



## **POLICY MANUAL**

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

**Approved by the GMNBR Executive Committee**

**November 18, 2005**

*(Revised April 2007)*

*(Revised December 2007)*

*(Revised October 2008)*

*(Revised May 2009)*

*(Revised November 2009)*

*(Revised November 2010)*

*(Revised July 2013)*

*(Revised April 2014)*

*(Revised February 6, 2015)*

*(Revised April 3, 2015)*

*(Revised June 5, 2015)*

*(Revised 06/02/2016 & 08/04/2016)*

*(Revised 10/2016)*

*(Revised 5/2019)*

*(Revised 2/2020)*

*(Revised 7/2020)*

# **TABLE OF CONTENTS**

## **Glossary of Terms**

### **SECTION 1: ORGANIZATION**

- 1.1 ORGANIZATION
- 1.2 SERVICES
- 1.3 GOVERNANCE
- 1.4 MISSION STATEMENT
- 1.5 CHANGES TO THE BYLAWS
- 1.6 CHANGES TO POLICY MANUAL

### **SECTION 2: BOARD GOVERNANCE POLICIES**

- 2.1 RULES OF GMNBR
- 2.2 DEFINITIONS
- 2.3 GMNBR ORGANIZATIONAL CHART
- 2.4 DEFINITION AND ROLE OF THE BOARD OF DIRECTORS
- 2.5 STANDING RULES OF THE BOARD OF DIRECTORS
- 2.6 STANDING RULES OF THE EXECUTIVE COMMITTEE
- 2.7 STANDING RULES FOR MEMBERSHIP MEETINGS
- 2.8 RESPONSIBILITY AND DUTIES OF THE PRESIDENT
- 2.9 RESPONSIBILITY AND DUTIES OF THE 1<sup>st</sup> Vice-President (rev 2019)
- 2.10 RESPONSIBILITY AND DUTIES OF THE 2<sup>nd</sup> Vice-President (adopted 2019)
- 2.11 RESPONSIBILITY AND DUTIES OF THE TREASURER (rev 2019)
- 2.12 RESPONSIBILITY AND DUTIES OF THE SECRETARY
- 2.13 RESPONSIBILITY AND DUTIES OF THE IMMEDIATE PAST PRESIDENT
- 2.14 RESPONSIBILITY AND DUTIES OF THE GMNBR DIRECTOR
- 2.15 RESPONSIBILITY AND DUTIES OF THE NHAR DIRECTOR
- 2.16 RESPONSIBILITY AND DUTIES OF THE NAR DIRECTOR
- 2.17 RESPONSIBILITY AND DUTIES OF THE NEREN DIRECTOR
- 2.18 RESPONSIBILITY AND DUTIES OF THE GMNBR SHAREHOLDER TO NEREN
- 2.19 RESPONSIBILITY AND DUTIES OF THE AFFILIATE LIAISON
- 2.20 RESPONSIBILITY AND DUTIES OF THE ASSOCIATION EXECUTIVE

**SECTION 3: COMMITTEE POLICIES**

- 3.1 RULES OF THE COMMITTEES
- 3.2 ANNUAL COMMITTEE SELECTION PROCESS
- 3.3 PURPOSE AND COMPOSITION OF STANDING COMMITTEES
- 3.4 PURPOSE AND COMPOSITION OF THE AD HOC COMMITTEES
- 3.5 CHAIRING A COMMITTEE
- 3.6 ELECTRONIC MEETINGS *(Adopted 4/2010)*

**SECTION 4: FINANCIAL POLICIES**

- 4.1 ANNUAL BUDGETING PROCESS
- 4.2 GENERAL OPERATING GUIDELINES
- 4.3 INVESTMENT POLICY STATEMENT OF PURPOSE *(Rev. 12/07)*
- 4.4 RESTRICTED & SPECIFIC RESERVE ACCOUNTS
- 4.5 CONTRACT GUIDELINES
- 4.6 EXPENSE REIMBURSEMENT PROCEDURES

**SECTION 5: GENERAL POLICIES**

- 5.1 APPLICATION FEE *(Adopted 07/013)*
- 5.2 DUES TIMELINE *(Adopted 07/2013) (rev 2019)*
- 5.3 DUES PARTIAL PAYMENT POLICY *(Adopted 07/2013)*
- 5.4 SMOKING POLICY
- 5.5 RECORD RETENTION *(Rev.06/2008)*
- 5.6 ASSOCIATION EXECUTIVE GUIDELINES
- 5.7 ANNUAL CALENDAR OF DEADLINES
- 5.8 USE OF RENTED FACILITIES
- 5.9 MEDIA EQUIPMENT POLICY
- 5.10 GMNBR CLASSROOM – USE AND RENTAL *(Rev. 11/2006)*
- 5.11 NEREN SERVICE CENTER
- 5.12 MEMORIALS & ILLNESS
- 5.13 EMAILS TO MEMBERSHIP *(Rev. 07/2013) (rev 2019)*
- 5.14 GMNBR GENERAL COMMUNICATION POLICY
- 5.15 GMNBR PRIVACY POLICY
- 5.16 GMNBR COMPUTER, INTERNET & E-MAIL POLICIES
- 5.17 SOCIAL MEDIA GUIDELINES
- 5.18 ILLEGAL PRACTICES
- 5.18 ALCOHOL POLICY FOR 318 S. RIVER ROAD
- 5.19 COVID-19 POLICY *(adopted July2020)*

**APPENDIX A**

LICENSEE CERTIFICATION FORM  
LIMITED FUNCTION REFERRAL OFFICE (LFRO) CERTIFICATION FORM

**APPENDIX B**

QUESTIONS MOST ASKED BY GMNBR DIRECTORS

**APPENDIX C**

USE OF MEDIA AGREEMENT

**APPENDIX D** (*adopted 2019*)

Board of Director's Code of Conduct

Memorandum of Understanding – GMNBR Confidentiality Procedure

## Glossary of Terms

<b>Ad Hoc</b>	.....	<b>For a Specific Purpose (single task committee)</b>
<b>AE</b>	.....	<b>Association Executive</b>
<b>AOTY</b>	.....	<b>Affiliate of the Year</b>
<b>BOD</b>	.....	<b>Board of Directors</b>
<b>CEU</b>	.....	<b>Continuing Education Units</b>
<b>D.R.</b>	.....	<b>Designated Broker of Record</b>
<b>GMNBR</b>	.....	<b>Greater Manchester/Nashua Board of Realtors®</b>
<b>IMF</b>	.....	<b>Issues Mobilization Fund</b>
<b>MLS</b>	.....	<b>Multiple Listing Service</b>
<b>NAR</b>	.....	<b>National Association of Realtors®</b>
<b>NERC</b>	.....	<b>New England Regional Conference</b>
<b>NEREN</b>	.....	<b>New England Real Estate Network</b>
<b>NHAR</b>	.....	<b>New Hampshire Association of Realtors®</b>
<b>R2R</b>	.....	<b>Realtor®-to-Realtor®</b>
<b>Robert's Rules of Order</b>	.....	<b>A guide for procedures in conducting meetings and making decisions</b>
<b>ROTY</b>	.....	<b>Realtor® of the Year</b>
<b>RPAC</b>	.....	<b>Realtors® Political Action Committee</b>
<b>Task Force</b>	.....	<b>Specifically organized for a task (committee)</b>
<b>WCR</b>	.....	<b>Women's Council of Realtors</b>

# **SECTION 1: ORGANIZATION**

## **1.1 ORGANIZATION**

The Greater Manchester/Nashua Board of REALTORS®, Inc. (GMNBR) is a non-profit trade organization whose primary members are licensed real estate professionals. As a member of GMNBR, each REALTOR® also is a member of New Hampshire Association of REALTORS® (NHAR) and to the NATIONAL ASSOCIATION OF REALTORS® (NAR). Membership in GMNBR is voluntary and is open to active real estate licensees in the State of New Hampshire. *(Revised 5/2019)*

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

The term “REALTOR®” is a licensed collective trademark which may be used only by members of the NATIONAL ASSOCIATION OF REALTORS®.

## **1.2 SERVICES**

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

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

## **1.3 GOVERNANCE**

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

## **1.4 MISSION STATEMENT**

The purpose of GMNBR is to connect members to resources required to serve consumers and their communities in a professional and ethical manner: and advocate on behalf of real estate practitioners.

## **1.5 CHANGES TO BYLAWS**

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

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

## **1.5 CHANGES TO BYLAWS, cont'd**

Amendments to the Bylaws affecting the admission or qualification of Active Members and Institute Affiliate Members, the use of the terms REALTOR® and REALTORS®, or any alteration in the territorial jurisdiction of the Board shall become effective upon the approval as authorized by the Board of Directors or the NATIONAL ASSOCIATION OF REALTORS®.

## **1.6 CHANGES TO POLICY MANUAL**

Proposed Policy Manual Changes shall be acted upon by the Executive Committee & Board of Directors. At the discretion of the BOD, such proposed changes may be disseminated first to the entire REALTOR® membership for consideration/commentary prior to the BOD approval. *(Revised 5/2019)*

# **SECTION 2: BOARD GOVERNANCE POLICIES**

## **2.1 RULES OF THE GREATER MANCHESTER/NASHUA BOARD OF REALTORS®.**

A board may adopt or be issued various kinds of rules. Below is a historical narrative concerning the rules of the Greater Manchester/Nashua Board of REALTORS®:

The NATIONAL ASSOCIATION OF REALTORS® approved the merger of the Greater Manchester and Greater Nashua Boards of REALTORS® February 10, 1997. The resulting entity is known as the Greater Manchester/Nashua Board of REALTORS®.

GMNBR was originally chartered and organized in the State of New Hampshire in 1997 as the Greater Manchester/Nashua Board of REALTORS®, Inc. Articles of Agreement were drawn on September 11, 1997.

GMNBR is granted tax-exempt, non-profit 501c(6) status by the U.S. Treasury Department, Internal Revenue Service.

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

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

GMNBR is subject to all provisions of the local, state and national law and regulation applying to professional, trade, tax-exempt, non-profit 501c(6) corporations.

## **2.2 DEFINITIONS**

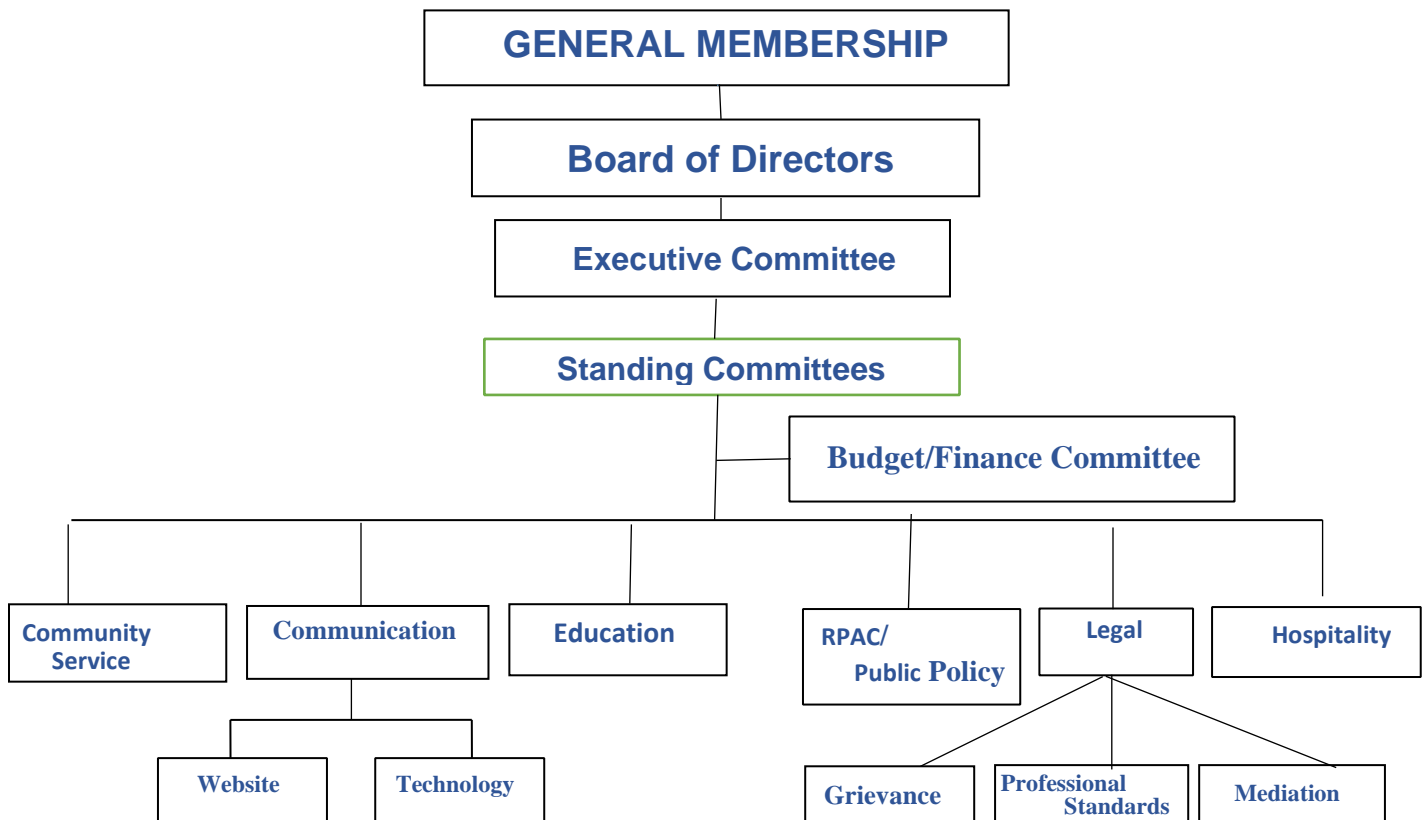
The following shall serve as definitions for GMNBR concerning the terms used in this policy manual and by GMNBR generally:

1. Articles and Bylaws are rules governing the operation of the Board adopted by Membership at large (with the advice and/or recommendations of the Board of Directors).
2. Rules of Order and Standing Rules are rules governing the operation of the Board adopted by the Board of Directors (with the advice and/or recommendation of staff).

## 2.2 DEFINITIONS, cont'd

3. Positions are descriptive narratives, sometimes including recommendations outlining the concerns and/or views of the Board members on current issues adopted by the Board of Directors in session.
4. Programs are activities relating to the Board adopted by the Board of Directors.
5. Policies are general or fundamental principles relating to Board involvement adopted by the members of the Board of Directors.
6. Procedures are the detailed explanations, directions or actions to implement adopted articles, bylaws, rules, positions, programs and policies selected and applied by staff. They address specific directions telling how, by whom and when things are to be done.

## 2.3 GMNBR ORGANIZATIONAL CHART:



## 2.4 DEFINITION AND ROLE OF THE BOARD OF DIRECTORS

The Bylaws of the Greater Manchester/Nashua Board of REALTORS® defines the Board of Directors as the governing body of the Board. The Bylaws further define the GMNBR Elected Officers, all of whom serve on the Board of Directors. (Bylaws Article XI, Section 3)



## 2.4 DEFINITION AND ROLE OF THE BOARD OF DIRECTORS, cont'd

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

### Elected Offices:

- President
- 1<sup>st</sup> Vice President
- 2<sup>nd</sup> Vice President
- Treasurer
- Secretary

### Directors:

- Immediate Past President
- Seven (7) directors-at-large
- Any recipient of the NAR Distinguished Service Award will be an ex-officio member.

**In addition to the above, there will be a non-voting Affiliate member and two (2) additional elected, non-voting alternate Directors whose purpose is to be present at BOD meetings and stay informed of BOD activities in order to assume an immediate voting position in the event of absence or resignation of an elected Director.**

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

Members of the Board of Directors shall have the best interests of the Greater Manchester/Nashua Board of REALTORS® in mind at all times. In the event that any Director assumes a position that brings their personal interests into conflict with the Board, then said Director immediately (and without delay) shall disclose the conflict and abstain from voting on the matter. *(Rev. 9/2010 & 5/2019)*

## 2.5 STANDING RULES OF THE BOARD OF DIRECTORS

1. The composition and the authority of the Board of Directors shall be as specified in the Bylaws.
2. Meetings of the Board of Directors shall be at designated times and places, as specified in the Bylaws and set by the Directors. Absence from three (3) regular meetings without an excuse deemed valid by the Board of Directors shall be construed as resignation. (Bylaws, Article XII, Section 2) **(rev 2019)**
3. Meetings of the Board of Directors shall be chaired by the President and conducted in accordance with the Bylaws and intent of the standing rules of the Board of Directors.
4. Only the voting members of the Board of Directors may vote on issues at their meetings. Visitors may participate in discussion on issues when recognized by the President.
5. Only Board members and the Association Executive may attend Executive Sessions, unless the President, or a majority of the Board present and voting grants an exception.

## 2.5 STANDING RULES OF THE BOARD OF DIRECTORS, cont'd

6. Minutes shall be required for all meetings of the Board of Directors and shall include any actions taken during an Executive Session. In the absence of the Secretary, the presiding officer shall be responsible for appointing someone to record any actions.
7. Adopted policies shall not be in conflict with the Bylaws and shall be included in the Policy Manual.
8. The Board of Directors shall administer the day to day finances of the Board. In the event that an expenditure in excess of \$10,000 is proposed, the Board of Directors must be given a thirty (30) day prior notice before action is taken. (Bylaws, Article X, Section 6) Capital expenditures in excess of \$25,000 may not be made unless authorized by the Board of Directors and by at least 5% of all REALTOR® members eligible to vote, voting in the majority, to approve the expenditure. (Rev. 10/2016)
9. The Board of Directors has the right to audit all books and accounts at any time without notice and serves as the audit committee. (Rev. 10/2008)

## 2.6 STANDING RULES OF THE EXECUTIVE COMMITTEE

There shall be an Executive Committee of the Board of Directors, hereinafter referred to as the Executive Committee, composed of the President, 1<sup>st</sup> Vice President, 2<sup>nd</sup> Vice President, Treasurer, Secretary and Immediate Past President. The Executive Committee shall make recommendations to the Board of Directors and review the Association Executive annually prior to December 31st. Proxy votes or alternate representatives are not provided for the Executive Committee actions except that the 1<sup>st</sup> Vice President may stand-in for the Board President position on the Executive Committee should the President be unable to attend. (Rev. 01/2015 & 5/2019)

## 2.7 STANDING RULES FOR MEMBERSHIP MEETINGS

1. Meetings shall be conducted in accordance with the Bylaws and Standing Rules.
2. The annual GMNBR New Officer's Installation membership meeting of the Board shall be held prior to December 15th of each year.
3. A quorum for the transaction of business shall consist of 5% of the REALTOR® Members eligible to vote. (Bylaws, Article XII, Section 5) (**Revised 5/2019**)

## 2.8 RESPONSIBILITY AND DUTIES OF THE PRESIDENT

### **General:**

The President of the Board projects the image of the Board to the membership, the industry, and the general public and serves as chief spokesperson. As such, the President must be as familiar as possible with every current or projected activity or issue, including GMNBR Policies and Procedures, Bylaws, and the GMNBR Strategic Plan. (**Revised 5/2019**)

**The President** should be available to the Members and make public appearances as scheduled. Each President contributes to the progress and overall improvement of the Board in their own way. (**Revised 5/2019**)

### **Qualifications:**

The President shall be a REALTOR® member in good standing of GMNBR and shall have served on the Board of Directors for at least 3 of the last 5 years. (**Revised 5/2019**)

## **2.8 RESPONSIBILITY AND DUTIES OF THE PRESIDENT, cont'd**

### **Preparation:**

Before assuming office, the President shall:

1. Familiarize themselves with the activities and programs in progress or projected, GMNBR Bylaws, the annual budget, the Strategic Plan, and any other GMNBR policies/procedures.
2. Meet with the Association Executive to review plans, policies and procedures.
3. Select the Chairpersons and composition of committees to ensure proper implementation and continuity of the Strategic Plan. (*Revised 5/2019*)

### **Responsibilities:**

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

1. Subject to the approval of the Board of Directors, shall appoint Chairpersons of all committees and to fill any vacancies which may occur.
2. With the approval of the Board of Directors, may appoint such other committees, working groups or task forces as the President deems advisable, and shall be an ex-officio member of all committees.
3. Shall preside at all meetings of the Board, including the Board of Directors, Executive Committee and membership meetings.
4. Shall serve as a Director of the NH Association of REALTORS®.
5. Shall serve as Shareholder of NEREN.
6. Responsible for the annual review of the Association Executive
7. Shall attend annual meetings, including NAR Mid-Year, New England Regional Conference (NERC) and the NHAR Annual Convention.
8. Serves as spokesperson for the Board.
9. Shall support and defend the policies and programs adopted by the Board of Directors.
10. Shall be ex-officio member of all standing committees.
11. Is strongly encouraged to be a contributor to RPAC. (*Revised 5/2019*)

## **2.9 RESPONSIBILITY AND DUTIES OF THE 1<sup>st</sup> Vice President**

### **General:**

The 1<sup>st</sup> Vice President should embody the same qualities as noted in the description of the President, and should plan for the following year when they will assume the leadership of the Board. The 1<sup>st</sup> Vice President should work closely with the President and Association Executive and be involved at all levels of the decision-making process. (*Revised 5/2019*)

### **Qualifications:**

The President-Elect shall be a REALTOR® member in good standing for a minimum of 5 years and shall have served on a Board of Directors for at least 1 year. (*Revised 5/2019, 2/2020*)

### **Preparation;**

Before assuming office, the 1<sup>st</sup> Vice President should:

1. Familiarize themselves with the activities and programs in progress or projected, GMNBR Bylaws, the annual budget, the Strategic Plan, and any other GMNBR policies/procedures.
2. Meet with the President and Association Executive to review plans, policies, and procedures.
3. Give consideration to the future composition of committees to ensure proper implementation and continuity of the GMNBR Strategic Plan.
4. Attend the NAR Leadership Summit and the NHAR Leadership Conference. (*Revised 5/2019*)

## 2.9 RESPONSIBILITY AND DUTIES OF THE 1<sup>st</sup> Vice President, cont'd

### **Responsibilities:**

During the term of office, the 1<sup>st</sup> Vice President shall have the authority and responsibility to perform the following duties.

The 1<sup>st</sup> Vice President:

1. Shall perform the duties of the President in their absence or disability and shall perform such other duties as may be requested by the Board of Directors.
2. Shall succeed to the office of President.
3. Shall represent the Board at important meetings, luncheons, dinners and business sessions when requested by the President and where representation from the Board is deemed appropriate.
4. Shall serve as a member of the GMNBR Board of Directors and Executive Committee.
5. Shall serve as a Director of the NH Association of REALTORS®.
6. Shall serve as Shareholder of NEREN.
7. Serves as Chair of the Honor Society working group and the Strategic Planning Committee.
8. Shall attend annual meetings, including the NAR Mid-Year, the New England Regional Conference (NERC), NHAR Annual Convention and the NAR Leadership Summit.
9. Participates in the annual review of the Association Executive.
10. Is strongly encouraged to be a contributor to RPAC. **(Revised 5/2019)**

Term: The 1<sup>st</sup> Vice President is elected for a term of one year and succeeds to the office of President. **(Revised 5/2019)**

## 2.10 RESPONSIBILITY AND DUTIES OF THE 2<sup>nd</sup> Vice President **(Adopted 5/2019)**

### **General:**

The 2<sup>nd</sup> Vice President should embody the same qualities as noted in the description of the President and 1<sup>st</sup> Vice President and should plan for the year when they will assume the 1<sup>st</sup> Vice-President Leadership role of the Board. The 2<sup>nd</sup> Vice President should work closely with the President, 1<sup>st</sup> Vice President, and Association Executive and be involved at all levels of the decision-making process.

### **Qualifications:**

The 2<sup>nd</sup> Vice President shall be a REALTOR® member in good standing for a minimum of 5 years and shall have served on a Board of Directors for at least 1 year. **(Revised 2/2020)**

### **Preparation;**

Before assuming office, the 2<sup>nd</sup> Vice President shall:

1. Familiarize them self with the activities and programs in progress or projected, GMNBR Bylaws, the annual budget, the Strategic Plan, and any other GMNBR policies/procedures.
2. Meet with the President, 1<sup>st</sup> Vice President and Association Executive to review plans, policies, and procedures.
3. Give consideration to the future composition of committees to ensure proper implementation and continuity of the GMNBR Strategic Plan.
4. Attend the NAR Leadership Summit and the NHAR Leadership Conference

### **Responsibilities:**

During the term of office, the 2<sup>nd</sup> Vice President shall have the authority and responsibility to perform the following duties.

## 2.10 RESPONSIBILITY AND DUTIES OF THE 2<sup>nd</sup> Vice President, cont'd

### Responsibilities, cont'd

1. Shall perform the duties of the 1st Vice President in their absence or disability and shall perform such other duties as may be requested by the Board of Directors. Shall succeed to the office of 1<sup>st</sup> Vice President
2. Shall represent the Board at important meetings, luncheons, dinners and business sessions when requested by the President and where representation from the Board is deemed appropriate.
3. Shall serve as a member of the GMNBR Board of Directors and Executive Committee.
4. Shall serve as a Director of the NH Association of REALTORS®.
5. Shall serve as Shareholder of NEREN only in the event the President or Vice-President cannot attend
6. Serves as Chairperson of the Honor Society working group
7. Shall serve as Co-Chairperson on the Strategic Planning Committee.
8. May attend the NAR Leadership Summit and/or NHAR Leadership Conference in the event the President or 1<sup>st</sup> Vice President is unable to attend
9. Participates in the annual review of the Association Executive.
10. Is strongly encouraged to be a contributor to RPAC.

**Term:** The 2nd Vice President is elected for a term of one year and succeeds to the office of 1<sup>st</sup> Vice President. *(Adopted 5/2019)*

## 2.11 RESPONSIBILITY AND DUTIES OF THE TREASURER

### Qualifications:

Must be a REALTOR® member in good standing for a minimum of 5 years and served on a Board of Directors for a least 1 year. *(Revised 5/2019, 2/2020)*

The Treasurer shall have a good understanding of finance and accounting, and have served on the GMNBR Budget/Finance Committee in the prior year or, at the discretion of the BOD, someone who has shown sufficient qualification from another service. *(Revised 5/2019)*

### Preparation:

Before assuming office, the Treasurer should:

1. Become thoroughly familiar with the GMNBR budget and financial statements, the GMNBR Investment Statement, GMNBR Bylaws and Strategic Plan.
2. Discuss budgeting and financial procedures with the Association Executive.

### Responsibilities:

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

The Treasurer:

1. Shall work with the Chairperson of the Budget/Finance Committee. *(Rev. 07/2013)*
2. In cooperation with the Association Executive/Bookkeeper and the Budget/Finance Committee, and working closely with GMNBR Committee Chairs, shall prepare an annual budget to be approved by the Board of Directors.
3. Shall have the authority to endorse GMNBR checks.
4. Shall work closely with the financial management company and ensure that the Board's funds have maximum protection and maximum yield.
5. Reviews monthly financial reports to ensure overall fiscal integrity of the Board.

## **2.11 RESPONSIBILITY AND DUTIES OF THE TREASURER, cont'd**

### **Responsibilities, cont'd.**

6. Shall ensure that monthly GMNBR income/expense statements are prepared and presented to the Board of Directors.
7. Working closely with the Association Executive/Bookkeeper, shall ensure that proper accounting procedures are used by the Board and complete control of income and expenses are maintained at all times.
8. Shall serve as a member of the GMNBR Board of Directors and Executive Committee.
9. Is strongly encouraged to be a contributor to RPAC. (*revised 5/2019*)

Term: The Treasurer is elected for a term of two (2) years. (*Revised 5/2019*)

## **2.12 RESPONSIBILITY AND DUTIES OF THE SECRETARY**

### **Qualifications:**

Must be a REALTOR® member in good standing and able to take notes and produce well written minutes.

### **Responsibilities:**

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

### **The Secretary:**

1. Executes any documents requiring signature of the Secretary or Clerk, by law.
2. Shall produce minutes of all meetings of the Board of Directors, Executive Committee, and the Board (general membership meetings), and shall be responsible for the accuracy and timely distribution of those minutes.
3. Is strongly encouraged to be a contributor to RPAC.

## **2.13 RESPONSIBILITY AND DUTIES OF THE IMMEDIATE PAST PRESIDENT**

### **Qualifications:**

1. Must be a REALTOR® member in good standing.

### **Responsibility:**

To serve as a resource to the succeeding leadership, and:

1. To serve as a GMNBR director, a member of the Executive Committee, and a NHAR Director.
2. Is strongly encouraged to be a contributor to RPAC.
3. Shall serve as Nominating Committee Chairperson (*revised 5/2019*)

Term: The Immediate Past President serves in this office in the year immediately following the year served as President for one year.

## **2.14 RESPONSIBILITY AND DUTIES OF THE GMNBR DIRECTOR**

**General:** Shall serve as an elected member of the governing body of the Board. *(Revised 5/2019)*

**Qualifications:**

1. Must be a member in good standing.
2. Willingness to serve and contribute time

**Preparation:**

Before assuming office, the GMNBR Director should:

1. Become thoroughly familiar with the activities and programs in progress or projected to ensure continuity, particularly the budget, Policy Manual, Bylaws, and Strategic Plan. *(Revised 5/2019)*
2. Review previous year's minutes of the Board of Directors.

**Responsibilities:**

The Director shall:

1. Attend all Board of Directors meetings, membership meetings and are encouraged to attend major functions of the Board
2. Serve on at least one standing committee.
3. The Directors shall have a working knowledge of the Policy Manual, Bylaws, the Code of Ethics, and Robert's Rules of Order.
4. Keep abreast of the accomplishments of the Board, NHAR and NAR so as to be prepared to discuss these matters with the membership.
5. Be prepared to accept all other duties as requested by the President, and maintain continuous liaison with the Association Executive and other staff to ensure proper coordination in the conduct of the Board's business.
6. Keep the members informed of the activities of the Board.
7. Present to the Board of Directors any programs, suggestions or concerns of the members.
8. Is strongly encouraged to be a contributor to RPAC. *(Revised 5/2019)*

Term: The at-large directors will serve a term of two (2) years. The seven (7) standing committee chairs, or their liaison, are appointed for a one (1) year term. *(Revised 5/2019)*

## **2.15 RESPONSIBILITY AND DUTIES OF THE NHAR DIRECTOR**

**General:** Shall serve as a member of the governing body of NHAR.

**Qualifications:**

1. Shall be the immediate past GMNBR President, the current GMNBR President, 1<sup>st</sup> Vice President, 2<sup>nd</sup> President plus one (1) additional BOD member who is elected to this position by the GMNBR BOD to serve as NHAR Director *(Revised 5/2019)*
2. Must be a REALTOR® member in good standing.

## **2.15 RESPONSIBILITY AND DUTIES OF THE NHAR DIRECTOR, cont'd**

### **Preparation:**

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

### **Responsibilities:**

1. Shall serve as voting members and attend quarterly meetings of the NHAR Board of Directors.
2. Shall represent the GMNBR membership at the NHAR level.
3. Shall disseminate NHAR information back to the GMNBR leadership.
4. Present to the Board of Directors any programs, suggestions or concerns of the members.
5. The Directors shall have a working knowledge of the NHAR Bylaws and Policy Manual, The Code of Ethics and Robert's Rules of Order.
6. Keep abreast of the accomplishments of NHAR and NAR so as to be prepared to discuss these matters with the GMNBR Board of Directors and with the membership.

Term: The immediate past President, the current President, 1<sup>st</sup> Vice President and 2<sup>nd</sup> Vice President and one additional Director, elected by the GMNBR Board of directors, shall serve as NHAR Directors for the time period they are in office. Those elected by the Board of Directors will serve for a term of one (1) year. *(Rev. 10/2008) & 5/2019)*

## **2.16 RESPONSIBILITY AND DUTIES OF THE NAR DIRECTOR**

### **Qualifications:**

The GMNBR President shall serve as our NAR Director. Also, any recipient of the NAR Distinguished Service Award shall serve a life term on the NAR Board of Directors.

### **Preparation:**

Become familiar with NAR activities and programs in process or projected, the NAR Bylaws and policies.

### **Responsibilities:**

During the term of office, a NAR Director from the GMNBR shall have the authority and responsibility as established in the NAR Bylaws or other governing documents, and also shall perform the following duties. The National Director:

1. Shall represent the GMNBR membership at the National Association level.
2. Shall disseminate NAR information back to the GMNBR leadership.
3. Shall attend the NAR Board of Directors meetings and respective Regional Caucuses per year.
4. Is encouraged to serve on at least one NAR committee annually.

Term: The GMNBR President will serve as NAR Director for the time they hold that office. Recipients of the NAR Distinguished Service Award will be lifetime members. *(Rev.10/2008 & 5/2019))*



## **2.17 RESPONSIBILITY AND DUTIES OF THE NEREN DIRECTORS**

### **Qualifications:**

The NEREN Directors must maintain active membership in GMNBR during their term of office. The two (2) NEREN Directors and two (2) NEREN Alternates are elected by the GMNBR Board of Directors.

### **Preparation:**

Have a working knowledge of the MLS system and become familiar with NEREN's bylaws, rules, and regulations.

### **Responsibilities:**

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

The NEREN Director:

1. Shall represent the GMNBR membership.
2. Shall attend the NEREN Board of Directors meetings.
3. Shall submit reports on NEREN meeting activities to the GMNBR Board of Directors.

**Term:** The NEREN Directors and Alternates shall serve a three-year term.

## **2.18 RESPONSIBILITY AND DUTIES OF THE GMNBR SHAREHOLDER REPRESENTATIVE TO NEREN**

### **Qualifications:**

The current GMNBR President and 1<sup>st</sup> Vice President will serve as the two GMNBR shareholder representatives to NEREN. *(Revised 5/2019)*

### **Preparation:**

Become familiar with NEREN's bylaws, rules, and regulations.

### **Responsibilities:**

1. The GMNBR shareholder representative to NEREN shall represent the GMNBR Membership at the annual NEREN shareholder's meeting.
2. Shall disseminate information from the NEREN shareholders meeting back to the GMNBR leadership.

**Term:** The GMNBR President and 1<sup>st</sup> Vice President will hold the position of shareholder representative to NEREN during their term as President and 1<sup>st</sup> Vice President. *(Rev.10/2008 & 5/2019)*

## 2.19 RESPONSIBILITY AND DUTIES OF THE ASSOCIATION EXECUTIVE

### **Job Summary:**

Serves as the Chief Association Executive, responsible to the President, Executive Committee and Board of Directors for the effective conduct of the affairs of the Greater Manchester/Nashua Board of REALTORS®, including the management of the office and operation of the Board. Recommends and participates in formulation of goals, objectives and related policies. Within that framework, plans, organizes, coordinates, controls and directs the staff, programs and activities of the Board.

### **Responsibilities:**

The Association Executive performs the following with appropriate delegations and within the limits of the Board charter and bylaws, and policies established by the Board of Directors.

1. Ensure that the officers and directors are fully informed of the Board conditions and attend all meetings of the Board of Directors and Executive Committee.
2. Plan, formulate and recommend, for the approval of the Board of Directors, basic policies and programs which will further the objectives of the Board.
3. Administer Board of Directors/Executive Committee activities and follow through on decisions.
4. Ensure that all documents of the Board are in compliance with the NAR errors and omissions insurance requirements.
5. Establish a sound organizational structure for the Board office.
6. Completely responsible for the Board staff including staff structure and delegation of duties and standards.
7. Recruits and hires Board personnel; responsible for all reviews, promotions and terminations.
8. Provide the necessary liaison and staff support to committee chairpersons to enable committees to properly perform their functions, ensures that committee decisions and recommendations are submitted to the Executive Committee and the Board of Directors for approval.
9. Develop, in cooperation with the Treasurer and Budget/Finance Committee an annual budget subject to approval, and ensure that all funds and physical assets of the Board are appropriately safeguarded and administered. *(Revised 5/2019)*
10. Ensure all committees comply with recording and submit meeting minutes and/or reports for availability to the membership of the GMNBR. *(Revised 5/2019)*
11. Shall Oversee all duties related to bookkeeping/accounting and payroll and payroll taxes. Prepare for annual audit. *(Revised 5/2019)*
12. Plan, coordinate, and prepare agendas for the Board of Directors and membership meetings.
13. Maintain and provide security for all files, legal and historical documents, and official minutes of all Board of Director and other official meetings.
14. Execute contracts and commitments as authorized by the Board of Directors or within established policies.
15. Ensures the legal integrity of the Board.
16. Maintain a working relationship with the NATIONAL ASSOCIATION OF REALTORS® and the New Hampshire Association of REALTORS®, and keep current of their policies and procedures.
17. Maintain a working knowledge of the Professional Standards Manual and the Code of Ethics. Execute all work related to Professional Standards.
18. Ensure that the Board Bylaws are kept current and that they are reviewed annually and approved by NAR. *(Revised 5/2019)*
19. Ensure that the Board Policy & Procedures Manual and Employee Manual are kept current and reviewed annually. *(Revised 5/2019)*
20. Maintain a current listing of all committees and members.
21. Maintain records for mandatory NAR biennial ethics education. ***Revised 5/2019***.

## **2.19 RESPONSIBILITY AND DUTIES OF THE ASSOCIATION EXECUTIVE,cont'd**

### **Responsibilities, cont'd:**

22. Perform such other duties as may be assigned by the President and/or Board of Directors.
23. Is an ex-officio non-voting member of the Executive Committee and the Board of Directors.

Exempt employee

## **2.20 RESPONSIBILITY AND DUTIES OF THE AFFILIATE LIAISON**

**General:** Shall serve as a non-voting Affiliate member of the governing body of the Board.

### **Qualifications:**

1. Must be a member in good standing.
2. Willingness to serve and contribute time.
3. Active Affiliate member of GMNBR for the previous 2 years. *(Revised 5/2019)*
4. Current on industry standards and trends.
5. Knowledge of GMNBR Affiliate benefits.

### **Preparation:**

Before assuming office, the Affiliate Liaison shall:

1. Become thoroughly familiar with Affiliate involvement in the activities and programs in progress, or projected, to ensure continuity.
2. Review previous year's minutes of the Board of Directors. *(Revised 5/2019)*
3. Review Affiliate Directory to become familiar with the GMNBR Affiliate population.

### **Responsibilities:**

The Affiliate Liaison shall:

1. Attend Board of Directors, membership meetings, and major functions of the Board.
2. Attend Affiliate Committee meetings *(revised 5/2019)*
3. Communicate with Committee Chairs and monitor Affiliate sponsorships throughout the year.
4. Encourage new Affiliates to attend induction ceremony and pin new Affiliate Members.
5. Present to the Board of Directors any programs, suggestions, or concerns of the Affiliate members.
6. Recruit new Affiliate members to GMNBR.
7. Report industry regulatory issues to Board or membership when applicable.

### **Term:**

The Affiliate Liaison will serve a term of two (2) years. Appointed by President and approved by GMNBR Board of Directors.

## **SECTION 3: COMMITTEE POLICIES**

### **3.1 RULES OF COMMITTEES**

#### **Standing Committees**

Chairpersons shall be GMNBR REALTOR® members in good standing and Co-chairpersons and members of Standing Committees shall be GMNBR members in good standing. The Standing Committee Chair or their liaison, is appointed by the newly elected President or 1<sup>st</sup> Vice President. A standing committee shall serve to be defined as a group that addresses strategies, programs and basic capacities through its own direct action which incorporates the goals and objectives of the current strategic plan. Committees should be made up of a geographic cross-section of the Membership to include Realtor® and Affiliate members.

*(Rev. 10/2008, 07/2013 & 05/2019)*

**The seven (7) Standing Committees of GMNBR are:** *(Rev. 10/2008, 07/2013, 04/2014, (5/2019)*

1. Budget/Finance
2. Community Service
3. Communications
4. Education
5. Legal (including Professional Standards, Grievance & Mediation)
6. RPAC/Realtors Political Action Committee®, Public Advocacy Committee and IMF/Issues Mobilization Fund ***(Revised 5/2019)***
7. Hospitality

Standing Committees shall report to the Executive Committee and Board of Directors. Committee chairs are non-voting members of the BOD ***(Revised 5/2019)***

All minutes and/or reports of committees will be clear, concise and available to the members of GMNBR.

Ad-HOC, Forums, Special Committees, Task Force, and Working Groups:

Chairpersons, co-chairpersons and members of Committees, Forums, Special Committees, Task Force, and Working Groups shall be Board members in good standing. ***(Revised 5/2019)***

An Ad-Hoc, Forum, Special Committee, Task Force, and Working Group, shall serve to be defined as a group that addresses strategies, programs and basic capacities through its own direct action. These committees shall report to the Executive Committee and the Board of Directors. ***(Revised 5/2019)***

Examples of these committees include, yet not limited to, Ad-Hoc, Forums, Special Committee, Task Force, and Working groups of GMNBR are listed below: ***(Revised 5/2019)***

1. Bylaws and Policy Manuals ***(Revised 5/2019)***
2. Good Neighbor Award
3. Nominating
4. Non-Dues Revenue
5. REALTOR® of the Year and Affiliate of the Year
6. Strategic Plan
7. Technology/Website – falls under communications and the Communications Director ***(Revised 5/2019)***

## **3.1 RULES OF COMMITTEES, cont'd**

### **Standing Committees**

All minutes and/or reports of these Committees, Forums, Special Committee, Task Force, and Working Groups will be clear, concise and available to the members of GMNBR. *(Revised 5/2019)*

Other Ad Hoc or Task Force Committees or Subcommittees:

The President, with the approval of the Board of Directors, may appoint other Ad Hoc or Task Force committees or subcommittees as needed.

An Ad Hoc or Task Force committee or subcommittee shall serve to be defined as a group that addresses strategies, programs and basic capacities through its own direct action. Ad Hoc or Task Force committees or subcommittees shall report to the Board of Directors.

## **3.2 ANNUAL COMMITTEE SELECTION PROCESS**

The GMNBR Committee Sign-Up Form is made available to all GMNBR members for committee appointment. The 1<sup>st</sup> Vice President shall review and appoint and/or delegate to the committee Chairperson to appoint, all committee members for the next fiscal year from the names submitted on the or as otherwise provided in this Policy Manual or the GMNBR Bylaws. The Board of Directors and Chairpersons may also invite other members to serve. A copy of the Committee Sign-Up Form is emailed to membership, and made available throughout the year on the GMNBR website. *(Revised 5/2019)*

## **3.3 PURPOSE AND COMPOSITION OF STANDING COMMITTEES**

### **3.3.1 BUDGET/FINANCE COMMITTEE**

**Purpose:** The purpose of the Budget/Finance Committee is to prepare the annual budget, review financial statements and review the status of the investment portfolio. This committee will work closely with the GMNBR Treasurer, accountant and financial advisor. Reports will be presented to the Board of Directors. *(Revised 5/2019)*

The Budget/Finance Committee shall also review and report to the Board of Directors on all non-budgeted requests from Administration, Standing Committees, Subcommittees and Ad Hoc Committees.

**Composition:** It is recommended that the Budget/Finance Committee will be chaired by the previous year's

**Treasurer.** The President, and/or 1<sup>st</sup> Vice President, subject to the approval of the Board of Directors, shall appoint, from among the REALTOR® and Affiliate Members, the Chairperson and members of the Budget/Finance Committee to a one (1) year term. *(Rev. 07/2013 & 5/2019)*

Primary Staff Support: Association Executive, Bookkeeper, and Administrative Assistant.

### **3.3.2 COMMUNITY SERVICE COMMITTEE**

**Purpose:** The Community Service Committee plans, projects, and provides services suited to our industry that betters the local communities, promotes active membership involvement, and enhances the Realtor® image. In addition, plans fund-raising events for contributions and scholarships. *(Rev. 09/11)*  
*(Revised 5/2019)*

### 3.3.2 COMMUNITY SERVICE COMMITTEE, cont'd

**Composition:** The President, and/or 1<sup>st</sup> Vice President, subject to the approval of the Board of Directors, shall appoint, from among the REALTOR® and Affiliate Members, the Chairperson and a Co-chairperson and delegate the selection of members of the Community Service Committee to the Chairpersons to a one (1) year term.

Primary Staff Support: **appointed by the AE**

### 3.3.3 COMMUNICATIONS COMMITTEE *(Rev. 07/2013 & 03/02/2017 & 5/2019)*

**Purpose:** The Communications Committee is to make recommendations on GMNBR's website, newsletter, media and other communication methods so as to best communicate with our members and the public. It also serves to advise GMNBR leadership and staff, and evaluate existing and developing technology and how best to utilize such technology in the service of the members.

**To Oversee:**

Annual Press Conference  
Articles submitted for general publication  
Media/Print Advertisement/Press Releases  
Promotion of NAR Open House Weekend  
Website Ad Hoc  
Social Media Campaigns  
Technology Ad Hoc

**Composition:** The President, and/or 1<sup>st</sup> Vice president, subject to the approval of the Board of Directors, shall appoint, from among the Membership, a Chairperson, two (2) vice-chairpersons (Website and Technology) and delegate the selection of members of the Communications Committee to the Chairpersons to a one (1) year term. The Chairperson and members of this committee ideally will be well versed in the knowledge of the internet and social media.

Primary Staff Support: Communications **Director**

### 3.3.4 EDUCATION COMMITTEE

**Purpose:** The purpose of the Education Committee is to plan and present educational seminars, offered on a monthly basis, on important issues in our industry, recertification courses, and Code of Ethics courses that meet the NAR requirements, and designation courses. The committee's responsibilities include:

- Choosing topics
- Contracting speakers

**Composition:** The President, and/or 1<sup>st</sup> Vice President, subject to the approval of the Board of Directors, shall appoint, from among the REALTOR® and Affiliate Members, the Chairperson and a Co-chairperson and delegate the selection of members of the Education Committee to the Chairpersons to a one (1) year term.

Primary Staff Support: **appointed by the AE**

### 3.3.5 LEGAL COMMITTEE

**Purpose:** The Legal Committee handles the complete process of arbitration and ethics complaints, and also provides an outreach program to educate our general membership to better understand the process of making a complaint, mediation, and ethics and arbitration hearings. There are three (3) subcommittees, each acting independently:

- **Grievance Subcommittee** – Responsible for reviewing all ethics complaints or arbitration requests to determine if a hearing is warranted.
- **Professional Standards Subcommittee** – Hearing panels of the Professional Standards Committee conduct ethics and arbitration hearings.
- **Mediation Subcommittee** – Trained mediators that handle voluntary dispute resolution of arbitrable matters to affect a solution that will eliminate the need of a hearing. *(Rev. 9/2011)*

**Composition:** Any person serving on this committee must have attended the NHAR Professional Standards Workshop, and must attend **at least** every two (2) two years thereafter. There also will be additional training opportunities for members of the subcommittees to ensure that we have well trained and qualified people to handle all professional Standards Procedures.

### 3.3.5 LEGAL COMMITTEE, cont'd

**Chairperson** – Appointed to a one (1) year term by the President, subject to the approval of the Board of Directors, and shall be responsible for Professional Standards training, education and overseeing the legal subcommittees. *(Rev. 10/2008)*

**Sub-Committee Chairs** – There shall also be three (3) sub-committee Chairs (Grievance, Professional Standards and Mediation) appointed by the President and/or 1<sup>st</sup> Vice President, for a one (1) year term, subject to the approval of the Board of Directors. *(Rev. 10/2008)*

#### **Members:**

**Grievance Subcommittee** – Selection of Five (5) members shall be appointed by the Chairperson, subject to the approval of the Board of Directors, to a one (1) year term.

**Professional Standards Subcommittee** – Selection of at least twenty (20) members shall be Appointed by the Chairperson, subject to the approval of the Board of Directors, to a one (1) year term.

**Mediation Subcommittee** –Members shall be appointed by the President, subject to the approval of the Board of Directors, to a one (1) year term.

\* Must have attended NHAR or NAR mediation training within the past two (2) years

Primary Staff Support: Association Executive

### 3.3.6 HOSPITALITY COMMITTEE *(Adopted 07/2013, Amended April 2014, Revised 5/2019)*

**Purpose:** The purpose of the Hospitality Committee is to plan venues for (four [4]) annual membership meetings; Spring membership meeting, ROTY/AOTY membership awards meeting, October voting membership meeting, Winter Installation membership meeting, and promote these

### 3.3.6 HOSPITALITY COMMITTEE, cont'd

events to coordinate with the Education Committee and the AE for meeting content and required meeting room set-up.

**Composition:** The President and/or the 1<sup>st</sup> Vice President, subject to the approval of the Board of Directors, shall appoint from among the REALTOR® and Affiliate Members, two (2) co-chairpersons and delegate the appointment of committee members to the Chairpersons of the Hospitality Committee to a one (1) year term.

Income from reservations and/or sponsorships must cover all expenses for any function including the following expenses and other items that may be in the annual budget: *(Rev. 12/2008)*

- a. Current President and staff are complimentary at all membership meetings
- b. 8 complimentary reservations for the installation gala: outgoing President, incoming President and one guest, installing officer and staff.
- c. REALTOR® of the Year Banquet – complimentary meals for former ROTY's & AOTY's
- d. 25-year members at Awards Banquet – complimentary reservations for Realtor® members celebrating 25 years as a REALTOR®
- e. Photographer for the REALTOR® of the Year banquet and the Installation Banquet.

- **AWARDS BANQUET:**

1. Date is recommended mid-April to 1<sup>st</sup> week in May when possible. Luncheon or Dinner is optional *(Rev. 02/2015 & 5/2019)*
2. Committee chooses venue and should defer to GMNBR staff if questions.
  - a. Location preference should be given to venues/facilities centralized to membership and/ or ease to major routeway access.
  - b. Chooses menu, finalizes all costs, determines attendance fee, & coordinates with AE
  - c. Committee may secure local vendors for table flowers, dessert, etc
  - d. Decorations and room set up
3. AE will secure the following:
  - a. Photographer & photos
  - b. Flowers for winners & pins for 25 Year recipients
  - c. Agenda
  - d. Coordinates with Community Service and Education as regards charitable contributions and raffles
  - e. Liaison with event coordinator re: registration, payment of venue
4. Proclamations from Manchester and Nashua mayors secured by Staff.

- **INSTALLATION/HOLIDAY MEETING:**

1. Date is recommended following October elections and prior to December 7<sup>h</sup>.
  - a. Committee chooses venue, with input from incoming President, and should defer to GMNBR staff with questions.
  - b. Location preference should be given to venues/facilities centralized to membership and/ or ease to major routeway access.
  - c. Chooses menu, finalizes all costs, determines attendance fee, & coordinates with AE
  - d. Committee can/may secure local vendors for table flowers, dessert, etc



## INSTALLATION/HOLIDAY MEETING: ,cont'd

- f. Decorations and room set up
2. AE will secure the following:
  - a. Photographer & photos
  - b. Flowers for President and Past President
  - c. Agenda
  - d. Coordinates with Community Service and Education as regards charitable contributions and raffles
  - e. Liaison with event coordinator at facility re: registration, payment of venue

### 3.3.7 PUBLIC ADVOCACY COMMITTEE

**Purpose:** This committee is responsible for raising voluntary political contributions for the REALTORS® Issues Mobilization Fund - IMF, REALTORS® Political Action Committee – RPAC, or the (\*REALTORS® Candidate Direct Program. The committee will also inform members of statutory and regulatory issues that affect REALTORS® and/or the real estate industry. *(Rev. 09/11)*

**Composition:** The President, subject to the approval of the Board of Directors, shall appoint, from among our Members, a chairperson and members of the RPAC/Public Policy/RPAC Committee to a one (1) year term. *(Rev.10/2008)*

Primary Staff Support: Public Advocacy Committee Liaison (**assigned by AE**)

### 3.4 PURPOSE AND COMPOSITION OF THE AD HOC COMMITTEES

#### 3.4.1 Good Neighbor Award

**Purpose:** The purpose of the Good Neighbor Award is to annually recognize the ongoing efforts of individual REALTORS® who are making an exceptional contribution to improve the quality of life in their communities. Information on the recipient of the GMNBR Good Neighbor Award will be submitted to NHAR for their annual award competition.

**Composition:** The President, subject to the approval of the Board of Directors, shall appoint a Chairperson and members of the Good Neighbor Award task force to include the previous year's winner to a one (1) year term. *(Revised 10/2008)*

**Procedure:**

1. Request nominations from **the** membership
2. Each REALTOR® nominee will be asked to complete an application form for the Good Neighbor Award. The committee meets to select a recipient from a group of nominees submitted as per the Good Neighbor Award program selection guidelines.
3. Present the Good Neighbor Award at the Spring ROTY/AOTY awards membership meeting.
4. All nominations will be submitted to NHAR for judging for the National competition. *(Rev. 10/2008)*

Primary Staff Support: **staff member appointed by the AE**

### 3.4.2 Nominating Committee

**Purpose:** The purpose of the Nominating Committee is to propose a slate of GMNBR Officers and Directors for the annual election.

**Composition:** The Nominating Committee shall be comprised of nine (9) members appointed by the President and President-Elect with the approval of the Board of Directors for a one (1) year term:

- The immediate past President (Chairperson)
- Current 1<sup>st</sup> Vice President, **non-voting member**
- Two (2) past GMNBR Presidents who did not serve in the immediately preceding year  
Five (5) REALTOR members, none of whom has served as GMNBR President and none of whom are in the same firm as any other Nominating Committee Member

**Procedure:**

1. In the 1<sup>st</sup> quarter of the year make leadership aware that they will be asked to nominate Realtor® members for at-large Director Positions that have shown active Board participation or have leadership potential in July, solicit nominations from the general membership and current leadership including members of the Board of Directors and all committees.
2. By August 1<sup>st</sup>, receive list from the 1<sup>st</sup> Vice President of the seven committee chairs or liaisons who will serve as Chairpersons, if not a Director, do not serve on the Board of Directors.
3. Select the slate of GMNBR officers and at-large directors. (It is encouraged to use discretion and be conscious of the number of nominees from the same firm, representation from Nashua and Manchester areas, and small and large firms.) (Rev. 12/2008)
  - One (1) Presidential nominee (The incumbent 1<sup>st</sup> Vice President)
  - One or more nominees for 1<sup>st</sup> Vice President, 2<sup>nd</sup> Vice President, Treasurer (2-year term;) and Secretary
  - A slate for at-large directors – Candidates will be nominated for two (2) year terms unless replacing an at-large director position being vacated. There is a total of seven (7) at-large directors two (2) alternate non-voting Directors, who shall participate at all Board of Director meetings. In the event a Director must step down, the non-voting Director assumes the vacated position as a voting Director.

The Nominating Committee submits their proposed ballot to the Board of Directors for review.

AE to Send the accepted ballot of the Nominating Committee by electronic mail to each member eligible to vote, post on social networks used by GMNBR, and GMNBR Newsletter link to ballot for member access, at least three (3) weeks preceding the election.

4. The Nominating Chair and the President shall inform all members in writing, who did express an interest in serving on the board and are not included on the ballot, of their opportunity to serve on committees and encourage those members to submit their name in the following year for consideration of Board of Director positions. This notification shall be sent 1 week prior to the ballot release to the membership.

Primary Staff Support: Association Executive

### 3.4.3 REALTOR® of the Year and Affiliate of the Year

**Purpose:** The purpose of the GMNBR REALTOR® of the Year and Affiliate of the Year Ad Hoc

Committee is to select the GMNBR REALTOR® of the Year and Affiliate of the Year who exemplifies the high standards of service and ethical behavior for GMNBR.

**Composition:** The REALTOR® of the Year and Affiliate of the Year Committee is co-chaired by the previous year's REALTOR® of the Year and Affiliate of the Year. The members are appointed by the President and the 1<sup>st</sup> Vice President, subject to approval of the Board of Directors for a one (1) year term.

**Procedure for selecting REALTOR® of the Year and Affiliate of the Year:**

The ROTY committee shall meet to select the GMNBR REALTOR® of the Year and GMNBR Affiliate of the Year from the recommendations received from the membership

Prior to the committee meeting a letter will be sent to the membership requesting recommendations for the GMNBR REALTOR® of the Year and Affiliate of the Year. Any REALTOR® or Affiliate member recommended will be asked to complete an application/questionnaire. After the applications/questionnaires are received the Committee shall meet to select the GMNBR REALTOR® and Affiliate of the Year. The REALTOR® and Affiliate with the highest number of points will receive the awards.

The GMNBR REALTOR® of the Year will also be in contention for NH Realtor® of the Year along with ROTY's from the other local NH Boards. The GMNBR REALTOR® of the Year with the help of the committee will complete the NHAR REALTOR® of the Year application and submit for consideration of NH REALTOR® of the Year. *(Rev. 11/2009)*

Primary Staff Support: Association Executive

### **3.4.4 Technology** *(Adopted 07/2013)*

#### **DUTIES AND RESPONSIBILITIES**

The Technology sub-committee shall be responsible to research specific technology related issues.

### **3.4.5 Website** *(Adopted 07/2013)*

#### **DUTIES AND RESPONSIBILITIES**

The duties of the Website sub-committee would include periodic review of the website for accuracy, relevance, ease of navigation, as well as to consider new and better ways to reach out to our members and the public.

## **3.5 CHAIRING A COMMITTEE**

### **DUTIES, RESPONSIBILITIES AND SPECIAL INFORMATION**

An appointment to chair a Greater Manchester/Nashua Board of REALTORS® committee presents a member with a special opportunity for service and leadership. Under your guidance, your committee will work toward goals and strategic directions established by the Board. The following is to help you in your task so that the year will be a time of accomplishment and fulfillment for your committee in serving the best interests of the GMNBR membership. Committee Chairs are strongly encouraged to attend all Board of Director meetings unless the meeting is a closed session.

### **LEGAL LIABILITY**

Committee chairpersons are protected by blanket "errors & omissions" (E&O) and "directors & officers" (D&O) insurance policies, carried by the National Association of REALTORS®®, for defense costs only relating to any litigation resulting from actions taken by a committee.

## **YOUR COMMITTEE**

Subject to Board of Directors' approval, the GMNBR President and/or 1<sup>st</sup> Vice President selects all GMNBR committee chairs and co-chairs. Committee members are appointed by the chairpersons. Your position is to understand the committee's tasks and goals to be accomplished, to communicate this to the committee members and to guide the members towards this end. Become familiar with 'Robert's Rules' of order as this will aid you in conducting the meetings. Some of your committee members may be new to committee work. From the beginning strive to establish and maintain an atmosphere which encourages participation. The more members participating, the more opportunities there are for enthusiastic and creative interaction, and for accomplishing the committee's objectives.

## **BUDGET/FINANCE**

Your committee does not have an annual budget unless established within the GMNBR budget and approved by the Board of Directors. It is your responsibility, with staff liaison assistance, to ensure that your committee raises the appropriate funds to accomplish its goals or to ensure your committee's expenditures stay within its budget. Credit card fees and printing costs associated with Committee events must be factored into the planning process and deducted from event proceeds. No additional expenditures may be made without prior approval of the Finance Committee and Board of Directors. In the event that expenditures in excess of \$10,000 is proposed, the Board of Directors must be given a thirty (30) day prior notice before action is taken. (Rev. 01/2015)

## **MEETINGS**

The Chairperson may call committee meetings at any time

## **STAFF ASSISTANCE**

Each committee has an assigned GMNBR staff person. Early in the year you should meet with your staff person to discuss committee objectives and procedures. Your staff liaison is responsible for:

- Implementing committee policies and projects.
- Advising you on Board policies and procedures.
- Conveying current information.
- Providing continuity from year to year
- **GMNBR staff person does not attend as the minute's recorder**

## **MINUTES** (rev. 07/2013)

As the official records of your committee meetings, minutes must be accurate. Minutes often are referred to from year to year and usually are the basis for your reports to the Board of Directors. They are kept on file at the GMNBR office. GMNBR committee minutes are concise and directed to action items only, omitting discussion points. They also do not include the "makers" or "seconders" of motions, instead using "It was MOVED, SECONDED AND VOTED". Minutes will be available to all members of GMNBR. **It may be helpful to ask at least two (2) members to function as the minutes recorder (scribe)**

- Meeting minutes are to be typed on a laptop or tablet during the meeting: utilize the agenda to add to minutes. Each committee has a folder on Google in which minutes are to be saved to. Minutes should be emailed to committee members in draft form.
- Minutes must identify who is agreed to do various tasks so it can serve as an Action Item

### **3.5 CHAIRING A COMMITTEE, Meeting Minutes, cont'd**

- After committee Chairs review and approve minutes Chair is to send the AE the committee minutes no later than 1 week following the meeting so they can be posted to the committee folder and sent out with the Board's monthly meeting notification.
- Chair must be prepared to give a report to the Board of Directors with supporting information when requested.

#### **REPORTS**

Reports of committee activity are submitted to the Board of Directors. It is the committee chair's responsibility to report specific items, such as actions, recommendations, and proposed policy changes to the Board of Directors. Any policy changes will need the approval of the Board of Directors. All reports will be clear, concise and available to the members of GMNBR.

Committees cannot pass motions affecting finances and policy. Items requiring expenditures up to \$10,000 must be directed to the Finance Committee and Board of Directors. Items over \$10,000 must go to Finance and then to the Board of Directors for final action. In the event any expenditure in excess of \$10,000 is proposed, the Board of Directors must be given a thirty (3) day prior notice before action is taken. Any recommended GMNBR policy changes must be directed to the Board of Directors.

#### **DISCRETION**

Although your committee has passed a motion or recommendation, it does not become official until approved by the Board of Directors. There is also the possibility that it will not be approved. For this reason, it is important to resist dissemination or implementation of the proposal before final action by the Board of Directors.

#### **BOARD POLICIES**

Committee members may wish to introduce motions that involve procedures, finances, changes in policy, further study, or opinion from legal counsel. A reminder of Board policies in these matters can prevent unnecessary discussions.

Committees cannot pass motions affecting finances and policy. They can only vote recommendations that the Chair presents to the Finance Committee, Executive Committee and Board of Directors for consideration and approval.

#### **BEFORE THE MEETING**

Although you will have an agenda, you should also consult your staff liaison before the meeting about items to be discussed and current committee business. You should review a recent copy of "Robert's Rules of Order" to assist you in chairing your meeting. A well-planned agenda that proceeds on time toward measurable goals will usually ensure good attendance.

#### **THE MEETING ITSELF**

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

1. Follow your agenda and watch the time.
2. Encourage participation but keep all discussions to the point.
3. Recognize each member who wishes to speak; discourage side conversations and interruptions; defer recognizing those who have already spoken until all others wish to speak have had the opportunity.
4. Speakers who are difficult to understand should be reminded to speak more clearly, when necessary. At times, you may wish to summarize their points.
5. Invite constructive criticism and disagreements, ask for support, obtain a consensus, and then move to the next topic.

6. As the presiding officer, you are neutral. If you disagree with a speaker, you may ask questions but don't argue.
7. When you wish to comment, relinquish the chair to the vice Chairperson and ask for the floor as a participant until discussion of the particular topic has ended.
8. Motions should clearly express the committee's intentions. To frame effective motions:
  - Entertain only one main motion at a time.
  - Be sure that each motion is seconded.
  - The motion should be clearly stated (and seconded) before discussion begins.
  - The member who makes the motion should have the first opportunity to discuss.
  - If voting is public, you may vote only to break a tie. If the vote is by secret ballot, you may vote along with everyone.
9. The most common type of votes you will call for are:
  - Majority: More than half the votes cast, but not more than half the members present. Some may not care to vote. Used in elections and on most motions.
  - Two-thirds of the vote cast. Used only with motions.
  - Plurality: More than any other candidate. Used in elections to save time.
  - General consent: A short cut so the committee can act without going through the process of a general vote. Used on motions where there seems to be a general agreement among the committee members.
10. The most common ways to vote are acclamation or voice, show of hands, rising, secret ballot and roll call.
11. The meeting should not be adjourned until the committee is satisfied that all subjects have been adequately covered.
12. If uninvited guests wish to speak, you can be tactful and firm, but you are NOT required to give them the floor. You might consider announcing basic etiquette for guests at the beginning of the meeting: i.e., seating is in the area designated for guests (not at main table), participation in the meeting is limited strictly to committee members and guests who have been invited for a special purpose, material should not be removed from the table.

## COMMITTEE CHAIRPERSON'S REPORTING PROCEDURES:

### PREPARING THE RECOMMENDATIONS:

Chairpersons should endeavor to make certain that any motions approved for subsequent presentation to the Finance Committee, Executive Committee and Board of Directors are:

- Items requiring budgetary appropriation not previously considered and planned for.
- Items that constitute a change in policy of the Board, including operating policy of the Committee.
- Items that would establish a new policy or program for GMNBR.

Recommendations that are questionable as to their appropriateness for presentation should be discussed with the Committee's staff liaison who will then seek advice, as necessary, to resolve the matter appropriately.

Committee Chairs and members should recognize the importance of preparing clear and concise recommendations for presentation to the Board of Directors.

### WHO SHOULD APPEAR?

Most committee requests would be presented, orally or in writing (minutes), by way of the Committee Chair with the assistance of the AE, to the Finance Committee or the Board of Directors.

## **CONTROVERSIAL RECOMMENDATIONS**

Some controversial recommendations may require lengthy discussion during Board of Director meetings and the President will give ample time for the committee members or the Directors to express their viewpoints, pro and con, towards the recommendation. Following discussion, the President will call for a vote and the matter will be concluded.

## **COMMITTEE CHAIRPERSON'S REPORTING PROCEDURES: cont'd**

### **APPROVED RECOMMENDATIONS**

After final approval of any recommendation or proposal, the originating committee, with assistance of the staff liaison, should proceed to implement. It is the Chairperson's responsibility to see that implementation follows the final approval exactly, i.e., amount of monies approved, time frames, condition of contracts, etc.

### **3.6 ELECTRONIC MEETINGS**

This policy shall apply to all meetings of the Board and shall apply to synchronous and asynchronous mediums.

The use of electronic meetings is subject to:

- Budgetary constraints associated with teleconferencing services and web-based meeting services.
- The number of meeting participants that can reasonably be managed using the electronic medium.
- Prior concurrence by the committee members or board of directors as the case may be.

Synchronous communications mediums are defined as those that require all parties in multiple physical locations to be connected simultaneously. Examples include teleconferencing for audio-only communications, and the "WebEx" online service combined with teleconferencing for audio and visual communications.

Asynchronous communications mediums are defined as those that do not require all parties to be connected simultaneously. Examples include email, "listservs" and web-based surveys.

The rationale for holding synchronous electronic meetings includes weather-related issues which prevent a traditional in-person meeting from being held, committee meeting agendas containing business that could reasonably be transacted via an electronic meeting, and a consensus of the committee members that a meeting is in order but that the electronic meeting is the preferable method due to the cost and time required for travel to and from the Board office.

The rationale for holding an asynchronous electronic meeting should be limited to specific instances where the body is required to vote on one or more motions that are non-controversial and are time-sensitive but that cannot be reasonably resolved using a synchronous electronic meeting. Examples include a postponed or cancelled regularly scheduled traditional in-person meeting of a body too large to be accommodated via a teleconference and web-based meeting service.

#### **Procedures for synchronous electronic meetings:**

1. The standing rules of the Board will be followed
2. Robert's Rules of Order, latest edition, shall be recognized as the authority governing all meetings.
3. In addition to the agenda, minutes from previous meeting(s) and other appropriate materials, the meeting notice will include the date, time, the call-in number for teleconferencing, and if used, a link to the synchronous web-based meeting service used by the Board
4. At the specified time, members shall register to establish a quorum.
5. Once a quorum is reached, as defined in the GMNBR Bylaws, the chairperson may begin the meeting.

6. The names of the members and contact information for the specified committee will serve as the basis of the meeting roster, and these members constitute the deliberative assembly as included in the meeting minutes.
7. The chairperson announces that a quorum has been reached, lists the names of the members present, and starts the meeting.
8. To be considered “present” at a meeting means that one has access to a telephone for teleconferences only, and a computer connected to the internet and capable of operating the web-based meeting service used by the Board for combined teleconferencing and web-based meetings. Therefore, being present is defined as having the ability, electronically, to follow the on-going conversation of the meeting and participate fully over the meeting time.
9. Members not part of the opening quorum may participate in the meeting, respond to the electronic discourse, and vote as appropriate after being added to the meeting roster.
10. The meeting will adjourn at the stated time unless a member makes a motion to extend the meeting and that motion is passed.
11. The chairperson will officially declare the meeting is adjourned after a motion to adjourn as passed.
12. Members may comment upon and respond to others’ statements, but all communications, verbal or typewritten, must be addressed to the chairperson and accessible to all members.
13. All motions are recorded in the minutes.
14. The chairperson must “recognize” individual members to comment since simultaneous voice and data communications will bring disorder to a synchronous meeting.
15. Contributions should be succinct.
16. Secondary motions (including point of order inquiries) are addressed in the order that are received. A legitimate point of order may interrupt the proceedings. All messages that arrive while a point of order is addressed are set aside until the point of order is settled. If the point of order is appealed by a member, the chairperson will temporarily suspend discussion on the motion until a final ruling is made by a vote of the committee as a whole.
17. General rules for voting:
  - a. Members will forward their votes via voice as called upon by the chair, or electronically via the web-based service, to the committee as a whole and the chair will tabulate the votes.
18. The Board Secretary or the committee secretary or staff liaison, as appropriate, is responsible for recording the minutes of the meeting.

**Procedures for asynchronous electronic meetings:**

1. The standing rules of the Board will be followed
2. Robert’s Rules of Order, latest edition, shall be recognized as the authority governing all meetings.
3. The body will first approve of the use of this method for the purpose of resolving one or more non-controversial time-sensitive motions pending from a cancelled or postponed traditional in-person meeting of the body due to weather or other unforeseen circumstance (lack of quorum as an example), and that cannot be reasonably resolved via a synchronous electronic meeting.
  - a. This approval can be in the form of an email to the body with a date and time certain response required requesting a “Yes” or “No” vote to hold the electronic meeting. This shall be a majority vote of the official committee membership to pass.
4. The meeting notice will include the date, time, and a link to the asynchronous web-based service used by the Board.
5. At the specified time, members shall register to establish a quorum.
6. Once a quorum is reached, as defined by the standing rules of the committee, the chairperson may begin the meeting.
7. The names of the members and contact information for the specified committee will serve as the basis of the meeting roster, and these members constitute the deliberative assembly as included in the meeting minutes.
8. The chairperson announces that a quorum has been reached, lists the name of the members present, and starts the meeting.



9. To be considered “present” at a meeting means that one has access to a computer connected to the internet and capable of operating the web-based service used by the Board for an asynchronous meeting.
10. Members not part of the opening quorum may participate in the meeting, respond to the electronic discourse, and vote as appropriate after being added to the meeting roster.
11. The meeting will adjourn at the stated time.
12. The chairperson will officially declare the meeting is adjourned at the time stated in the meeting notice.
13. All motions are recorded in the minutes.
14. General rules for voting:  
  - Members will vote via the web-based service, generally in the form of a survey with “Yes”, “No” or “Abstain” options for each motion. This shall be a two-thirds majority vote of the quorum to pass.
15. At the conclusion of the predetermined voting period the chair will tabulate the votes.
16. The Board Secretary or the committee secretary or staff liaison, as appropriate, is responsible for recording the minutes of the meeting.

## **SECTION 4: FINANCIAL POLICIES**

### **4.1 ANNUAL BUDGETING PROCESS**

Budgeting is one of the most important sub-functions of financial management and guides many of the operations of the Board. The process is continuous, as once the budget is approved it is subject to constant review and change when necessary.

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

Beginning of July to Budget/Finance Committee or AE

- Proposed Committee Program Budgets
- Proposed Administrative Budget
- Proposed Capital Budget

End of July to Budget/Finance Committee

- Proposed Combined Administrative/Program Budget on which dues are based
- Proposed Capital Budget

August for review and approval

- Budgets to Board of Directors not later than one (1) week prior to the next scheduled meeting date of the Board of Directors

Committee and administrative budget submittals should be as detailed as possible indicating what the request is for and when it is needed. Some budget submittals may be general in nature, but should be accompanied by a general discussion of the purpose for the request.

### **4.2 GENERAL OPERATING GUIDELINES**

The following shall serve as guidelines concerning financial management

#### **Administrators**

The following individuals shall have certain financial management responsibilities:

- Treasurer

- Association Executive and his/her Assigned Staff

### **Fiscal Year**

The fiscal year of the Board shall be the calendar year.

### **Reviews/Audits**

In accordance with the annual budget, the AE shall employ an Accounting firm to conduct an annual review or audit and to file the annual taxes.

### **Records**

The following records, and others deemed necessary, shall be maintained (refer to Section 5 General Policies; 5.5 Record Retention) relating to the Board's finances:

- Balance Sheet and Income Statements
- Cash receipts and disbursement records
- Inventory
- Payroll records
- Annual reviews and or audits

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

### **Dues/Assessments**

The level of dues and any assessments shall be established as described in the Bylaws and/or policy. Refer to Policy Section 5: General Policies; 5.2 Dues Timeline. Dues for all members shall be payable annually in advance of the first day of December with a 30-day grace period. Dues will be prorated for new members on a monthly basis. New members applying for membership in December will be required to pay the following year's dues at the time of application. Dues and other assessments shall not be refundable unless otherwise approved by the AE and/or Board of Directors. (4/2015)

GMNBR will accept checks and credit/debit cards as payment for member dues (check is the preferred method of payment for new members). Under no circumstances will cash be accepted as a form of payment for member dues. Bank fees charged for checks returned for insufficient funds will be passed along to the member and the Board will require certified funds as the second form of payment. Stop payment fees will be passed along to the member at the discretion of the Association Executive. (7/2014)

**The collection of dues and late fines:** All payments made to GMNBR after December 30th shall include a late fee. No partial payments will be accepted. (Approved. 9/3/09) (4/2015)

### **Cash Policy for Events**

For some Board events it is necessary for the organizing committee to have starter cash available prior to the event to make change, the cash policy must be followed. The committee shall notify GMNBR staff of the amount of money required and in what specific denominations, at least three days before the event. When the committee member picks up the cash at the board office, prior to the event, both the committee member and staff person will count the cash and sign off on the receipt of cash. Prior to leaving the event at least one committee member and one staff person (if available) will count the cash received and sign off on the amount. \*If a staff member is not available two committee members will count the money and sign off on the amount.

The cash will be returned to the GMNBR office within 24 hours of the event to avoid theft or loss of monies. At this time a staff person will count the cash (if they haven't already) and confirm the cash returned matches the committee totals recorded on the receipt. (Approved 09/04/2014)

**Fidelity Bond**

The Treasurer, Association Executive & any appropriate staff may be bonded by the position and/or responsibilities.

**Insurance**

In accordance with the annual budget, the Association Executive shall review and make any appropriate changes to the levels and limits of all Board insurance protection plans.

**Lending/Borrowing**

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

**Staff Compensation**

The Association Executive's compensation shall be determined between the Executive Committee. The Association Executive shall determine individual staff salaries within budget and submit to the Executive Committee prior to November 1<sup>st</sup> annually for a 30-day review and comment period. Bonuses or other compensation (under a total of \$10,000) shall be determined and authorized by the Executive Committee. The Association Executive will also be privy to viewing all staff salaries. *(Rev.01/2015)*

**Cash & Investment Management**

The selection of operating accounts shall be at the discretion of the Association Executive with the guidance of the Treasurer and the Finance Committee. The authorized check signers are the Association Executive, President and Treasurer. *(Rev. 10/2008)*

The Treasurer with the assistance of the investment broker shall prepare a cash flow projection for the year based on the approved budget that will reflect a reasonable estimate of cash flow timing. This vehicle will be used by the cash management firm for consideration of placing any funds for investment and to ensure that the appropriate funds are available when needed.

The Board of Directors shall administer the day to day finances of the Board. In the event that an expenditure in excess of \$10,000 is proposed, the Board of Directors must be given a thirty (30) day prior notice before action is taken. (Bylaws, Article X, Section 6) Capital expenditures in excess of \$25,000 may not be made unless authorized by the Board of Directors and by at least 5% of all REALTOR® members eligible to vote, voting in the majority to approve the expenditure. (Rev. 10/2016) The Board of Directors has the right to audit all books and accounts at any time without notice and serves as the audit committee. *(Rev. 10/2008)*

**4.3 INVESTMENT POLICY STATEMENT OF PURPOSE**

(Approved by BOD 12/5/07)

**STATEMENT OF PURPOSE**

The Finance Committee through the Treasurer with the approval of the Greater Manchester/Nashua Board of REALTORS® (GMNBR) Board of Directors (BOD) hereby establishes the following Investment Policy and Guidelines Statement for the management of its investable assets. The purpose of this statement is to create the framework within which assets of the GMNBR can be invested with respect to efficient portfolio management. For the purpose and scope of this document these assets will be called the "Investment Account".

This document is intended to identify the investment objectives, constraints and policies of the Investment Account. It is intended that these objectives and guidelines provide meaningful guidance and expectations in the management and performance of the Investment Account and not be overly restrictive given the changing economic, business and investment market conditions.

The Investment Account is intended to be a permanent investment account providing prudent investment opportunities and reserve source of funds to the GMNBR. In this regard, transfers from the Investment Account to the various operating accounts of the GMNBR will be based upon current needs of the GMNBR versus available Investment Account assets as determined by the Finance Committee through the Treasurer with the approval of the GMNBR BOD.

This policy will also provide a basis against which the performance of the Investment Account and its service providers can be monitored and measured on an ongoing basis.

### **PORTFOLIO OBJECTIVES AND CONSTRAINTS**

Investments shall be made solely in the interest of providing for the needs and activities of the GMNBR and for the purpose of providing long-term total return at a reasonable level of risk (volatility). An important objective is attaining “real”, after inflation, growth in the Investment Account over a market cycle consistent with the level of risk assumed.

The Finance Committee through the Treasurer with the approval of the GMNBR BOD is responsible for directing and monitoring the investment of the Investment Account’s assets. Any changes enacted shall be documented in the form of an amendment to this Statement of Policies and Guidelines.

The Finance Committee through the Treasurer with the approval of the GMNBR BOD is authorized to employ one or more investment managers or other professionals to attain the objectives of the Investment Account. Investment manager(s) retained by the Finance Committee through the Treasurer with the approval of the GMNBR BOD must be a Registered Investment Advisor, have a minimum of five years business history, have Errors and Omissions (E&O) insurance, be Bonded and manage other similar type tax-exempt accounts.

Investments shall be made with the care, skill, prudence and diligence under the circumstances then prevailing that a prudent investor acting in a like capacity and familiar with these matters would use in the conduct of a plan of like character and with like aims.

Investments shall be diversified so as to minimize the risk of loss and to maximize the rate of return, unless under the circumstances, it is clearly prudent not to do so.

Investment manager(s) retained will be given full investment discretion consistent with the investment objectives and guidelines provided herein regarding the purchase and sale of individual securities. The Finance Committee through the Treasurer with the approval of the GMNBR BOD acknowledges that while the investment manager(s) expects to meet these objectives, there is no guarantee they can be achieved.

### **Equity Constraints**

There should be sufficient diversification with no single equity issue exceeding 5% of the market value of the stock portion of the Investment Account.

Issues will include securities traded on the New York, American, and NASDAQ Exchanges. No restricted stock or private placements are permitted. Equity Mutual Funds invested in both United States and International Companies will also be allowed.

There are to be no margin purchases or other or uses of borrowed Investment Account assets.

There are to be no puts, calls, straddles, or hedging.

No short sales are to be made without the written approval of the Finance Committee through the Treasurer with the approval of the GMNBR BOD.

There are to be no purchases of commodities.

### **Fixed Income Constraints**

The fixed income portion of the Investment Account may be invested in Corporate bonds and notes, mortgage securities, and direct or indirect obligations of the United States government and shall be limited to publicly issued items, rated BBB (investment grade) or better by Moody's or Standard and Poor's.

No single industry group, as defined by Standard and Poor's, shall constitute more than 25% of the fixed income portion of the Investment Account and, no single company shall constitute more than 10% of the fixed income portion of the Investment Account except direct obligations of the United States government in which investment is unrestricted.

The average maturity of the income portion of the Investment Account shall be no more than 30 years.

All investments will be in highly liquid, marketable securities.

Cash equivalent investments (less than one-year fixed income securities) will have a quality restriction of no less than A1/P1 or an equivalent rating. Any "money market" mutual Investment Account should have equivalent quality ratings.

### **INVESTMENT OBJECTIVES**

The following are the objectives for the total Investment Account over a market cycle or five years whichever is shorter.

To minimize risk and to attain the growth necessary to maintain the purchasing power of the Investment Account.

Achieve a rate of return, after fees, which equal or exceed a custom balanced index which, by definition, is a weighted index comprised of the S&P 500 index, and an appropriate bond market index which replicates the asset allocation of the overall plan on an annual basis.

Achieve a rate of return after fees, which equal or exceed the inflation rate, as measured by the Consumer Price Index (CPI), by four percentage points per year and is consistent with the level of risk assumed by the Investment Account.

To have a maximum tolerable loss of no more than 15% of the portfolio value over any four consecutive quarters.

### **ALLOCATION OF ASSETS**

The following table represents target asset allocation and acceptable ranges by asset class:

<b><u>Asset Class</u></b>	<b><u>Ranges (%)</u></b>	<b><u>Target Allocations (%)</u></b>
Equities	30-70	65
Fixed Income	30-70	35
International	10-20	15
Cash Equivalents	5-20	15

### **INVESTMENT MANAGER REVIEW AND EVALUATION**

Monitoring of the investments and the investment manager(s) will be provided by the appropriate professionals (Financial Advisor) on a quarterly basis.

The investment professionals (Financial Advisor) will be available for a portfolio review, typically on an annual basis, or more often if desired at the request of the Finance Committee through the Treasurer and approved by the GMNBR BOD.

These guidelines will be reviewed at least annually to assure that they remain valid and relevant.

The Finance Committee through the Treasurer, with the designated GMNBR BOD approval, reserves the right to retain or replace an Investment Manager of Financial Advisor at any time for any reason.

#### **4.4 RESTRICTED & SPECIFIC RESERVE ACCOUNTS**

It shall be the policy of GMNBR to establish and maintain certain Restricted Reserve Accounts for the purpose of meeting both anticipated and unanticipated significant expenditures. Those Restricted Reserve Accounts shall include, but not be limited to, the following account:

##### Special Purpose Funds Account

- ❖ Building Reserve Account
- ❖ Equipment Reserve Account
- ❖ Technical Reserve Account
- ❖ Strategic Plan Reserve Account
- ❖ Special Programs

The Finance Committee will review the balance of these accounts at the end of the fiscal year and will make appropriate recommendations for the replenishment of funds for approval by the Executive Committee and/or Board of Directors.

The GMNBR may, from time to time, establish any other Restricted Reserve Account(s) that is deemed in the best long-term interest of the Association and its members.

#### **Definitions:**

**Building Reserve Account** – The Building Reserve Account shall be established and maintained to meet major maintenance and replacement costs.

**Equipment Reserve Account** - The Equipment Reserve Account shall be established and maintained for the replacement or repair of significant equipment used by the Board in the conduct of its business.

**Technology Reserve Account** – The Technology Reserve Account shall be established and maintained for website, software and hardware expenses.

**Strategic Plan Reserve Account** – The Strategic Plan Reserve Account shall be established and maintained to fund the strategic planning process.

**Special Programs** – The Special Program reserve account shall be established and maintained to fund national speakers or special functions.

#### **Funding**

The funding for the Restricted Reserve Accounts may be achieved in one of two ways:

1. Allocation of a portion of the Board's Member Equity Funds at the end of the fiscal year as determined and approved by the Finance Committee, Executive Committee and the Board of Directors.
2. Allocation from the Annual GMNBR Operating Budget and funded through Dues and Other Income as determined and approved by the Finance Committee, Executive Committee and the Board of Directors.

### **Withdrawals**

Withdrawals may be made from the Restricted Reserve Accounts upon the recommendation of the Association

Executive and with the approval of the Finance Committee and Executive Committee. Withdrawals in excess of Ten Thousand Dollars (\$10,000) shall require the approval of the Board of Directors, except in instances of endangerment to the health and welfare of the members and staff or the integrity of the GMNBR building or equipment.

Capital expenditures in excess of \$25,000 may not be made unless authorized by the Board of Directors and by at least 5% of all REALTOR® members eligible to vote voting in the majority to approve the expenditure. (Rev. 10/2016) The Board of Directors has the right to audit all books and accounts at any time without notice and serves as the audit committee. (Rev. 10/2008)

### **General Operating Reserve Policy**

The GMNBR general reserve policy is to maintain a reserve level of 6 to 8 months of operating reserves. This should be reviewed at the end of each fiscal year and in accordance with recommendations from the GMNBR accountant.

## **4.5 CONTRACT GUIDELINES**

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

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

### **Contract Elements of Concern**

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

- The parties to the contract must be specifically named.
- Scope of work or services should adequately specify the work to be performed. Cost and payment schedule (specifying that payments will not exceed the percentage of the work performed).

#### **4.5 CONTRACT GUIDELINES, Contract Elements of Concern, cont'd**

Term of the contract.

Frequency and type of reports to be provided.

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

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

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

### **Processing Procedures**

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

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

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

## **4.6 EXPENSE REIMBURSEMENT PROCEDURES – Discussion tabled for AE research**

The following shall serve as guidelines concerning expense reimbursements:

### **Expense Reimbursement Approval:**

Only expenses related to authorized Board business budgeted for through the Board of Directors adopted annual budgets and other policies shall be reimbursable.

### **Expense Recipients:**

Normally, the following shall be authorized expense reimbursement recipients:

1. Staff Members.
2. Officers (as authorized in GMNBR Annual Budget):
  - a. President
  - b. President-Elect
  - c. Association Executive
3. Committee Chairpersons, GMNBR Directors or others as authorized in the annual GMNBR budget.

### **Expense Reporting and Documentation:**

Expenses shall be reported to the AE on prescribed expense report forms and documented with receipts, per current IRS receipt guidelines, prior to reimbursement. Expenses shall be reported within thirty (30) days and any expenses over three (3) months old may not be reimbursed. All expense reimbursement requests for a particular fiscal year must be received prior to December 31 of that fiscal year.

### **Reimbursable General Expenses:**

Reimbursable expenses shall be transportation; parking; lodging; meals; gratuities; registration fees and other normally accepted business-related expenses authorized by the Association Executive in accordance with the adopted policies and the GMNBR Annual Budget.

## **SECTION 5: GENERAL POLICIES**

### **5.2 Dues Timeline** *(Adopted 07/2013, Revised 08/4/2016, Amended 5/2019)*

#### **OCTOBER**

October 1<sup>st</sup> – All GMNBR Members are notified, via email only, that dues are available for payment and are due on or before November 30<sup>th</sup>



## **Section 5.2 Dues Timeline, cont'd**

### **NOVEMBER**

Within the first week of November – All GMNBR Members are notified, via email only, that dues are available for payment and are due, on or before November 30<sup>th</sup>.

### **DECEMBER**

Within the first week of December – All GMNBR dues-delinquent REALTORS®, and their respective D.R.'s or Managing Brokers, will be notified, via e-mail only, that their dues are now past due. Any and all payments received after December 30<sup>th</sup> shall be assessed a \$100.00 late fee. Partial payments will not be accepted. Failure to pay dues in a timely manner may jeopardize a REALTORS® 'Member in Good Standing' status.

### **JANUARY**

Within the first week of January – All GMNBR dues- delinquent REALTORS®, and their respective D.R.'s or Managing Brokers will be notified, via e-mail only, that their dues are more than 30 days past due and shall be assessed a \$100 late fee. Failure to pay dues in full on or before January 30<sup>th</sup> shall result in termination of membership. Partial payments will not be accepted. Failure to pay dues in a timely manner may jeopardize a Realtors® 'Member in Good Standing' status.

### **FEBRUARY**

As of February 1<sup>st</sup> – All GMNBR dues-delinquent REALTORS® who have not paid their dues shall result in termination of membership resulting in loss of all membership privileges including access to NEREN, NHAR, and NAR privileges. Once a Realtor's® membership is terminated, and should their REALTORS® license continue to be held at a member agency, a letter is sent to both the REALTOR® and the agency's Designated Realtor® or Managing Broker, that the agency is now responsible for the agent's dues (and nonmember assessment fee). The former REALTOR® member is no longer in good standing and shall be reported as such. Should the former REALTOR® member choose to reinstate their GMNBR membership they must reapply and submit the customary application fee along with the full year's dues payment including all late and/or nonmember assessment fees. Prorations will NOT be granted.

## **5.4 SMOKING POLICY**

It is the policy of the Board that **vaping and/or** smoking of any kind will not be allowed within the Board Office or at any GMNBR meeting or GMNBR courses held elsewhere.

## 5.5 RECORD RETENTION – (Revised 6/2008)

<u>Type of Record</u>	<u>Retention Policy</u>
<b>Association Corporate Records</b>	
Articles of Incorporation & Amendments	Permanently
Governing Documents	Permanently
Corporate Filings	Permanently
Meeting Minutes (BOD, Membership Meetings, Committee Meetings)	Permanently
IRS Exemption Letter	Permanently
Membership applications & files	4 years after membership terminates
NAR charter	Permanently
Professional Standards Policies	5 years
Professional Standards Hearing Records:	
Ethics	File: Until end of appeal period.
Arbitration	File: Until end of appeal period Arbitration Award: Permanently
Mediation Resolution Agreement	Permanently
Realtor® Agreement	Until superseded
Territorial jurisdiction	Permanently
<b>Correspondence</b>	
General	4 years
Legal & important matters	Permanently
<b>Financial /Accounting Records</b>	
Accounting journals and ledgers	7 Years
Accounts receivable and payable	7 years
Audits	Permanently
Annual Financial Report	Permanently
Bank statements & reconciliations	7 years
Billing and cash receipts record	Until federal and state tax clearance
Budgets	7 Years
Chart of accounts	7 Years
Deposit slips/reports	7 years
Depreciation schedules	Permanently
Dividend checks/records (Cancelled)	Permanently
Electronic payment records	7 years
Employee expense reports	7 years
Fixed-asset acquisition invoices	7 years after disposal
General Ledgers	Permanently
Investments	7 years after disposal
Invoices to customers	7 years
Invoices from vendors	7 years
Mortgages, loans & leases (Paid)	7 years
Payroll journals & ledgers	Permanently
Purchasing Bids - Capital Equipment	7 years
Routine Items	3 years
Securities - records & certificates	Permanently
Stock and bond certificates (Canceled)	6 years
Tax returns (federal & state) & Worksheets	Permanently

Trial balances	Permanently
Vouchers for payments to vendors, employees, etc. (Includes allowances and reimbursements of employees, officers, etc. for travel and entertainment expenses.	7 Years

### Employment Records

Documents relating to job recruitment <i>(Advertising, job orders submitted to employment agencies, interviewing, applications, testing, hiring, training, demotions, promotions, layoffs, discharge, and other personnel decisions)</i>	1 Year
Employee benefit plan documents	Duration of plan
FMLA leave records	3 years
Immigration I-9 forms	Duration of employment plus 1 year <i>(min 3 yrs)</i>

### Employment Records, c

Occupational injuries & illness records	7 years
Payroll records <i>(name, address, date of birth, occupation, rate of pay, &amp; weekly compensation)</i>	3 years
Personnel records	10 years after employment termination
Time Reports	7 years

### Insurance

Accident reports and claims - Settled cases	30 years
Insurance records, current accident reports, claims, policies, etc.	Permanently
Policies (expired)	4 years following expiration

### Legal Documents/Correspondence

Contracts	7 years following expiration date
Correspondence (Legal)	Permanently
Deeds, mortgages & bills of sale	Permanently
Lawsuits (settled)	10 years following settlement
Leases	2 years after expiration
Licenses	1 year after expiration
Property appraisals by outside Appraisers or until asset is sold.	Permanently
Property records including costs,	Permanently

depreciation schedules, property tax, blueprints and plans	
Trademarks, patents & copyrights	Permanently
Warranties & Guaranties	2 years beyond terms of the warranty
<b>Tax Returns</b>	
Excise	4 years
Federal and state	Permanently
Tax records (bad debts or losses on securities)	7 years

## 5.6 ASSOCIATION EXECUTIVE GUIDELINES

The Association Executive (AE) is the hired Executive of the Greater Manchester/Nashua Board of REALTORS® and the Board shall follow the policies set forth in the Personnel Manual, which shall include but not be limited to the following major sections:

- Job Description
- Duties and Responsibilities
- Employee Benefits
- Expense Reimbursement
- Evaluation
- Nondisclosure of Confidential Information
- Conflict of Interest
- Termination

### Reporting Relationships

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

### Resignation/Termination Procedure

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

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

### Grievance Procedure

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

1. The Association Executive should first address the matter with the GMNBR President. Most problems are handled through discussion.

2. If the problem is not settled to the satisfaction of the Association Executive or President, the next step is to discuss it with the GMNBR Immediate Past President.
3. If this does not settle the problem or the problem concerns the President and/or Past President, the next step is to take the issue in writing to the Executive Committee members who are not party or parties to the complaint.

### **Evaluation Procedure**

The Association Executive shall receive a written performance review during the month of December. The review is the responsibility of the Executive Committee.

## **5.7 ANNUAL EVENTS & DEADLINES**

### **January**

- ❖ Fiscal Year begins
- ❖ Board of Directors' approval of committees including Ad Hoc
- ❖ NHAR Honor Society reminder to members
- ❖ Letters to Membership requesting recommendations for ROTY & AOTY
- ❖ Email to membership notification regarding Professional Standards February session
- ❖ Final Dues Billing Notification
- ❖ Technology Training for BOD members and Committee Chairs
- ❖ NHAR Leadership Training
- ❖ Notification of GMNBR scholarship to schools

### **February**

- ❖ NHAR Professional Standards Workshop
- ❖ February 15 - NHAR dues deadline
- ❖ Professional Standards Manual is updated and approved
- ❖ Letters sent for Good Neighbor Award, ROTY & AOTY applicants
- ❖ Notification of GMNBR scholarship to schools

### **March**

- ❖ ROTY/AOTY Committee meets
- ❖ Deadline 3/31 – NAR dues deadline
- ❖ Honor Society applications deadline
- ❖ Board Leadership Nominating Committee is appointed

### **April**

- ❖ Scholarship applications due
- ❖ Applications for Good Neighbor Award, ROTY & AOTY due

### **May**

- ❖ NAR Mid-Year Legislative Meetings in Washington, DC
- ❖ Award Banquet – Realtor® & Affiliate of the Year, Good Neighbor Award, and Honor Society Award recipients acknowledged
- ❖ RPAC recognition
- ❖ Nominating Committee confirmed to BOD
- ❖ Annual budget process begins

### **June**

- ❖ June 1 - Deadline for Credential forms to NHAR
- ❖ June 1 - Deadline for ROTY forms to NHAR
- ❖ Send Firm Licensee Certification Forms to DR's (audit)

## **July**

- ❖ Deadline for committees to request program budget funds
- ❖ Deadline for staff to complete annual administrative budgets
- ❖ Finance Committee meets for preparation of budget
- ❖ Nominating Committee meets prior to July 31
- ❖ Executive Committee proposes budget for staff compensation

## **August**

- ❖ Budget submitted to Board of Directors
- ❖ August – First scheduled BOD meeting 1<sup>st</sup> and 2<sup>nd</sup> Vice Presidents provides to the BOD the names of 7 (seven) standing committees, chairs and/or liaisons for the following year
- ❖ NAR Leadership Summit – Incoming President and Association Executive

## **September**

- ❖ Slate of Officers and Directors submitted to membership
- ❖ Distribution of Committee sign-up sheets
- ❖ NERC Conference – 1<sup>st</sup> Vice President
- ❖ Firm Licensee Audit completion due from all offices/agencies

## **October**

- ❖ October 1 – Membership Dues billing notification
- ❖ Certificate of NAR Annual Convention Voting Delegate to NAR
- ❖ GMNBR Executive Officers and Directors annual membership election
- ❖ NHAR Annual Leadership Conference
- ❖ BOD elects 2 NEREN Directors and 2 alternates - 3-year terms
- ❖ BOD elects 1 Alternate NHAR Director

## **November**

- ❖ Within the 1<sup>st</sup> week of November – 2<sup>nd</sup> Notification of Membership Dues billing
- ❖ NAR Annual Conference and Exposition
- ❖ Notify NHAR of next year's GMNBR Officers and Directors list
- ❖ GMNBR Leadership Forum/Training for incoming Executive Committee, Directors, & Committee Chairs
- ❖ Submit Annual NAR Core Standards Report
- ❖ Installation Banquet Ceremony - following October elections and prior to 2<sup>nd</sup> week in December

## **December**

- ❖ Within the 1<sup>st</sup> week of December – 3<sup>rd</sup> Notification of Membership Dues billing
- ❖ Staff reviews
- ❖ Association Executive review
- ❖ COE Biennial Compliance

## **5.8 USE OF RENTED FACILITIES**

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

## **5.9 MEDIA EQUIPMENT POLICY** *(Adopted 5/5/05)*

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

### **Who May Use the Equipment?**

The media equipment is available for use for classroom instruction, educational programs, industry related functions, meetings and conferences. The equipment can be used by GMNBR staff, Directors and Officers, members and instructors as well as any visiting organization, instructor or individual that has reserved the classroom. The use of the equipment will be on a first-reserved/first-served basis. Use of the equipment will be granted only after the Use of Media Agreement (Appendix F of this Policy Manual) has been signed and the fees to use the equipment have been paid in full. The use of the equipment for GMNBR members or for educational purposes will receive priority over non-educational or non-member requests.

### **Training**

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

### **Cancellation**

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

### **Request for Offsite Use of Equipment**

Media equipment belonging to the GMNBR will not be permitted to be rented or used outside of the office grounds. Exceptions may be made for members of the GMNBR Board of Directors, committee members or staff if the equipment is to be utilized for GMNBR activities only. No requests will be granted for personal use or for other purposes. All requests for offsite use will be subject to availability and must be submitted for approval within a reasonable amount of time. If the request is granted, the equipment will be available for pickup 24 hours prior to when it is needed, and must be returned within 24 hours after the date it has been used. If the equipment is not picked up or returned in that time frame the fee to rent the equipment, as outlined in this policy, will be assessed per item/per day until it is returned.

### **Loss or Damage**

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

## **GMNBR CLASSROOM – USE & RENTAL** - *Adopted 11/2/06 (revised 12/3/2015)*

The GMNBR classroom is primarily to be used by members of the board or its staff for board related business including but not limited to: director's meetings, committee meetings, GMNBR sponsored

classes or events such as the Realtor-to-Realtor workshops. Secondary use of the board classroom shall be for any real estate related educational opportunity especially recertification and continuing education classes. Member/affiliate sponsored classes shall take priority over any course offered by a non-member. Other uses for non-members and the general public may be approved from time to time by the GMNBR staff or the board of directors on a case by case basis subject to availability and the appropriate fees. Non-members and members alike may reserve the classroom up to twelve months in advance, however, the board may cancel, or offer to reschedule, said reservation within 60 days of an event date should the GMNBR require the classroom for a meeting or board sponsored event.

Any course offering shall state whether or not that course is approved by the NHREC for credits. Any course that is not approved by the NHREC shall in its offering to the membership clearly state that the course is not an NHREC approved offering.

**The Board shall not charge a fee to any member or affiliate member who offers or sponsors any course that is free of charge to the members.**

The board of directors has set the following fee structure for use of the classroom:

1. Any instructor who is a member of GMNBR and who offers a credit course with no minimum attendance requirement will be charged \$5.00 per attendee up to a maximum of \$75.00 for up to 4 hours, and \$125.00 for up to 8 hours.
2. All other instructors teaching credit or non-credit real estate related courses will be charged a flat fee as follows: \$75.00 for up to 4 hours, and \$125.00 for up to 8 hours.
3. A member who uses the classroom for non-member use ie: office meeting, etc. would be charged according to the above schedule, \$75.00 for half day, \$125.00 for full day.
4. The room is available to non-members if the date is available and approved at the discretion of the Association

Executive. The charge for non- members who are not instructors and who have received permission from the Association Executive shall be \$150.00 for up to 4 hours and \$250.00 for up to 8 hours, or such other fee that the BOD deems appropriate.

5. In addition to the above, the use of the audio/visual equipment by a member or non-member shall be in accordance with the existing "Use of Media Agreement."
6. In addition to the above, the overall use of the classroom shall be in accordance with the existing "Agreement Governing Classroom Use" and GMNBR's "Alcohol Policy."

## **5.11 ILLNESS & MEMORIALS**

**Illness:** Flowers or a plant will be sent when the member is a currently active Officer, Director or Committee Chair, and Association Executive. Cards will be sent to REALTORS® and GMNBR Staff other than the AE.

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

Past President and Current Executive Committee Officers - \$125	of Immediate family member - \$75
Director and Committee Chair - \$100	of immediate family member - \$55
Member – Over 10 years - \$75	of immediate family member - \$50
Member – Under 10 years - \$55	of immediate family member – Card



## **5.12 EMAILS TO MEMBERSHIP**

### **5.12 Emails to Membership (Rev 2/2019)**

All event notification and information will be part of GMMBR's weekly email update (newsletter format) presented by GMNBR staff. The board will not conduct additional event blast/mass emails. GMNBR staff (designated personnel) will support events and happenings through marketing on GMNBR's social media platforms and website. Mass/blast e-mails will be utilized for membership meetings, emergency and pertinent information, and GMNBR business related items.

#### **Additional revision:**

### **5.12 EMAILS TO MEMBERSHIP (revised 11/2007 & 2/2019 and 5/2019)**

Guidelines for emailing to the GMNBR Membership

GMNBR is sensitive to the issue of blast or mass emails to our members. All event notification and information will be part of GMNBR's weekly email update presented by GMNBR staff. The Board will only send out blast emails to inform the membership of opportunities such as the following: membership meetings, community service events or reminders, Realtor-to-Realtor sessions, GMNBR sponsored event, important alerts, or other items that from time to time the Board or AE, in its discretion, deems appropriate. GMNBR staff will support events and happenings through marketing on GMNBR's social media platforms and website.

The AE shall assign staff personnel to manage all blast emails in order to avoid unnecessary duplication. Wherever possible, the Board will combine such notifications into a single email in order to limit the number of emails being sent to our members. Wherever possible, the Board will refrain from sending attachments along with blast emails in an effort to limit the size of messages.

The GMNBR shall not allow the blast email system to be used by any non-members for any purpose. It is a violation of GMNBR Policy and By-laws for any GMNBR member to share the membership list with any non-member. Members shall have access to a complete membership list, via [gmnbr.org](http://gmnbr.org), to send out their own mass emails. Any member using this list must comply with the Federal CAN-SPAM Act ([www.ftc.gov/tips-advice/business-center/guidance/can-spam-act-compliance-guide-business](http://www.ftc.gov/tips-advice/business-center/guidance/can-spam-act-compliance-guide-business)) which includes, yet is not limited to, accurate header information, accurate subject lines and clear and complete directions on how the recipient may opt out of, or unsubscribe, from future communications. Recipients who wish to opt out or unsubscribe should be removed from the list used by the member sending out the blast email and not from the GMNBR mailing list. Each individual violation of the CAN-SPAM Act is subject

to penalties up to \$41,484. Enforcement of this act is handled by the Federal Trade Commission.

**EMAIL NOTIFICATION OF DEATH OF A MEMBER** *(Adopted 07/2013)*

The board policy is to send an email notification to the membership when a member has passed away **when** staff is provided with the information. Membership list is available on the website for members to utilize for other communications.

**5.13 GMNBR GENERAL COMMUNICATION POLICY**

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

**5.14 GMNBR PRIVACY POLICY** (Approved 6/2008)

GMNBR recognizes the importance of protecting all personal information. The following types of information are gathered to process transactions, fulfill requests, and maintain the Realtor® Association's membership records:

- Contact information you provide (for example, your personal and business addresses, phone and fax numbers, firm affiliations and titles).
- Tracking information which our Web server automatically recognizes each time you visit our site or communicate with us by email (for example, your domain name, your email address, and what pages you visit); and
- Information you volunteer, via applications or surveys (for example, education, designations, specialties, affiliations with other real estate organizations and general demographic data).

This information is used to:

- Notify you of updates to our sites.
- Notify you of relevant products and services.
- Notify you of upcoming events and programs.
- Compile directories.
- Track usage of our website.
- Assist state Realtor® associations, NAR, and affiliated Institutes, Societies and Councils in membership tracking and for their use for purposes similar to those listed above.

GMNBR does not sell or trade email addresses.

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

GMNBR maintains security procedures and standards which we believe are as safe as today's technology permits. We test these procedures and modify them regularly as new technologies become feasible. GMNBR also maintains and adheres to a record retention policy. At the end of the retention period information is deleted from the computer and any paperwork, tapes or CD's will be cross-shredded.

NAR utilizes a strict Opt-Out policy for sending online notifications regarding services, products and programs. Communication Preferences may be revised. Login to Realtor®.org to change your preferences and examine and update your existing account.

Members may edit their personal contact information directly in the NRDS system or by contacting GMNBR.

## **5.15 GMNBR COMPUTER, INTERNET AND E-MAIL POLICIES (revised 6/2008)**

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

### **Definitions**

**Computer System:** Any computing hardware including without limitation: computers, monitors, printers, keyboards, mouses and other peripheral equipment, and any portable hardware including overhead projector or laptop.

**Users:** Any employee of the Board, and any volunteer with access to the Computer System.

### **COMPUTER Allowed Use of Computer System**

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

### **No Expectation of Privacy**

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

### **Passwords Do Not Imply Privacy**

Use of passwords to gain access to the computer system or to encode particular files or messages does not imply that users should have an expectation of privacy in the material they create or receive on the computer system. The Board has the right to inspect, without prior notice, all material stored on it's computer system. It is the policy of the Board to assign unique computer password to each individual who has access to the computer system. Passwords of terminated employees will be cancelled immediately, a master record of employee passwords will be maintained by the Association Executive

### **Use of Encryption Software**

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

### **Waiver of Privacy Rights**

Users expressly waive any right of privacy in anything they create, store, send, or receive on the computer or through the Internet or any other computer network. Users consent to allowing personnel of the company to access and review all materials users create store, send, or receive on the computer or through the Internet or any other computer network.

### **Accessing other Computers and Networks**

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

### **Computer Security**

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

### **Monitoring of Computer Usage**

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

### **Misuse of Software**

Without prior written authorization from the Association Executive, users may not do any of the following: (1) copy software for use on their home computers; (2) provide copies of software to any independent contractors or clients of the Board or to any third person; (3) install software on any Board work stations or servers; (4) download any software from the Internet or other online service to any Board work stations or servers; (5) modify, revise, transform, recast or adapt any software; or (6) reverse-engineer, disassemble, or compile any software. All employees will adhere to the license requirements for all software purchase. Employees who become aware of any misuse of software or violation of copyright law should immediately report the incident to the Association Executive.

### **Communication of Trade Secrets**

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

### **Installation of Software**

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

### **Virus Detection**

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

### **Duty Not to Waste Computer Resources**

Users must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, subscribing to nonbusiness-related list servers and mailing lists, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic. Chain e-mail is a message sent to a number of people asking each recipient to send copies with the same request to a specified number of

others. Mass e-mail is a message sent to a large number of recipients without any legitimate business purpose. Employees should delete all chain e-mail and all nonbusiness-related mass e-mail immediately upon receipt and refrain from forwarding them to other employees. Employees found to be involved in sending chain e-mail or nonbusiness-related mass e-mail may be subject to disciplinary action, including revocation of e-mail privileges. Repeated violations of this policy may result in termination.

### **Large File Transfers**

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

### **Internet and E-Mail**

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

### **User's Duty of Care**

Users should endeavor to make each electronic communication truthful and accurate. Users should use the same care in drafting e-mail and other electronic documents as they would for any other written communication. The quality of writing reflects on the company. Users should always strive to use good grammar and correct punctuation, and keep in mind that anything created or stored on the computer system may, and likely will, be reviewed by others.

### **Prohibited Activities**

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

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

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

Excessive Personal Uses: Employees shall limit personal use to an absolute minimum. An employee who is downloading files for personal use, or excessively using the Internet or e-mail for personal use will be subject to disciplinary action.

Chat Rooms: Employees are not to participate in chat rooms that are not directly work related. Other prohibited usage can include sending chain letters, illegal activity, exchanging sensitive information of any nature, personal commercial activities and/or promotion of political positions or actions, or solicitation of any type, except for Board-sanctioned activities.

### **Disclaimer of Liability for Use of the Internet**

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

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

### **Sending Unsolicited E-mail (ASpamming,@ & ASpoofing,@)**

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

If the right to use the Internet is abused it will be taken away from that individual. In addition, the individual may be subject to disciplinary action, including possible termination, and civil and criminal liability.

## **5.16 SOCIAL MEDIA GUIDELINES**

GMNBR will engage with our members through social media as a means of actively listening to and learning in an effort to create policies, products and services to better meet members' needs, i.e. Facebook, Twitter, LinkedIn, blogs and video/photo/media sharing.

NAR's Social Media Guidelines for Realtor® Association Staff Members has been adopted.

## **5.17 WHISTLEBLOWER POLICY - ILLEGAL PRACTICES**

It is the policy of the GMNBR to encourage both staff and volunteers to come forward with credible information on illegal practices without retribution. *(Rev. 10/2008)*

### Whistleblower Policy (Approved by BOD 12/8/2008)

A whistleblower is an employee of GMNBR who reports information that he/she has reasonable cause to believe discloses a violation of state or federal law to one or more of the parties specified in this Policy.

If an employee has information which he/she reasonably believes discloses a violation of state or federal law, the employee should contact the Association Executive or the GMNBR President. Employees are also permitted to contact the appropriate law enforcement or government agency. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law or to provide accused individuals their legal rights of defense. The Board will not retaliate against a whistleblower or any employee who refuses to participate in an activity that would result in a violation of state or federal law. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any employee who believes he/she is being retaliated against must contact the Association Executive or

the President of GMNBR. The right of a whistleblower for protection against retaliations does not include immunity for any personal wrongdoing that is alleged and investigated, or disclosures that would constitute a violation of the attorney-client privilege.

### **5.18 ALCOHOL POLICY** (Adopted 10/1/2015)

Alcohol Policy for Events held at 176 South River Road, Bedford:

The purpose of this policy is to establish procedures for events where alcohol will be served at **176 South River Road**. Alcohol may only be served with food and non-alcoholic beverage options and done so in accordance with all applicable laws. Further, no keg beer or straight alcohol “shots” are permitted to be served at any one event, AND the maximum length of any bar service for any event is 5 hours with all bar service ceasing 30 minutes prior to the scheduled conclusion of an event. Brown bagging is strictly prohibited.

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

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

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

### **5.19 COVID-19 POLICY** (adopted July2020)

#### **Decision Making Standard**

To ensure continued member service while demonstrating care for staff, member and community welfare. To reduce the risk of exposure to and spread of Covid-19.

#### **Contingency Plan**

Due to the Covid-19 pandemic, GMNBR staff will work remotely **OR** on a rotating basis while the Governor’s order for Stay-At-Home or Safer-At-Home is in place.

Governor’s orders will be continuously monitored.

Plans for re-opening will be evaluated as the situation progresses and GMNBR will follow protocol and recommendations provided by the Governor.

Office and procedural updates will be communicated to the BOD and members on a continuous basis.

#### **Families First Coronavirus Response Act**

- Posted in kitchen for staff and leadership reference
- Sent to staff via email – June2020

Sections of particular interest:

#### **Emergency Paid Sick Leave Act (Law as of March 2020).**

- Employers are required to provide up to 80 hours of paid sick time (ft, %pt) to individuals who are:
  - Diagnosed with COVID-19, self-isolating or obtaining a diagnosis/care for COVID-19 symptoms
  - Under quarantine to comply with an official order or recommendation because of COVID-19 exposure or symptoms
  - Providing care to a COVID-19-diagnosed individual or an individual seeking a diagnosis or care for symptoms of COVID-19
  - Caring for an individual affected by a school or other care facility closing
  - Experiencing similar conditions specified by Health & Human Services.

## **FMLA changes may also apply to COVID-19 cases.**

### **Mitigation/Prevention Plan**

- All staff are required to submit a daily health screen report PRIOR to reporting to the office.
- The AE (or assigned staff person) will review each staff persons health screen report before opening the office to staff.
- If a staff person shows ANY signs of Covid-19 symptoms on their daily health screen report, they are instructed to STAY HOME.
- Staff will adhere to the Covid-19 workplace cleaning/disinfecting procedures
- GMNBR will practice social distancing, use cloth face coverings when social distancing is difficult and promote frequent hand hygiene.

### **Plan to Address Staff Reports of Covid-19 (identity remains confidential)**

1. If a staff member has a confirmed case of COVID-19  
**If they have only worked remotely**
  1. Immediately report situation to AE and Do Not report to the office
  2. If able, work remotely ONLY until cleared by medical personnel (minimum 14 calendar days)
  3. AE will inform the Board of Directors.  
  
**If the staff person has been in the office:**  
Follow above steps in addition to the following steps
  4. AE to be provided with list of people that person came in contact with within the last 14 calendar days (related to GMNBR)
  5. Require all staff members to work remotely for 14 calendar days from date of notification
  6. Close the office for 14 days from date of notification
  7. Sanitize the staff members work station and the commonly used areas according to CDC regulations
  8. The AE will email staff and the BOD that a staff member has a confirmed case of COVID-19 supply them with next steps
  9. Those exposed are strongly encouraged to contact their doctor for medical guidance.
2. If a staff member has direct contact within the past 14 days with an individual with a confirmed case of COVID-19:
  10. Report the situation to the AE immediately.
  11. The AE will report to the BOD.
  12. **If the person has not been in the office**, they will continue to work remotely for a minimum of 14 days.  
**If the staff person has been in the office:**
  13. The individual to work remotely for 14 days. Do not come back into the office.
  14. All exposed staff will work remotely for 14 days
  15. The office will close for 7 days
3. If a staff member exhibits signs of COVID-19
  16. The individual will not report to the office for 14 days **OR** upon confirmed negative Covid-19 testing results.
  17. The individual will work remotely while out of the office, if able.  
  
**If they show signs of Covid-19 while at the office:**
  18. The individual will be sent home immediately and advised to seek medical attention.
  19. The individual will not report to the office for 14 days OR upon confirmed negative Covid-19 testing results.
  20. Sanitize the staff members work station and commonly used areas according to CDC guidelines.
  21. The staff person will work remotely, if able
  22. The AE will report the situation to the BOD
4. If a staff member resides in a household with someone who has been quarantined.
  23. The staff member will not report to the office but will work remotely for 14 days.
  24. The AE will report the situation to the BOD



If a BOD or volunteer member has been diagnosed, exposed or exhibiting symptoms of COVID-19

1. Inform the AE
2. Do not attend any functions/meetings or visit the office for a minimum of 14 days **OR** upon confirmed negative Covid-19 testing results.
3. Communicate as needed to BOD via email and conference calls

## **APPENDIX A**

### Licensee Certification Form

*GREATER MANCHESTER/NASHUA BOARD OF REALTORS®, INC.*

*176 SOUTH RIVER ROAD , BEDFORD, NH 03110*

*(603) 668-1054, Email \_\_\_\_\_*

**To Designated REALTORS®:** Please complete the following and return it to GMNBR

**no later** than September 1<sup>st</sup> of each year.

List on the attached table all individuals licensed or certified with your office(s), including all principals of the real estate firm. If applicable, identify the association where each person holds REALTOR® membership or where their nonmember dues are paid.

Note: National Association policy requires that all principals of the firm hold REALTOR® membership.

In accordance with Article VI, Section 12 of the **GMNBR Bylaws of**, this will certify that the individuals on the attached form represent a complete listing of all real estate licensees affiliated with my office located at \_\_\_\_\_.

I agree to notify the Board of any status changes during the current fiscal year with such notification to be provided to the Board within 30 days from the date of the individual's affiliation or severance of affiliation with my office(s).

Certified by (Designated REALTOR®) \_\_\_\_\_

Signature of Designated REALTOR® \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Phone: \_\_\_\_\_

<b>Section 1.01 Name</b>	<b>Article II. REALTOR®</b>	<b>Association where membership is held or nonmember dues are paid</b>
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	



	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	

**Greater Manchester/Nashua Board of REALTORS®® Limited Function Referral Office (LFRO) Certification Form**

**To Designated REALTORS®:** Please complete the following and return to GMNBR no later than September 1<sup>st</sup> each year.

**In accordance with Article X, Section 2, of GMNBR’s Bylaws, this will certify that the undersigned Designated REALTOR® (or their firm) has a direct or indirect ownership interest in an entity engaged exclusively in soliciting and/or referring clients and customers to the REALTOR® for consideration on a substantially exclusive basis. This will also certify that all of the licensees affiliated with that entity (list provided below) are solely engaged in referring clients and customers and are not engaged in listing, selling, leasing, managing, counseling or appraising real property.**

**(Please include agent’s name and license #)**



## Article III. APPENDIX B

### (a) QUESTIONS MOST (FREQUENTLY) ASKED BY GMNBR DIRECTORS

#### ABOUT YOUR RESPONSIBILITIES

##### **WHAT ARE THE GOVERNING RESPONSIBILITIES AND AUTHORITY OF THE BOARD OF DIRECTORS?**

- Approve expenditures of the Board in excess of \$10,000.
- Set dues.
- Establish governing policies of the Board.

##### **WHAT ARE MY RESPONSIBILITIES AS A DIRECTOR?**

- Know the issues of importance to your constituency and bring matters of concern to the attention of the Board.
- Know the issues of importance to the Board and report matters of concern/actions taken by the Board back to your constituency.
- Understand how the Board works by reading and knowing the Bylaws, Policy Manual, & Strategic Plan.
- **Attend monthly BOD meetings, Quarterly membership meetings, and committee events.** Participate in the meetings! **Attend annual NHAR Professional Standards.** The Board depends on the experience, knowledge, judgment, and spirit you bring to the Board of Directors.

##### **WHOM DO I REPRESENT?**

As a member of the Board of Directors, you represent each of GMNBR's members (approximately 1500). This may be challenging because there may be a multitude of viewpoints by the membership on various issues, but **(yet)** if you place the welfare of the Board first, the right decision will be made.

##### **WHAT IS MY LIABILITY AS A DIRECTOR OF GMNBR?**

A well-informed Board of Directors seldom makes mistakes. However, in the unlikely event that any litigation should result from actions taken by the Board, the NAR provides blanket coverage to directors through its errors and omissions liability insurance.

##### **HOW WILL I KEEP UP WITH ALL THE BUSINESS OF THE Board?**

The answer is a great Board staff! You can count on them to keep you informed, and you should utilize the Board's resources such as the GMNBR Website ([www.gmnbr.org](http://www.gmnbr.org)).

#### ABOUT THE MEETINGS

##### **HOW OFTEN DOES THE BOARD OF DIRECTORS MEET?**

As a director, you participate in twelve (12) regular meetings each year, one per month. Special meetings may also be called, in which case you will be notified at least five days in advance.

##### **MUST I ATTEND ALL THE BOARD OF DIRECTORS MEETINGS?**

Your presence is required at every meeting for the entire meeting. You will automatically forfeit your directorship if you are absent from three consecutive meetings without a satisfactory explanation.

##### **HOW SHOULD I PREPARE FOR THE BOARD OF DIRECTORS MEETING?**

As a director, you are obligated to understand the business of the Greater Manchester/Nashua Board of REALTORS®. Read and know the following:

- Board of Directors Order of Business (agenda).
- Minutes from the previous Board of Directors meeting.

- Any written reports from the committees.
- Strategic Plan.

#### **WHAT MATERIALS SHOULD I BRING TO THE BOARD OF DIRECTORS MEETING?**

- Minutes from the previous Board of Directors meeting.
- Any handout materials included with the advanced meeting notice.

#### **WHAT ARE MY RESPONSIBILITIES WHILE THE BOARD OF DIRECTORS MEETING IS IN SESSION?**

- Pay attention to the proceedings. (Please conduct any private discussions with other directors outside of the meeting room so as not to disrupt the business at hand.)
- Share with the Board of Directors your constituency's viewpoints on the issues discussed. (Only directors are permitted the floor.)

#### **HOW DO I PRESENT TO THE BOARD OF DIRECTORS A MOTION THAT HAS NOT GONE THROUGH THE COMMITTEE PROCESS?**

It is preferred that all motions and ideas be submitted through one of the GMNBR committees. You may, however, submit a motion to the Board of Directors from the floor.

#### **ABOUT PARLIAMENTARY PROCEDURE**

##### **WHAT IS THE PARLIAMENTARY PROCEDURE FOR GMNBR?**

The latest edition of *Robert's Rules of Order* is the authority governing all GMNBR meetings. A parliamentarian is usually on hand at the Board of Directors meeting, yet you should be familiar with the parliamentary procedure in order to help expedite the business of the meeting.

#### **HOW DO I RECEIVE RECOGNITION TO ADDRESS AN ISSUE OR PRESENT A QUESTION/MOTION DURING THE BOARD OF DIRECTORS MEETING?**

If you wish to address an issue or make a motion from the floor, raise your hand until the Chairperson recognizes you. (Only directors are permitted to speak from the floor.)

A **written** copy of any motion made from the floor should be presented to the recording secretary so that the motion may be incorporated into the Board of Directors minutes.

#### **ARE MEETINGS OF THE BOARD OF DIRECTORS EASY TO FOLLOW?**

Usually; however, because you have an obligation to understand the business of the Board, please **ASK** staff, the Committee Chairmen or Member Liaison to explain anything you do not understand or need clarified.

#### **ABOUT COMMITTEES**

##### **DO I HAVE THE RESPONSIBILITY TO SERVE ON GMNBR COMMITTEES?**

You are strongly encouraged to serve on at least one committee since the accomplishment of GMNBR's objectives starts at the committee level.

##### **IF I AM A DIRECTOR, WHY IS IT SO IMPORTANT THAT I SERVE ON A COMMITTEE?**

Through committee service you share expertise and gain knowledge, which improves your decision-making capabilities at the Board of Directors meetings. It also provides leadership opportunities, which will help you acquire future roles within the Board.

##### **HOW DO DIRECTORS RECEIVE AN APPOINTMENT TO A COMMITTEE?**

A Committee request form is distributed each year. You must complete and submit the form to GMNBR. **Also speak directly to the incoming GMNBR president to make your choices known; chairing or member, and committee of choice.** The incoming GMNBR President will inform you of your committee assignment(s) in December. **(November)**

To provide an opportunity for as many members as possible to serve on committees, a member **(may or)** may not be appointed to the committee(s) of first choice. However, the majority of GMNBR's committee meetings are open, and you are welcome to attend the meetings of interest to you.



## **Article IV. APPENDIX C**

### **USE OF MEDIA AGREEMENT (Adopted May 5, 2005) (Rev 2019)**

The GMNBR media equipment is available to serve the needs of our membership. The primary purpose of having this equipment is for classroom and educational use. The equipment is not intended for personal use or for off-site purposes. Privilege to use the equipment is on a rental basis and the cost, per device, must be paid in full at the time of request. The GMNBR will attempt to meet the needs of all requests to use the media, while still reserving the right to deny any requests.

#### **Terms of Agreement**

All users must agree to, and sign, the Use of Media Agreement. By doing so, the user acknowledges they have received and agree to abide by all terms and conditions of the GMNBR Media Policy. By consenting to the agreement, the user certifies they are the sole operator of the equipment and agrees to follow all instructions for operation. The user agrees to use the equipment only for the purpose for which it was designed and will leave it in the condition in which it was found. The user also accepts full financial responsibility and agrees to be held accountable for any loss or damage that may occur while the equipment is in their use. The user accepts that failure to comply with any of the terms of this agreement will result in a forfeiture of privileges to use the media equipment and classroom, and could result in a termination of membership.

I \_\_\_\_\_ hereby agree to the terms of this agreement for  
(print name)

the use of GMNBR media equipment on \_\_\_\_\_ during the hours of  
(Date)

\_\_\_\_\_ for the cost of check all that apply **below**):

Signature	Date Signed
-----------	-------------

#### **APPENDIX D**

#### **MEMORANDUM of UNDERSTANDING**

**GMNBR Confidentiality Procedures**

In consideration of volunteer positions for GMNBR, the Undersigned does agree as follows:

1. Confidential material of any/all meetings, information, financial data (excluding tax and audited annual financial reports), board personal, board members, and volunteer's information, shall be considered and kept as the private and privileged records of GMNBR. During their term, and forevermore of all volunteer positions, the member agrees to assure confidentiality of all such information.
2. The volunteer member also agrees to abide by GMNBR's internal confidentiality procedures and protections regarding the access, dissemination, input and collection of confidential and private information with regard to data collection, GMNBR records, computer systems, E-mail, Internet, facsimiles and other methods of transferring or recording information.
3. Upon the conclusion of their volunteer service, the member agrees to continue to treat any and all confidential information they have knowledge of as private and privileged and will not release any such information to any person, firm, corporation or other entity, by electronic, written, or verbal statements except upon direct written authority of the GMNBR Board of Directors.

The Undersigned has read and voluntarily agrees to the GMNBR Confidentially Procedures  
by way of their signature below.

*Volunteer's Name (please print):*

\_\_\_\_\_

\_\_\_\_\_  
*Volunteer's Signature*

\_\_\_\_\_  
*Date*