation Training on or before the third time it is offered after the date of application, the applicant will be required to re-apply to the association for membership and will be required to pay an application fee.
4. Brokers who have no membership at WCAR but have agents who choose WCAR can be invited to join as a secondary member for the remainder of the current year at no cost. In subsequent years, full membership dues will be expected of the Broker if he/she wishes to maintain secondary membership.

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5. All dues payments are to be deposited immediately.
6. New members are forwarded to the State and National Associations as soon as possible based on the requirements we have in handling the dues monies.
7. Processing of Affiliate membership shall be the same with the exception of the Orientation requirements and proration of dues.
8. REFUND POLICY: No refunds shall be given to any applicant without the approval of the Board of Directors.

COMMUNITY OUTREACH COMMITTEE

Purpose:

The Community Outreach Committee is charged with searching out opportunities to network and work synergistically with Williamson County civic groups and other community partners to improve the quality of life in the communities we serve. By taking part in community events with these partners, WCAR will grow relationships and raise its image with area residents and leaders.

Duties:

1. To promote the resources WCAR has at its disposal, which may be useful to area groups seeking partners who can help make their events successful.
2. Educate the WCAR membership about the positive effects of REALTORS® being visible in support of community projects and events.
3. Promote consumer advocacy through our efforts in working with various civic and other community partners.
4. Promote positive change in our communities through the collaborative efforts of our members and the groups they serve in the community.
5. Work alongside other committees, such as Government Affairs, to be a collective force in promoting positive change in Williamson County.

TOP HONORS COMMITTEE

Purpose:

To give annual recognition to the perseverance of the REALTOR® efforts and work expended in the interests of fellow REALTORS® and affiliates, their profession, and our association and communities; to turn the spotlight of publicity on the work of REALTORS® in advancing their profession and their communities.

Criteria and Process:

1. The Top Honors Committee is made up of five (5) past ROTY's of the Association, if available. If not, preceding ROTY's in sequence will be asked to serve until the

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committee of five is reached. The immediate past REALTOR® of the year will chair the committee. Once a committee member has been removed during their term of service, they will no longer be a part of the committee for subsequent years. A maximum of two representatives from one company may serve on the committee. If more than two representatives from one company are in succession to serve on the committee, the most senior past ROTY affiliated with that company would not serve for that year and would be eligible to serve the following year.

2. Should an application be submitted, incomplete staff will make an attempt via phone call and email to collect the missing information. If applicant fails to provide missing information, the application will not be considered.
3. The award will be presented by the current President or their delegate.
4. The selection of the recipient is based upon the highest percentage of points accumulated based on the criteria outlined below.
5. A candidate's submitted name, along with a complete application and supporting documents, gathered by the candidate and submitting broker shall be considered by the application deadline of January 15th for the preceding calendar year. The information on the application is the ONLY information to be considered for the award. No personal knowledge from a Committee member to be considered.
6. The decision of the committee must be reached as soon as possible after the application date.
7. Must be a primary REALTOR® member or affiliate member in good standing of the Williamson County Association of REALTORS®, and ROTY and Rookie of the Year candidates' primary business should be real estate sales.

REALTOR® of the Year Criteria:

1. The sitting President of the Association is ineligible for the award.
2. The candidate must have at least six years of real estate experience to be considered for this award, and a minimum of five (5) closed transactions within the past 12 months.
3. The Task Force will use the following criteria during application review when selecting the recipient each preceding calendar year (i.e., application submitted in 2018 will be for the preceding calendar year of 2017) :

Activity in Local Association	40%
Activity in State and National Association	25%
Activity in the Community	10%
Professional Awards and Recognitions	10%
RPAC Involvement	15%
4. This award is a one-time honor.

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Rookie of the Year Criteria:

1. Less than two calendar years' experience in real estate sales prior to the date of the application deadline. This award is open only to a single individual, not a TEAM award.
1. The Task Force will use the following criteria during application review when selecting the recipient each preceding calendar year

Sales Volume	45%
Activity in Local Association	30%
Pursuit of Continuing Education	20%
RPAC Involvement	5%
1. This is a one-time honor.

Affiliate of the Year Criteria:

1. Staff, with direction from the Board of Directors, to submit applications for a minimum of 3 applicants with information regarding the year for consideration.
2. The Task Force will use the following criteria during application review when selecting the recipient each preceding calendar year:

Sponsorship	50%
WCAR Involvement	40 %
RPAC Involvement	10%
3. This award cannot be conferred on an individual in consecutive years. Nothing herein shall prohibit an individual from receiving the award more than one time in non-consecutive years.

NOMINATING COMMITTEE

Purpose:

To prepare a slate of the officers and directors for the incoming year as outlined in the Bylaws of the Association. Candidates should be chosen based on their perseverance of the REALTOR® efforts and work expended in the interests of fellow REALTORS®, their profession, and our association and communities.

Criteria and Process:

1. The committee will be selected by the President, with approval by the Board of Directors, and should include the Past-President, who serves as the chair. All task force members shall have served one full year on the Board of Directors.
2. Contact current officers, directors, committee chairs, and members for suggestions for nominees.

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3. Notify proposed applicants, in writing, of the duties as outlined in the policies and procedures, time involved, terms and conditions connected with the office for which he/she is being considered.
4. The recommendations of the committee should be submitted to the Board of Directors at least 30 days prior to the election for approval and distribution to the membership.
5. The committee, during its initial meeting, will consider applicants for officer and director.
6. The committee will ensure there is a minimum of one nomination for each vacancy in the offices of Secretary/Treasurer, President-Elect, and Director.
7. Applicants for Officers and Directors shall complete the application and participate in a Nominating Committee interview prior to the nominations being submitted to the Board of Directors.

Criteria for Officers

1. All Officers shall be REALTOR® primary members of the association.
2. All Officers must have served on the Budget and Finance Committee for at least one full year within the past four years prior to taking office.
3. Must agree to adhere to the Constitution, Bylaws, and Interpretations of the National Association of REALTORS®, the Bylaws, rules, and regulations of the Tennessee REALTORS® and the Articles of Incorporation, along with the duties of the Board of Directors outlined in the Bylaws and Policies and Procedures Manual of the Williamson County Association of REALTORS®.

Criteria for Director Candidates

1. Candidates will have held an active real estate license and an active primary REALTOR membership at a local Association (currently with WCAR) for a minimum of four (4) years.
2. Must have either served as a committee chair or vice-chair within the past five years or must have completed the WCAR Leadership Academy.
3. Cannot serve concurrently as a REALTOR® Good Works Foundation Trustee.
4. Must agree to adhere to the Constitution, Bylaws, and Interpretations of the National Association of REALTORS®, the Bylaws, rules, and regulations of the Tennessee REALTORS® and the Articles of Incorporation, along with the duties of the Board of Directors outlined in the Bylaws and Policies and Procedures Manual of the Williamson County Association of REALTORS®.
5. Previous Board members applying for Director positions must not have served in the previous three (3) years unless appointed by the Board of Directors to fill an unexpired term.
6. Board members serve for a maximum of three (3) terms

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Affiliate Director

1. Must be an affiliate in good standing of the association for the past four (4) years and is currently a member of the Williamson County Association of REALTORS®.
2. Has served on one Committee or Task Force in the past year or completed WCAR Leadership Academy.
3. Must agree to adhere to the Constitution, Bylaws, and Interpretations of the National Association of REALTORS®, the Bylaws, rules, and regulations of the Tennessee REALTORS® and the Articles of Incorporation, along with the duties of the Board of Directors outlined in the Bylaws and Policies and Procedures Manual of the Williamson County Association of REALTORS®.
4. Previous Board members applying for Director positions must not have served in the previous three (3) years
5. Board members serve for a maximum of three (3) terms

CELEBRATION OF EXCELLENCE TASK FORCE

Purpose:

To oversee and support all functions of implementation of the Association's Celebration of Excellence Awards Program and the Annual Awards Gala. The terms for Celebration of Excellence Task Force Members shall begin each year immediately after the Gala/Banquet that is held to honor the previous year's recipients, and shall run through the time of the Gala held the following year.

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Duties:

1. To assist WCAR staff in the rollout and marketing of the Awards Program and to promote the program to the membership by being Ambassadors (WCAR spokespeople) for the program.
2. To monitor the rules and requirements necessary for receiving the award and make recommendations to the Board of Directors for amending as needed.
3. To make available applications and instructions for applying for the Award on WCAR's website each year by November 15th.
4. To gather applications and all documentation from applicants between January 1st and the deadline of January 15th each year (deadline will be extended to the next business day if the 15th falls on a weekend).
5. To conduct the grading/verifying of all sales/lease information received from applicants each year and to make every effort to confirm results within ten business days after the deadline for receiving applications, including notification to all applicants.
6. To plan an Annual Gala/Banquet to recognize and honor all recipients of all levels of the award. This will include selecting a theme for the event. Task Force shall work with the current WCAR President and gather their input in selecting each year's theme.
7. To work with the Member Services Committee, if necessary, for additional support in implementation and hosting Annual Gala.
8. To gather Sponsors for the Annual Gala. Task Force shall work with the Sponsorship Committee in an effort to avoid calling on the same group of sponsors that are continuously called upon for their financial support.
9. To work with Association staff in all marketing and distribution of forms, rules, announcements, etc.
10. In an effort to more evenly distribute obligations of Task Force members, there shall be the following sub-committees:
 - a) **Marketing Task Force:** This sub-committee will be responsible for working with WCAR staff with the rollout of the Awards Program in its inaugural year. Thereafter, they will make recommendations to the Awards Committee concerning each year's theme for the Annual Awards Gala and will review all graphics submitted by any graphic designer that may be required for the marketing of the event. They shall seek the current WCAR President's input and wishes regarding the theme for the Gala. It shall be the goal for the theme and any graphics to be presented to the Awards Committee by the end of July each year so that a marketing campaign can begin early enough in the year to create interest among our members. The sub-committee will work closely with WCAR staff liaison in getting the word out to members.
 - b) **Application and Verification Task Force:** This sub-committee will be responsible for working with WCAR staff to assure that all Award applications and information for applying for award are made available online to WCAR membership each year no later than November 15th. The sub-committee will also be responsible for collecting all applications, and documentation turned in by applicants between January 1st and January 15th each year and shall be responsible for enforcement of the

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deadline. They will ensure that all documentation is kept confidential and stored in safekeeping at the offices of WCAR. No documentation shall leave WCAR premises. They shall verify all documentation received for accuracy and that all sales/leases claimed by the applicant are valid. They will furnish a list of winners, along with a congratulatory letter to each Award recipient to staff liaison for emailing no later than ten business days following the application deadline. They will also be responsible for ordering and coordinating with trophy company in transporting the trophies/plaques for recipients to the Gala, and will be in charge of transporting any unclaimed trophies/plaques back to the offices of WCAR after the Gala, and will coordinate for pick-up by recipients.

- c) **Rules Task Force:** This sub-committee will review all rules on an annual basis, shortly after the Annual Gala, to assure their validity, clarity, and thoroughness. They will determine if rules for receiving the award are fair and/or necessary. The sub-committee will make recommendations to the Awards Committee for their vote on any rules that need to be added, modified, or deleted. Their recommendations, if any, shall be presented to the Awards Committee in a timely manner so that any new set of rules may be made available to our membership within 90 days after Annual Gala.
- d) **Budget and Sponsorship Task Force:** This sub-committee will draft an annual budget for the Awards Program to be presented to the Awards Committee for recommendation to the WCAR Board of Directors for approval each year. They will work directly with the WCAR Sponsorship Committee in-lieu-of attempting to recruit their own sponsors to avoid the potential for over solicitation of any of our loyal vendor supporters. They will present their budget to the Sponsorship Committee to determine what vendors to call upon and if assistance will be required from the Awards sub-committee in soliciting these vendors or new vendors, the committee may choose to become sponsors.
- e) **Awards Banquet Task Force:** This sub-committee and WCAR staff will research locations in the area that are large enough to handle an event of this size. They will work with venues in acquiring quotes and proposals and will present their recommendations to the Awards Committee for a final vote. Once the venue is selected, they will assist WCAR staff and the venue representatives in the coordination of all the logistics leading up to the Annual Gala, including tastings, decorations, signage, etc., and will assist the staff and Marketing Sub-Committee with advertising and marketing the Gala to our members, and will work hand-in-hand with the WCAR Membership Services Committee in seeking their services, if necessary, in an effort to ensure that the Annual Awards Gala is a huge success and will be a night to remember by all who attend.

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CODE OF ETHICS AND PROFESSIONAL STANDARDS ADMINISTRATION

It is the policy of the Williamson County Association of REALTORS® to enforce the Code of Ethics of the National Association of REALTORS®. Such enforcement includes a review of all Ethics complaints, requests for Arbitration or Mediation services from Association members, referrals from local Associations with an existing inter-board Code of Ethics Enforcement Agreement, or upon referral of a complaint or arbitration request by a member board.

The association shall adhere to the policies and procedures outlined in the Code of Ethics and Arbitration Manual (COEAM) of the National Association of REALTORS®. In the event, any section(s) of this policy are found to be in violation of the Code of Ethics, and Arbitration Manual (COEAM), such finding(s) shall not affect the validity of the remaining sections.

Members of these committees shall be appointed to 3-year staggered terms. Prior to the December Board meeting, the Executive Committee shall submit a list of nominees to fill all expiring or vacant terms on these committees. Nominees are subject to confirmation by the full Board of Directors. Members of these committees may serve a maximum of two consecutive 3-year terms. Any member serving the maximum number of consecutive terms shall be eligible for reappointment after a period of (l) one year.

Committee members shall recuse themselves from any meeting in which their affiliated firm is the same as either the Complainant(s) or Respondent(s).

GRIEVANCE COMMITTEE

The Grievance Committee shall hold meetings, either as needed or subject to the will of the chair, for the purposes of conducting reviews of all properly filed Ethics complaints and/or requests for Arbitration. A minimum of three (3) Grievance Committee members shall constitute a quorum. During its review, the Grievance Committee shall determine whether the facts, if taken as true on their face, warrant a full hearing by the Association's Professional Standards Committee. The Grievance Committee shall not participate in mediation proceedings, hold hearings to arbitrate disputes, or directly determine whether a member(s) has or has not violated the Code of Ethics.

The Grievance Committee shall be comprised of at least twelve (12) and no more than fifteen (15) Association members in good standing, who also meet the following minimum requirements:

1. Has held a real estate license for at least three (3) years.
2. Attend annual Professional Standards Training.

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3. Shall be familiar with the Code of Ethics and Arbitration Manual (COEAM) of the National Association of REALTORS®.

PROFESSIONAL STANDARDS COMMITTEE

Members of the Professional Standards shall be selected to serve on Hearing Panels, as required, to hear matters of alleged unethical conduct by Association members or to provide arbitration services. A minimum of three (3) Professional Standards Committee members shall constitute a quorum.

The Professional Standards Committee shall be comprised of at least twelve (12) and no more than fifteen (15) Association members in good standing, who also meet the following minimum requirements:

1. Maintain an active Broker's license or currently holds a real estate license for at least five (5) years
2. Attend annual Professional Standards Training.
3. Previously served at least one (1) full year on the Association's Grievance Committee.
4. Shall be familiar with the Code of Ethics and Arbitration Manual (COEAM) of the National Association of REALTORS®.

Members serving on a Professional Standards hearing panel may not also serve on an arbitration hearing pertaining to the same complaint.

PROCESSES

RECORDING THE HEARING

All Ethics and Arbitration Hearings shall be conducted in accordance with the Code of Ethics and Arbitration Manual (COEAM) of the National Association of REALTORS®.

ASSOCIATION LEGAL COUNSEL

Association Legal Counsel shall be present at all Ethics and Arbitration Hearings, Executive Sessions, Appeals, or Limited Procedural Review Hearings.

Association Legal Counsel shall review all written Hearing Panel decisions prior to dissemination of any decision or award to the parties.

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PROFESSIONAL STANDARDS ADMINISTRATOR

The Professional Standards Administrator shall include the CEO and/or designee. All designees must receive proper certification from the National Association of REALTORS® to administer the Code of Ethics.

At least one (1) Professional Standards Administrator shall be present at all Grievance Committee meetings, Ethics and Arbitration Hearings, Appeals, and Limited Procedural Review Hearings.

The Professional Standards Administrator shall serve as Secretary during the proceedings and should ensure proper procedures are followed. The Professional Standards Administrator shall not participate in any discussions regarding the merits of the case or decision by the Hearing Panel.

ETHICS COMPLAINTS, HEARINGS, AND DECISIONS

The Complainant shall be responsible for a non-refundable filing fee of \$75 at the time of filing.

The Chairman of the Professional Standards Committee shall appoint the Chair of all Ethics Hearing Panels. The Professional Standards Chair reserves the right to serve as the Hearing Panel Chair or as a member of the Panel, provided they are not challenged by either the Complainant or Respondent. The chair of the Hearing Panel is ultimately responsible for drafting the Panel's decision.

The Professional Standards Chair, Chair of the Hearing Panel, or the Panel members themselves, will determine the date, time, and location of the Hearing, in consultation with the Association's Professional Standards Administrator.

The Professional Standards Administrator shall send all correspondence and notices to both parties via U.S. Mail, Return Receipt Requested. In addition, supplemental correspondence and notices may be sent via password-protected email.

The Professional Standards Administrator shall email a password-protected copy of the complaint, the response, and other related documents to members of a Hearing or Appeals Panel at least five (5) business days prior to the date of the Hearing or Appeal.

In Hearings where a Violation was found and Sanction (if any) adopted by the Board of Directors, only the decision of the hearing panel shall be placed in the member's file or transmitted to the member's primary Board of membership.

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ADMINISTRATIVE PROCESSING FEE

An Administrative Processing Fee of \$500 shall be imposed on all Respondents found in violation of the Code of Ethics or other membership duties. This fee shall be in addition to, and not part of, any disciplinary sanction or fine imposed. The fee is due within ten (10) business days following affirmation of the decision by the Association's Board of Directors. If payment is not received within ten business days, a late fee of 5% will be assessed. An additional 5% late fee will be assessed for every 30 days beyond.

Copies of a Hearing Panel Decision finding a member in violation of the REALTOR® Code of Ethics and adopted by the Board of Directors shall be maintained in the member's file indefinitely.

Copies of final ethics decisions adopted by the Board of Directors, which hold a member in violation of the Code of Ethics involving the "Public Trust" as defined in the National Association of REALTORS® Code of Ethics and Arbitration Manual (ex. demonstrated misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in substantial economic harm), shall be forwarded to the Tennessee Real Estate Commission.

All materials related to an Ethics Hearing shall be maintained in a confidential, secure file by the Professional Standards Administrator until such time as all appeals have been exhausted. After exhausting the Appeals process, all transcripts shall be maintained as a paper copy for a period of 1 year, and a digital copy kept indefinitely. Only the Professional Standards Administrator, Association Legal Counsel, and the Association CEO shall have access to said files.

ARBITRATION

The principal and/or managing Broker(s) must be listed as the primary Complainant and Respondent in all Requests for Arbitration. Individual agents can be listed as secondary party(s).

The Complainant shall be responsible for a non-refundable filing fee of \$75 at the time of filing.

The Complainant and Respondent shall each be responsible for a \$250 Arbitration fee. The Respondent's fee shall be submitted at the time their response is provided to the association. All fees shall be retained by the association to offset the costs associated with conducting an Arbitration Hearing.

The Chairman of the Professional Standards Committee shall appoint the Chair of all Arbitration Hearing Panels. The Professional Standards Chair reserves the right to serve

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as the Hearing Panel Chair or as a member of the Panel, provided they are not challenged by either the Complainant or Respondent. The chair of the Hearing Panel is ultimately responsible for drafting the Panel's decision.

The Chair of the Hearing Panel, or the Panel members themselves, will determine the date, time, and location of the Hearing, in consultation with the Association's Professional Standards Administrator. The Professional Standards Administrator shall be present at all Arbitration Hearings and serve as Secretary during the proceedings.

The Professional Standards Administrator shall mail and/or email a password-protected copy of the complaint, the response, and other related documents to members of a Hearing or Appeals Panel at least five (5) business days prior to the date of the Hearing or Appeal.

If a Request for Arbitration is resolved through mediation or withdrawn by any party, including the association, prior to the start of a Hearing, the Arbitration fee shall be refunded to both parties.

In addition to areas defined as "Mandatory" Arbitration, the association shall provide arbitration services for areas defined as "Voluntary" in the Code of Ethics and Arbitration Manual, providing all parties agree to adhere to any decision rendered by the Hearing Panel.

The association shall require the escrowing of Arbitration awards within ten (10) business days of the Hearing Panel's decision being mailed to the parties, in the event the non-prevailing party files a request for Limited Procedural Review.

The Board of Directors shall consider financial assistance, on a case-by-case basis, to any prevailing party seeking to have an Arbitration award judicially enforced. The prevailing party must submit their request for financial assistance in writing to the Professional Standards Administrator.

APPEAL OF DECISION

Appeals shall be handled in accordance with the Code of Ethics and Arbitration Manual (COEAM) of the National Association of REALTORS®.

Both the Complainant and Respondent shall have twenty (20) business days following a final decision by an Ethics Hearing Panel to file an appeal with the Association's Board President. A \$250 fee shall accompany all requests for appeal. If a Panel of the Board of Directors invalidates the original decision of the Hearing Panel, such fee shall be returned to the party(s) requesting such review. Otherwise, the association shall retain the fee.

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LIMITED PROCEDURAL REVIEW

Limited Procedural Review shall be handled in accordance with the Code of Ethics and Arbitration Manual (COEAM) of the National Association of REALTORS®.

Both the Complainant and Respondent shall have twenty (20) days following a final decision by an Arbitration Hearing Panel to file a request for Limited Procedural Review with the Association's Board President. A \$250 fee shall accompany all requests for Limited Procedural Review. If a Panel of the Board of Directors invalidates the original decision of the Hearing Panel, such fee shall be returned to the party(s) requesting such review. Otherwise, the association shall retain the fee.

MEDIATION

Mediation shall be handled in accordance with the Code of Ethics and Arbitration Manual (COEAM) of the National Association of REALTORS®.

A Mediator shall be established to provide mediation services for all Association members requesting such service.

The Mediator Panel shall be comprised of Association members in good standing, who also meet at least one (1) of the following requirements:

- Have attended the most recent WCAR-offered mediation training session, or other similar approved session
- Completed NAR Mediation Training.
- Maintain an active *Rule 31* certification with the State of Tennessee

The association shall maintain a minimum of three (3) trained Mediators at all times.

All members of the Mediator Panel must be approved by the Board of Directors. Individual members can be added to the Mediator Panel at any time throughout the year, subject to approval by the Board of Directors. Members of the Mediator Panel who are simultaneously serving on the Board must recuse themselves should the case come before the Board of directors.

The Complainant and Respondent requesting mediation services are exempt from a filing fee.

Upon receiving a properly-filed Request for Arbitration, the Association's Professional Standards Administrator shall provide both the Complainant and Respondent with a written summary of the association's mediation policy, offering both parties an opportunity to mediate the dispute prior to the matter being considered by the Grievance Committee.

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If both parties consent to mediation, the Professional Standards Administrator shall send the required forms via mail and/or email. These forms must be signed and returned within twenty (20) business days. If the required forms are not returned by both parties within twenty (20) business days, the Request for Arbitration shall be forwarded to the Association's Grievance Committee for a hearing.

Upon receiving all required forms from both parties, the Professional Standards Administrator shall contact the next individual on the rotating roster of pre-approved mediators. This rotation shall be based on alphabetical order assigned prior to January 1st unless otherwise determined by the Mediator Panel itself. If a member of the Mediator Panel is rejected by either the Complainant or Respondent, the Professional Standards Administrator shall continue in consecutive order through the roster until an acceptable Mediator is selected.

The mediator selected to hear a specific case shall contact the Complainant and Respondent directly to establish a mutually convenient time and location for the mediation proceeding. The mediation proceeding shall be held within twenty (20) business days from the time a Mediator is officially assigned. The mediator shall send both the Complainant and Respondent a letter confirming the date, time, and location of the conference. If for any reason, either of the parties or the mediator is unable to participate on the agreed-upon date, the proceedings shall be rescheduled at the earliest mutually acceptable date.

If the mediation is successful and the dispute is resolved, the mediator shall forward the original signed Mediation Resolution Agreement to the Association's Professional Standards Administrator. This agreement shall be kept in the membership files of both parties. Both the Complainant and Respondent shall be mailed copies of the Resolution Agreement by the Association's Professional Standards Administrator.

Following the conclusion of an unsuccessful mediation proceeding, the mediator may forward a written recommendation for resolution to both parties. Each party shall have forty-eight (48) hours to either accept or reject the mediator's recommendation. Any party not responding within seventy-two (72) hours will be considered to have rejected the recommendation. Upon rejection of the resolution, the mediator shall send a Termination of Mediation Conference form to the Association's Professional Standards Administrator. Upon receipt of the termination form, the Professional Standards Administrator shall forward the Request for Arbitration to the Association's Grievance Committee for an initial hearing.

OMBUDSMAN

The association is required in accordance with the National Association of REALTORS® to offer an Ombudsman program.

1. The association will maintain a minimum of six (6) trained Ombudsman annually.

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2. Ombudsman are required to have attended, and completed Ombudsman NAR® approved Ombudsman training within the last two years.
3. The list of Ombudsman will be kept on a rotating schedule to field calls pertaining to issues relating to complaints.
4. Ombudsman will serve a two-year term and may serve consecutive terms.

GENERAL ASSOCIATION POLICIES

1. Incoming correspondence: All incoming mail received at the Association office addressed to the President of the Association shall be opened at the Association office unless otherwise directed by the current President. Mail addressed to Committee, and Task Force Chairpersons shall be opened and forwarded to that person.
2. Outgoing correspondence: All outgoing mail on behalf of the association must be on Association letterhead and cleared with the CEO.
3. Commissions: Commissions in real estate transactions are negotiable between REALTORS®, their seller and buyers and ARE NOT DETERMINED by the association. At no time during any Association meetings will commission rates be discussed.
4. Fair Housing: The Association is an equal opportunity employer and strongly adheres to the implementation of the fair housing doctrine, rules, and regulations in all its dealings.
5. Legal Counsel: The Board of Directors will engage legal counsel for the association, and only the Board of Directors may terminate such legal counsel. Request for the advice of such legal counsel shall only be made through the Chief Executive Officer of the Association when such advice is approved by the Board of Directors or the President on behalf of the association.
6. Board of Director Meetings: The Board shall meet monthly, as needed, and determined by the Executive Committee. Time and location will be set by the Executive Committee.
7. Appearance at a Board Meeting: A Committee, Task Force chair, or member wishing to appear at a Board meeting on a matter of business must make a written request to the CEO prior to the regularly scheduled meeting. This will ensure a requested place on the agenda. Attendance at the Board meetings is at the discretion of the Executive Committee.
8. Tennessee REALTORS® Directors: The position of Tennessee REALTORS® Directors from WCAR will be filled by the Executive Committee. Any additional positions will be filled by members of the association as recommended by the President and approved by the Board of Directors. State Directors are required to attend the Board of Directors Meetings at both the Spring and Fall TN REALTORS® Conferences. Should a State Director not be able to attend either of these events, they must notify the Board of Directors within 45 days of the event so that an alternate Director may be appointed. Should a State Director not give ample notice, they will forfeit their position as State Director for the following TN REALTORS® Conference.

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9. Cancellation of Class Registration: Credit for class registration fees are to be honored only for requests received a minimum of 48 hours prior to the day the course is to be provided. No refunds will be provided.
10. Benevolence and Death Notices: Flowers are to be sent in the cases of death of a member or their spouse, partner, child, mother, or father at a maximum expense of \$100 as requested by a member. Cards of sympathy and get-well cards may be mailed for other family members, as requested by a member. Exceptions are to be left to the discretion of the Executive Committee and will be based on budgetary restrictions.
11. Death Notices: If it comes to the attention of the association that a past or present member of the association has passed away, the office will post the notice with any/all arrangements as soon as possible (taking into consideration WCAR office hours). If a close family member (defined as spouse, partner, child, mother, or father) of an Association member dies, the Association office will post the notice if “requested” by the member and “upon receipt of authorization” from the member. Again, the notice with any/all arrangements will be posted as soon as possible (taking into consideration WCAR office hours).
12. Room Rental: WCAR’s facility is available for rental only on weekdays from 7:30 am – 5:30 pm, including arrival and set-up time.
13. Modern Technology Interruptions: When an individual in a membership meeting, class, Board meeting, or any other meeting of the association is interrupted by the audible sound of technology, the owner of the technology will pay \$20.00 per occurrence to the REALTOR® Good Works Foundation of Williamson County.
14. A Quorum is defined as fifty percent (50%) plus one voting member in all Association business.
15. Any recommended changes, deletions, or additions to the WCAR Policies and Procedures, Budget approval or disbursement of REALTRACS dividend funds, must be approved by two-thirds (2/3) affirmative vote of the full Board of Directors.
16. WCAR does not intend to license and write its own courses. Instructors are responsible for directly registering their classes to be approved for CE credit through the Tennessee Real Estate Commission (TREC).
17. If WCAR chooses to employ an instructor to author a course, prior to any instructor authoring course to be owned, licensed and registered by WCAR, the instructor/author will contract with WCAR and must sign an agreement that contains a waiver providing WCAR owns the intellectual property rights to the course. The author will be given written notice of the first right of refusal to teach the course at both WCAR and outside locations.
18. All WCAR licensed/registered Education courses that are required to be taught at other Associations must receive written approval of WCAR. The association where the course is to be taught is responsible for recording licensee attendance with the Tennessee Real Estate Commission (TREC).

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TRAVEL POLICY

1. Airfare based on the lowest available coach fares. No first-class passage. Attendee traveling by personal auto shall be reimbursed using the acceptable federal government rate for mileage, not to exceed the cost of the lowest available airfare, whichever is less.
2. Travel Cancellation: Any and all payments made by the association for reservations, penalties, fees, registrations, and room shall be refunded to the association unless valid travel requirements for attending are presented. Valid excuses shall be death or serious illness of attendee or immediate family member as defined as spouse, partner, child, mother, or father.
3. Should a traveler share a room with another person traveling on Association business, the guest, if being compensated, would share room expenses 50/50.
4. Meals: a per diem of \$100.00 per day will be provided for the trip.
5. Tips up to 20% are reimbursable.
6. Travel should be in correlation to meeting attendance requirements.
7. Rental Cars: In locations where it is more economical than cab fare, car rental may occur at the discretion of the CEO.
8. Officers designated as the official delegate will be expected to attend any and all meetings where voting occurs. Any absence should be approved by the CEO and an alternate delegate appointed at least 30 days prior to the event.
9. Personal expenses incurred by the attendees shall be their responsibility.
10. Entertainment of specific individuals for the benefit of the association will be subject to budgetary restrictions and must be approved by a member of the Executive Committee.
11. Meetings two days or longer, 75 miles or further from the Association office, will be considered "out of town," and hotel accommodations will be left to the discretion of the CEO.
12. All travel reimbursement requests must be turned in to the Association office within 45 days of the conclusion of the meeting.
13. Mileage: per-mile rate to be tied to the federal government rate. Mileage will be calculated from the Association office.
14. The Executive Committee may attend all state, national, regional meetings and any others which might occur during the year within budgetary restrictions and as approved by the Board.
15. The association is authorized to send the President-Elect or the President to the Tennessee REALTORS® Leadership development training; at the discretion of the Board of Directors.
16. The association will allow State (TN REALTORS®) Directors to be compensated annually for attendance at the Spring and Fall TN REALTORS® Conferences at amounts to be approved by the Board of Directors as determined annually by the Budget and Finance Committee in relation to Budget constraints. Should a State Director not be able to

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attend either of these events, they must notify the Board within 45 days of the event so an alternate Director may be appointed.

FISCAL POLICY

1. Accounts Receivable: All deposits shall be made in the approved Association accounts in a timely manner, and deposits shall not be held for longer than one working week.
2. Deposited revenue receipts shall be provided to the bookkeeper for entry into a designated accounting program. There should be a separation of duties for those writing the deposit tickets and those staff entering the information into the accounting system.
3. Deposits received through the E-commerce system or via credit card shall be consolidated and provided to the bookkeeper for entry into a designated accounting program. There should be a separation of duties for those writing the deposit tickets and those staff entering the information into the accounting system.
4. The REALTRACS Dividend check shall be deposited into an account specifically designated for that purpose until which time the Board of Directors allocates those funds.
5. Non-Budgeted Revenue or Dividends: All revenue that is not part of the regular approved budget shall be brought to the Budget Committee for recommendations to the Board of Directors for approval and use of those funds.
6. Cash: WCAR only accepts cash at special events.
7. Fees: WCAR will charge a \$25 fee for returned checks.
8. Late Fees:
 - a. Membership Dues – \$100 late fees for unpaid members are to be applied on January 15th of every year (or following Monday if the date falls on a weekend).
 - b. All other late fees: If payment is not received within ten business days, a late fee of 5% will be assessed. An additional 5% late fee will be assessed for every 30 days beyond.
9. Room Rental Discount: For those renting WCAR facilities 12 or more times per year, use of the A/V will be waived – provided the dates of use are selected within 30 days of the request for use.
10. Accounts Payable: All expenses are to be documented with receipts attached and entered into the designated accounting program. A check request form is to be accurately completed for any reimbursement of expenses or payment of bills. All expenses should be approved by the CEO or authorized signatory.
11. Checks shall be signed by the CEO and another approved signatory. Signed checks shall be securely filed.
12. Credit Cards:
 - a. There are to be three (3) two credit cards to be maintained for the association. One card is for the use of the CEO and the second to be used by the President and kept at the Association office except when traveling or when being used locally. The third card is for staff use for office expenses as authorized by the CEO and will be kept at the Association office.

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- b. All credit card statements should be reviewed and approved by the Executive Committee monthly. The Executive Committee must approve to be notified in writing by the CEO if monthly credit card expenses are anticipated to exceed \$25,000. No balance will ever be carried on the credit card.
 - c. All credit card transactions require a receipt to be turned in with an expense form. The form and documentation shall be entered into the designated accounting program.
 - d. After credit card transactions are complete, they shall be filed in a system that is easily accessible for financial review and audits.
13. Payroll: Payroll is processed through an established system. At no time will a request for advance of payroll be granted to an employee.
 14. Vacation and Comp Time: All vacation and comp time is to be tracked by the CEO using a vacation request form and a monthly report given by the CEO at the monthly Executive Committee Meetings.
 15. Travel Reimbursements: All travel reimbursements should follow the current travel policies and should provide proper documentation for processing prior to reimbursement.
 16. Reporting: The CEO will work with the bookkeeper, accountant, and Secretary/Treasurer to provide monthly financials to the Budget Committee and the Board on the current financial status of the association.
 17. Reserve Funds: Any use of Association reserve funds must be approved by the Board.
 18. The association shall maintain at least \$250,000 dollars in reserve account unless formal action by the Board requires otherwise.
 19. Investments: WCAR will employ a licensed financial advisor to oversee any and all investment funds.
 20. Budgeting: It will be the goal of the association to develop and maintain a balanced budget annually.
 21. Treasurer to ensure that an annual audit review is conducted with a full Audit every three (3) years.
 22. Funds collected by the association, which include but are not limited to, dues, donations and/or sponsorships that are denoted for a subsequent calendar year shall be deposited in the "Deferred Dues" account. Such funds will be transferred into the operating account after the new year's budget is approved.

CRITICAL COMMUNICATIONS POLICY

1) INFORMATION

As much and as up to date as possible

- what happened
- when
- where
- how
- who knows about it

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2) RESOURCES

- Identify allies for help
- TAR/NAR/Attorney/IT Experts
- Consultants-audit/accounting
- Public relations
- Law enforcement
- Government Agencies

3) BEST PRACTICES

- Always tell the truth
- Assume nothing
- Don't assign blame
- Define success in resolving the crisis
- Set goals & deadlines
- Resolve and move on as quickly as possible

4) ACTION

- General Risk Assessment:
 - Top threats/vulnerabilities
 - Critical business functions
 - Resources needed to maintain critical functions
- Establish a crisis communications team
 - (i.e., CEO, Executive Committee, etc.)
- Create Emergency Contact List
 - (Phone #s, Email, Evacuation plan)
- Setup monitoring/alert systems to uncover issues(Google alerts, etc
- Setup multiple communications sources
 - (Text/Email/Facebook/IG/Twitter/Whatsapp)
- Train new employees on CCP
- Ensure existing technology can withstand crisis
- Develop plans to reconnect technology post-crisis
- Share crisis plans/specific strategies w/key vendors
- Develop a Crisis Communications Strategy:
 - Primary & Secondary spokesperson assigned (CEO/President)
 - Inform employees of spokesperson
 - Establish 24hr access to spokesperson
 - Provide extensive training to spokesperson
 - Establish media interaction policy for employees (on and off-site)

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- Maintain ongoing media relations w/contacts and constantly build new relationships
- Key audiences created with targeted strategies
- Key messaging/talking points developed to include consistent messaging throughout
- Media Kit w/all company & spokesperson details
- List of all media outlets(radio/tv/news/blogs) who will cover the crisis

ALCOHOL POLICY

Our Commitment :

WCAR supports the responsible consumption of alcohol and takes seriously any inappropriate behavior that results from excessive drinking. At WCAR functions, non-alcoholic options will be provided, in addition to any alcoholic beverages served. WCAR will not endorse or support events or celebrations that involve excessive consumption of alcohol.

Policy Promotion:

The association will promote the alcohol management policy by putting a copy of the policy on the Association website.

What we will do:

In an effort to minimize the potential liability of WCAR and its members for injuries caused to third parties by individuals who consume alcohol at Association-sponsored and related events, the following rules must be followed at all WCAR functions:

Serving Alcohol:

1. Association members may not directly purchase, supply, serve, or otherwise furnish other members or guests with alcohol at or in connection with Association functions. Instead, professional bartenders (unrelated to the association or its members), such as hotel staff or catering company employees, must be retained to serve alcohol at Association functions.
2. Bartender(s) are not permitted to serve alcohol to any guest they believe (or should believe) is intoxicated.
3. Self-service alcohol, such as unmonitored tables of alcohol or kegs of beer, is strictly prohibited.
4. A maximum of two tickets per person for alcoholic beverages will be distributed to attendees.
5. An adequate selection of non-alcoholic beverages shall be provided for the bartender(s) to provide to guests who choose not to drink, or who are becoming intoxicated. In addition, WCAR shall set up self-service stations with ice, water, and soda, so that guests can freshen their drinks without adding more alcohol.
6. A sufficient quantity of food should be served to slow down the absorption of alcohol into the bloodstream. Food should be placed at the entrance to the function so that

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guests are encouraged to eat first, rather than consume alcohol on an empty stomach.

7. Alcohol may be served for a reasonable time period only, not to exceed four hours. “The last call” must be given (and enforced) at least thirty (30) minutes before the end of the function. At such time, coffee, soda, and dessert may be served.
8. Assure that sufficient social host liquor liability insurance coverage exists for the function.

Underage Drinking

1. Alcohol will not be served to persons under 21 years of age.
2. Bartenders or servers, WCAR staff, and event Committee and Task Force members will ask for proof of age whenever necessary or whenever in doubt.
3. Only photo IDs with date of birth will be accepted as proof of age.

Safe Transport

1. Whenever possible, the association will arrange for a cab or car services (such as Uber or Lyft) to be available for transportation services, and WCAR shall post phone numbers for such services in visible locations at the event.
2. WCAR staff and event Committee and Task Force members shall post contact information for cab and car services at visible locations during all events.
3. Safe travel options will be suggested. Committee and Task Force members and bar staff will encourage intoxicated patrons to take safe transport (cab or car service) home.

Intoxicated Patrons

1. Alcohol will not be served to any person who is, or a bartender believes is intoxicated. Signs of intoxication may include slurred speech, impaired balance, poor coordination, reduced inhibition, aggressive, belligerent, and disrespectful behavior.
2. Intoxicated patrons will be asked to leave.
3. Safe travel options will be suggested. WCAR staff, event Committee, and Task Force members and bar staff will encourage intoxicated patrons to use a cab or paid car services such as Uber or Lyft.
4. Taxicab service must be provided for visibly intoxicated guests, making sure they are provided with cab fare, if necessary.

Breach of Policy

1. Any material in breach of this policy by any Association member shall result in appropriate sanctions to be determined and enforced by the Association’s Board of Directors, in its sole discretion.

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2. Any questions about this policy, its interpretation or enforcement should be directed to the Association's Board of Directors.

Non-Compliance with Policy

1. All WCAR staff and event Committee and Task Force members will enforce the alcohol management policy, and any non-compliance will be handled according to the following process:
2. Explanation of the Association policy to the person/people concerned, including identification of the portion of policy not being complied with.
3. Continued non-compliance with the policy should be handled by at least two Committee and Task Force members who will use their discretion as to the action taken, which may include asking the person/ people to leave the Association function.

Information to be included in Hospitality Bid Process

1. For every event – at WCAR's facility or off-site, the bid process shall include the following information:
2. Alcohol at a WCAR sponsored or supported event shall be served in strict accordance with these instructions:
3. Bartender(s) shall not serve alcohol to any guest who is believed to be intoxicated.
4. Alcohol will not be served to persons under 21 years of age.
5. Bartenders and Caterer's staff shall ask for proof of age whenever necessary or whenever in doubt.
6. Only photo IDs with date of birth shall be accepted as proof of age.
7. "Last call" must be given (and enforced) at least thirty (30) minutes before the end of the function.
8. Bartenders / Caterers must report any incident to WCAR staff or event Committee and Task Force members

DOCUMENT RETENTION POLICY

The purpose of this policy is to ensure that necessary records and documents of the Williamson County Association of REALTORS® are adequately protected and maintained and to ensure that records that are no longer needed by WCAR, or are of no value, are discarded at the proper time. This policy is also for the purpose of aiding employees of the Foundation in understanding their obligations in retaining and disposing of documentation.

Accounting Records

- Accounts payable (seven years)

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- Accounts receivable (seven years)
- Annual financial statements (permanent)
- Bank statements (seven years)
- Bank reconciliations (seven years)
- Canceled checks- routine matters (seven years)
- Canceled checks- special (loan repayment, etc.) (permanent)
- Correspondence: routine (four years)
- Deeds and closing papers (permanent)
- Deposit slips (four years)
- Electronic payment records (seven years)
- Employee expense reports (seven years)
- Fixed-asset acquisition invoices (after disposal) (seven years)
- General ledgers (permanent)
- Income tax returns (7 years)
- Insurance policies (after expiration) (four years)
- Investments (after disposal) (seven years)
- Mortgages, loans & leases (paid) (seven years)
- Payroll journal records (10 years)
- Purchase orders (except accounts payable copy) (one year)
- Purchase invoices & orders (1 year)
- Sales tax returns & exemption support (five years)
- Tax returns (federal & state) (7 years)

Association and Employment Records

- Articles of Incorporation and amendments (permanent)
- Bylaws and amendments (permanent)
- NAR charter (permanent)
- REALTOR® Agreement (until superseded)
- Member file & membership applications (two years after membership terminates, with social security number and other financial information removed (if applicable))

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- Professional Standards Hearing Records: Ethics (result of hearing- permanent; rest of hearing file- a minimum of 1 year after satisfaction of sanctions (if any) and there is no threat of litigation)
- Arbitration/mediation (minimum of 1 year after payment of award (if any) and there is no threat of litigation)
- Employee benefit plan documents (duration of the plan)
- FMLA leave records, including all FMLA information and notices distributed to these employees and records of any FMLA disputes.
- Garnishments/wage assignments (three years)
- Immigration I-9 forms (duration of employment plus one year, minimum of three years)
- Medical records relating to the exposure of the employee to any toxic or hazardous substances. (duration of employment plus 30 years).
- Payroll records showing name address, date of birth, occupation, rate of pay, and weekly compensation (three years)
- Personnel Records (ten years after employment ends)
- Record of all occupational injuries, including those under state workers compensation law and any ERISA awards (five years for ERISA; state law requirements will vary)

Legal Documents

- Contracts/Space Rentals (ten years after expiration)
- Warranties & Guaranties (Duration of the Warranty)
- Correspondence: legal (permanent)

Property Records

- Deeds of Title (permanent)
- Depreciation schedules (permanent)
- Property Damage (seven years)
- Property Tax (permanent)
- Appraisals (permanent)
- Blueprints / Plans (permanent)
- Warranties & Guaranties (two years beyond terms of the warranty)

Appendix of Forms

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- Code of Ethics
- Confidentiality Agreement
- Conflict of Interest
- Agreement to Serve
- Fiduciary Obligations
- Motion Form
- Reimbursement Form
- REALTOR® of the Year Application
- Rookie of the Year Application
- Affiliate of the Year Application
- Celebration of Excellence Awards Application
- Sponsorship Application
- Board of Director Application
- CEO Annual Review Form
- Leadership Academy Application