



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

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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 belongs to the 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.

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 mission of the Greater Manchester/Nashua Board of REALTORS® is to empower each member to excel professionally and ethically by providing a gateway to resources and solutions.

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.

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.

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.

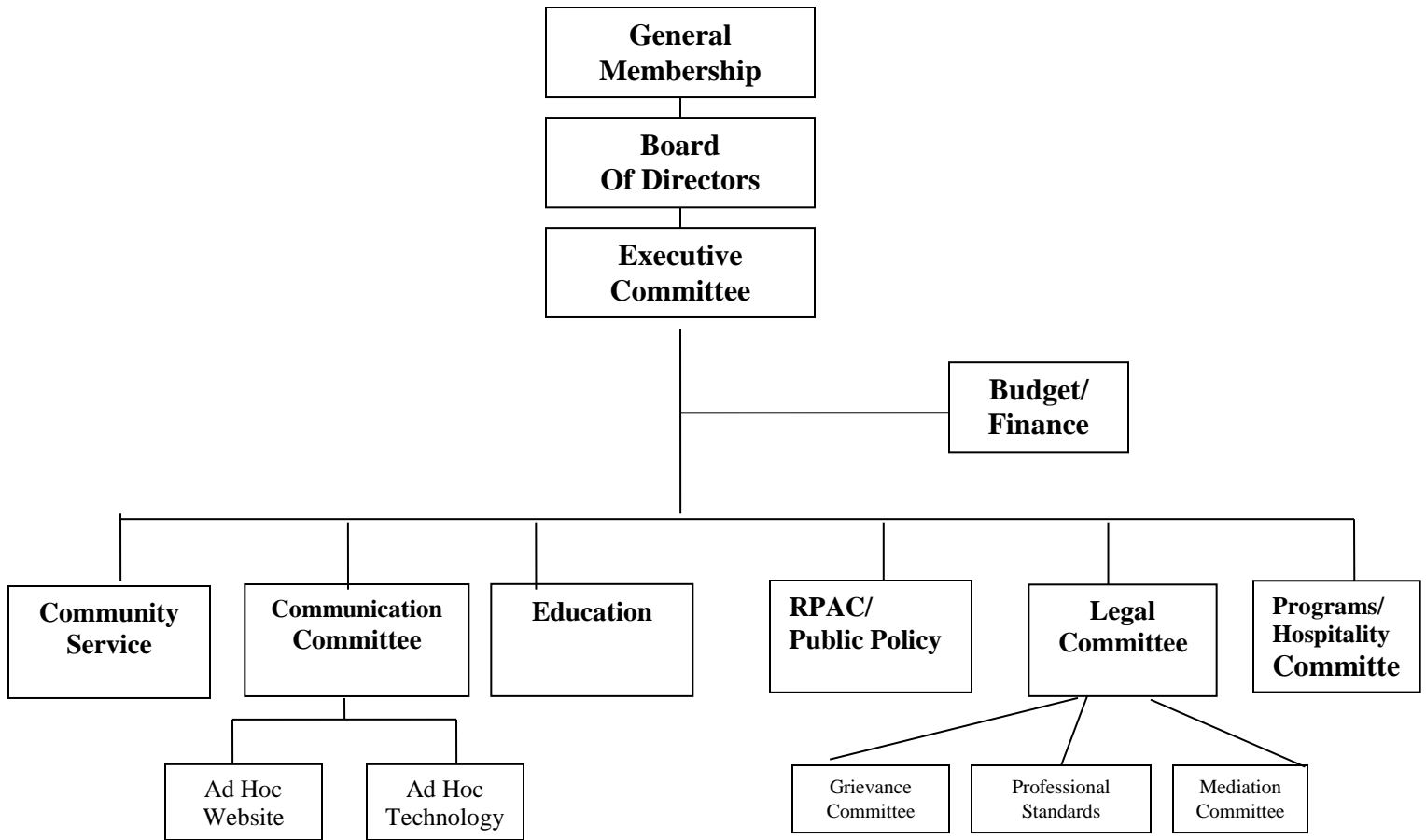
2.2 DEFINITIONS

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).
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

(On following page)



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)

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

Elected Offices:

- President
- President-Elect
- 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.

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 utmost 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)*

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) consecutive regular meetings without an excuse deemed valid by the Board of Directors shall be construed as resignation. (Bylaws, Article XII, Section 2)
3. Meetings of the Board of Directors shall be chaired by the President and conducted in accordance with the Bylaws and intent of the standing rules of the Board of Directors.
4. Only the voting members of the Board of Directors may vote on issues at their meetings. Visitors may participate in discussion on issues when recognized by the President.
5. 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.
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, President-Elect, 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 President-Elect may stand-in for the Board President position on the Executive Committee should the President be unable to attend. *(Rev. 01/2015)*

2.7 STANDING RULES FOR MEMBERSHIP MEETINGS

1. Meetings shall be conducted in accordance with the Bylaws and Standing Rules.
2. The annual meeting of the Board shall be held prior to December 31st 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)

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 and the GMNBR Strategic Plan.

He/she 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 his/her own way.

Qualifications:

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

Preparation:

Before assuming office the President should:

1. Familiarize him/herself 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 Chairmen and composition of committees to ensure proper implementation and continuity of the Strategic Plan.

Responsibilities:

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

The President:

1. Subject to the approval of the Board of Directors, shall appoint Chairmen and members of all committees and to fill any vacancies which may occur.
2. With the approval of the Board of Directors, may appoint such other committees, working groups or task forces as he/she deems advisable, and shall be an ex-officio member of all committees.
3. Shall preside at all meetings of the Board, including the Board of Directors, Executive Committee and membership meetings.
4. Shall serve as a Director of the NH Association of REALTORS®.
5. Shall serve as Shareholder of NEREN.
6. Responsible for the annual review of the Association Executive.
7. Shall attend all annual meetings, including NAR Mid-Year and Annual Convention, New England Regional Conference 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.

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

2.9 RESPONSIBILITY AND DUTIES OF THE PRESIDENT-ELECT

General:

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

Qualifications:

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

Preparation;

Before assuming office the President-Elect should:

1. Familiarize himself/herself 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.

Responsibilities:

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

1. Shall perform the duties of the President in his/her absence or disability and shall perform such other duties as may be requested by the Board of Directors.
2. Shall succeed to the office of President.
3. Shall represent the Board at important meetings, 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 all annual meetings, including the Mid-Year and Annual Convention of NAR, the New England Regional Conference, 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.

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

2.10 RESPONSIBILITY AND DUTIES OF THE TREASURER

Qualifications:

The Treasurer shall have a good understanding of finance and accounting, and preferably have served on the GMNBR Budget/Finance Committee.

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 this is 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.
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.

Term: The Treasurer is elected for a term of one (1) year.

2.11 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.

2.12 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. Nominating Committee Chair.

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

2.13 RESPONSIBILITY AND DUTIES OF THE GMNBR DIRECTOR

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

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 Bylaws, budget, Strategic Plan and Policy Manual.
2. Review previous year minutes of the Board of Directors.

Responsibilities:

The Director shall:

1. Attend Board of Directors, membership meetings and major functions of the Board.
2. Serve on at least one committee.
3. The Directors shall have a working knowledge of the Bylaws and Policy Manual, the Code of Ethics and Arbitration Manual 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.

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.

2.14 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 and President-Elect, plus two (2) elected to serve by the GMNBR Board of REALTORS®.
2. Must be a REALTOR member in good standing.

Preparation:

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

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 Arbitration Manual 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 and President-Elect 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)

2.15 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 he/she holds that office. Recipients of the NAR Distinguished Service Award will be lifetime members. *(Rev.10/2008)*

2.16 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 and 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.

2.17 RESPONSIBILITY AND DUTIES OF THE GMNBR SHAREHOLDER REPRESENTATIVE TO NEREN

Qualifications:

The current GMNBR President and President-Elect will serve as the two GMNBR shareholder representatives to NEREN.

Preparation:

Become familiar with NEREN's bylaws and 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 President-Elect will hold the position of shareholder representative to NEREN during their term as President and President-Elect. *(Rev.10/2008)*

2.18 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 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.
10. Perform all duties related to bookkeeping/accounting and payroll and payroll taxes. Prepare for annual audit.
11. Plan, coordinate, and prepare agendas for the Board of Directors and membership meetings.
12. Maintain and provide security for all files, legal and historical documents, and official minutes all Board of Director and other official meetings.
13. Execute contracts and commitments as authorized by the Board of Directors or within established policies.
14. Ensures the legal integrity of the Board.

15. 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.
16. Maintain a working knowledge of the Professional Standards Manual and the Code of Ethics. Execute all work related to Professional Standards.
17. Ensure that the Board Bylaws are kept current and that they are reviewed and approved by NAR.
18. Ensure that the Board Policy & Procedures Manual and Employee Manual are kept current.
19. Maintain a current listing of all committees and members.
20. Maintain records for mandatory NAR quadrennial ethics education.
21. Perform such other duties as may be assigned by the President and/or Board of Directors.
22. Is an ex-officio non-voting member of the Executive Committee and the Board of Directors.

Exempt employee

2.19 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 for the previous 2 years.
4. Current on industry standards and trends.
5. Knowledge of GMNBR Affiliate benefits.

Preparation:

Before assuming office, the Affiliate Liaison should:

1. Become thoroughly familiar with Affiliate involvement in the activities and programs in progress or projected to ensure continuity.
2. Review Bylaws, Budget, Strategic Plan and Policy Manual.
3. Review previous year minutes of the Board of Directors.
4. 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. Chair Affiliate "Quick Action Team" or Sub-Committee as needed.
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 vice-chairpersons and members of Standing Committees shall be GMNBR members in good standing. The Standing Committee Chair or their liaison, appointed by the newly elected President or President-Elect. 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. (Rev.10/2008) (07/2013)

The Seven (8) Standing Committees of GMNBR are: (Rev. 10/2008) (07/2013) (04/2014)

1. Budget/Finance
2. Community Service
3. Communications
4. Education
5. Legal (including Professional Standards, Grievance & Mediation)
6. Membership/Orientation
7. Public Advocacy Committee
8. Hospitality/Programs Committee is a non-voting Committee.

Standing Committees shall report to the Executive Committee and Board of Directors.

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

COMMITTEES, FORUMS, WORKING GROUPS AND TASK FORCES:

Chairpersons, vice-chairpersons and members of Committees, Forums, Working Groups and Task Forces shall be Board members in good standing.

A Committee, Forum, Working Group or Task Force 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.

The current committees, forums, working groups and task forces of GMNBR are listed below:

1. Bylaws
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
8. Buddy Group
9. Affiliate Task Force

All minutes and/or reports of these Committees, Forums, Working Groups and Task Forces will be clear, concise and available to the members of GMNBR.

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 President-Elect shall review and appoint all committee members for the next fiscal year from the names submitted on the forms and by request of the Committee Chair, or as otherwise provided in this Policy Manual or the GMNBR Bylaws. The President-Elect may also invite other members to serve. A copy of the Committee Sign-Up Form is emailed to membership.

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 accountant and financial advisor. Reports will be presented to the Board of Directors.

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, 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)*

Primary Staff Support: Association Executive & Bookkeeper Administrative Assistant.

3.3.2 COMMUNITY SERVICE COMMITTEE

Purpose: The Community Service Committee plans projects and provides services suited to our industry that better the local communities, gets membership actively involved, and enhances the Realtor® image. In addition plans fund-raising events for contributions and scholarships. *(Rev. 09/11)*

Composition: The President, subject to the approval of the Board of Directors, shall appoint, from among the REALTOR and Affiliate Members, the Chairperson and a vice chairperson and members of the Community Service Committee to a one (1) year term.

Primary Staff Support: Community Service Committee Liaison

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

Purpose: The purpose of the Communications Committee is to make recommendations on GMNBR's website, newsletter, media and other communications 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:

- Social Media Campaigns
- Promotion of NAR Open House Weekend
- Media/Print Advertisement/Press Releases
- Website Ad Hoc
- Technology Ad Hoc
- The Avenues Articles
- Buddy Program Ad Hoc
- Annual Press Conference

Composition: The 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 members of the Communications Committee to a one (1) year term. The Chairperson and members of this committee ideally would be well versed in the knowledge of the internet and social media.

Primary Staff Support: Communications Committee Liaison

3.3.4 EDUCATION COMMITTEE

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

- Choosing topics
- Contracting speakers

Composition:

Chairperson – Appointed by the President, subject to approval of the Board of Directors, to a one (1) year term.

Vice Chairperson- Appointed by the President, subject to the approval of the Board of Directors to a one (1) year term.

Members – Appointed by the President, subject to approval of the Board of Directors, to a one (1) year term.

Primary Staff Support: Education Committee Liaison

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:

- Professional Standards Subcommittee – Hearing panels of the Professional Standards Committee conduct ethics and arbitration hearings.
- Grievance Subcommittee – Responsible for reviewing all ethics complaints or arbitration requests to determine if a hearing is warranted.
- Mediation Subcommittee – Trained mediators that handle voluntary dispute resolution of arbitrable matters to effect 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 every two (2) two years thereafter. There also will be additional training opportunities for members of the subcommittees to insure that we have well trained and qualified people to handle all professional Standards Procedures.

Chair – 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 (Professional Standards, Grievance and Mediation) appointed by the President for a one (1) year term, subject to the approval of the Board of Directors. *(Rev. 10/2008)*

Members:

Professional Standards Subcommittee – At least twelve (12) members shall be appointed by the President, subject to the approval of the Board of Directors, to a one (1) year term.

Grievance Subcommittee – Five (5) members shall be appointed by the President, 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/ PROGRAMS COMMITTEE *(Adopted 07/2013) (Amended April 2014)*

Purpose: The purpose of the Hospitality/Programs Committee is to plan and promote events and programs and to hold membership meetings annually.

Composition: The President, subject to the approval of the Board of Directors, shall appoint from among the REALTOR® and Affiliate Members, two (2) co-chairmen and members of the Hospitality/Programs Committee to a one (1) year term.

Income from reservations or sponsorships must cover all expenses for any function with the exception of 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 the 1st week in May if possible. Luncheon preferred by not required. *(Rev. 02/2015)*
2. Committee chooses venue and should defer to GMNBR staff if questions.
 - a. Location preference should be given to Bedford facilities.
 - b. Chooses menu & coordinates with AE
 - c. Committee can secure local vendors for table flowers, dessert, etc. if so chooses.
 - 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. Liaison with event coordinator re: registration, payment of venue
4. Proclamations secured by Staff.

INSTALLATION/HOLIDAY MEETING:

1. Date is the 1st week in December if possible.
2. Committee chooses venue and should defer to GMNBR staff with questions.
 - a. Location preference should be given to Bedford facilities.
 - b. Chooses menu & coordinates with AE
 - c. Can secure local vendors for table flowers, dessert, etc. if so chooses.
 - d. Decorations and room set up
3. AE will secure the following:
 - a. Photographer & photos
 - b. Flowers for President and Past President
 - c. Agenda
 - d. 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, REALTORS® Political Action Committee 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 Committee to a one (1) year term. *(Rev. 10/2008)*

Primary Staff Support: Public Advocacy Committee Liaison

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 our membership
2. Each REALTOR® nominee will be asked to complete an application form for the Good Neighbor Award.
3. The committee meets to select a recipient from a group of nominees submitted as per the Good Neighbor Award program selection guidelines.
4. Present the Good Neighbor Award at a membership meeting.
5. All nominations will be submitted to NHAR for judging for the National competition.

(Rev. 10/2008)

Primary Staff Support: Good Neighbor Award Liaison

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 eight (8) 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)
- Two (2) past GMNBR Presidents
- 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 1st 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.
2. In July, solicit nominations from the general membership and current leadership including members of the Board of Directors and all committees.
3. By August 1st, receive list from the President-Elect of the seven committee chairs or liaisons who will serve on the Board of Directors the following year.
4. 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 President-Elect)
 - One or more nominees for President-Elect, Treasurer 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 are a total of seven (7) at-large directors.)
5. Send the report of the Nominating Committee by mail, facsimile or electronic mail to each Member eligible to vote at least three (3) weeks preceding the election.

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 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.

LEGAL LIABILITY

Committee chairmen 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 selects all GMNBR committee chairs, vice chairs and members. 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

Your committee has an annual budget (if applicable) approved by the Board of Directors. It is your responsibility, with staff liaison assistance, to ensure that your committee's expenditures stay within its budget. Credit card fees and printing costs associated with Committee events should 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 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. (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.

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.

- 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 a Action Item.
- After committee has reviewed and approved minutes Chair is to send the AE as soon as possible the committee minutes so they can be 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.

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 make or 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 CHAIRMEN'S REPORTING PROCEDURES:
PREPARING THE RECOMMENDATIONS:

Chairmen 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 Chairmen 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.

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 named 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 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. 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 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 January 1st should 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 is to notify GMNBR staff the amount of money needed and in what 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 1st 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 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:

<u>Asset Class</u>	<u>Ranges (%)</u>	<u>Target Allocations (%)</u>
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.

Elements

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

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, Modified on 08/4/2016)*

OCTOBER

October 1st – Members are notified that dues are available for payment and due by December 1st with a 30 day grace period via email.

NOVEMBER

November 1st – Members are notified that dues are available for payment and due by December 1st with a 30 day grace period via email.

DECEMBER

December 1st- Dues are due. Email to unpaid members on the 15th of December reminding them that there will be a \$50.00 late fine assessed for any dues received after January 1st and that the late fee will increase to \$100.00 on February 1st. Email Brokers, Office Managers, or Managing Brokers a list of unpaid dues for their offices towards the end of the December.

JANUARY

Beginning January 2nd dues must include the \$50 late fine.
No partial payments can be accepted.

FEBRUARY

Beginning February 1st late fee increases to \$100.00

MARCH

March 1st any unpaid member will be placed inactive. Once a member has been placed inactive and his/her license continues to be held at a member agency a letter is sent informing the Broker that they are now responsible for the agent's dues (nonmember assessment fee). If the agent chooses to reapply they must submit a reapplication fee and the full year's dues.

If the member returns their license to the NH Real Estate Commission and goes inactive with GMNBR and they decide to return to a member agency, he/she must reapply with a submittal of an application and payment of applicable fees.

5.4 SMOKING POLICY

It is the policy of the Board that smoking of any kind will not be allowed in the Board Office or at any GMNBR meeting or course held elsewhere.

5.5 RECORD RETENTION – Rev. 6/2008

<u>Type of Record</u>	<u>Retention Policy</u>
Association Corporate Records	
Articles of Incorporation & Amendments	Permanently
Governing Documents	Permanently
Corporate Filings	Permanently
Meeting Minutes (BOD, Mbrshp Mtgs, Comm. Mtgs)*	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. Decision: Permanently
Arbitration	File: Until end of appeal period Arbitration Award: Permanently
Mediation Resolution Agreement	Permanently
Realtor® Agreement	Until superceded
Territorial jurisdiction	Permanent

Correspondence

General	4 years
Legal & important matters	Permanently

Financial /Accounting Records

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>)
Occupational injuries & illness records	7 years
Payroll records (<i>name, address, date of birth, occupation, rate of pay, & 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, depreciation schedules, property tax, blueprints and plans	Permanently
Trademarks, patents & copyrights	Permanently
Warranties & Guaranties	2 years beyond terms of the warranty
Tax Returns	
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
- NHAR Honor Society reminder to members
- Letters to Members requesting recommendations for ROTY & AOTY
- Email to expired Professional Standards Committee members.

February

- NHAR Professional Standards Workshop
- February 15 - NHAR dues deadline
- Professional Standards Manual is updated and approved
- Letters sent for Good Neighbor Award applicants
- Notification of GMNBR scholarship to schools
- NERC – President & President-Elect

March

- ROTY/AOTY Committee meets
- Send dues to NAR – Deadline 3/31
- March 31 is deadline for Honor Society applications
- NHAR Credentials Working Group representatives are appointed
- Nominating Committee is appointed

April

Scholarship applications due
Applications for Good Neighbor Award due

May

NAR Mid-Year Legislative Meetings in Washington, DC
Award Banquet – Realtor & Affiliate of the Year, 25 year members, Good Neighbor Award and Honor Society

June

June 1 - Deadline for Credential forms to NHAR
June 1 - Deadline for ROTY forms to NHAR
Annual Golf Tournament
Annual budget process begins
Good Neighbor Award recipient announced
Scholarships awarded
June 30- Core Standards submitted to NAR

July

Deadline for committees to complete annual program budgets
Deadline for staff to complete annual administrative budgets
Finance Committee meets for preparation of budget
Nominating Committee meets
Executive Committee proposes budget for staff compensation

August

August 1st – President-Elect to provide Nominating Committee with the names of 7 standing committee chairs and/or liaisons to the BOD for the following year
Budget submitted to Board of Directors
NAR Leadership Summit – Incoming President and Association Executive
Send Firm Certification Forms to DR's

September

Slate of Officers and Directors submitted to membership
Committee sign-up sheets distribute
NHAR Annual Convention

October

October 1 – Dues billing.
October 1 – Firm certification forms due from all offices
Certificate of NAR Annual Convention Voting Delegate to NAR
GMNBR election

November

November 1 – Second Notice of Dues Billing.
NAR Annual Conference and Exposition
BOD elects NEREN Directors and Alternates (Every 3 years)
BOD elects NHAR Directors and Alternates
Notify NHAR of next year's GMNBR Officers and Directors list

December

December 1 – Membership dues are due
3rd billing – Notification of late fine beginning Jan. 1
NHAR Annual Leadership Conference
Installation Banquet & Holiday Party
GMNBR Leadership Forum (December or January)
Staff reviews
Association Executive review

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 MEMORIALS & ILLNESS

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

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

Past President or Present Officer - \$100	Immediate family - \$50
Director or Committee Chair - \$75	Immediate family - \$30
Member – Over 10 years - \$50	Immediate family - \$25
Member – Under 10 years - \$30	Immediate family – Card

5.12 EMAILS TO MEMBERSHIP

Guidelines for emailing to the GMNBR Membership *(Rev. 11/2007)*

GMNBR is sensitive to the issue of blast or mass emails to our members.

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, any GMNBR sponsored event, important alerts, or other items that from time to time the board, in its discretion, deems appropriate.

One individual at the Board shall be designated 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. In lieu of sending attachments, the board will instead embed text messages directly into the body of the email, or send embedded links to pages on our website.

The GMNBR shall not allow the blast email system to be used by any non-member for any purpose unless such purpose can be demonstrated to have an overriding benefit to our members as determined by the GMNBR staff.

Members (REALTORS and Affiliates) may not use the mass email system to announce open houses, classes/events, or information on listings, etc. Members shall have access to a complete membership list via gmnbr.org to send out their own mass emails. Mechanisms already exist on the GMNBR website as well as in the MLS for those purposes.

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. 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 date).

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 (Approved 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 project, 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 its 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 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, dissemble, 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 communications 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 at 318 S. River Road:

The purpose of this policy is to establish procedures for events where alcohol will be served at 318 S. 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.

APPENDIX A

Licensee Certification Form

GREATER MANCHESTER/NASHUA BOARD OF REALTORS®, INC.

176 SOUTH RIVER ROAD

BEDFORD, NH 03110

(603) 668-1054

(603) 627-0936 (FAX)

To Designated REALTORS®: Please complete the following and return it to GMNBR no later than September 1st 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 Bylaws of GMNBR, 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).

Date _____

Certified by (Designated REALTOR®) _____

Signature of Designated REALTOR®

Name of Firm

Phone _____

Section 1.01 Name	Article II. REALTOR®	Association where membership is held or nonmember dues are paid
	<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	
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	<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 1st each year.

In accordance with Article X, Section 2, of GMNBR's Bylaws, this will certify that the undersigned Designated REALTOR® (or his/her 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 #)

Certified by (designated REALTOR®): _____

(print or type name)

Date: _____

Signature of Designated REALTOR®: _____

(or appointed designee)

Name of Firm: _____

Telephone #: _____ **Fax #:** _____

E-mail Address _____

Article III. APPENDIX B

(a) QUESTIONS MOST 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.
- Participate in the meetings! 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 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).

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, but 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. The incoming GMNBR President will inform you of your committee assignment(s) in December.

To provide an opportunity for as many members as possible to serve on committees, a member 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

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 follow all safety precautions while using the equipment. The user agrees to accept responsibility for the control and safekeeping of the equipment while it is signed out in their name and agrees to return it in the same condition as it was prior to being rented. 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 possession. 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
(Please print name)

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

_____ for the cost of (please check all that apply):

_____ \$40 – Laptop & Plasma Screen

_____ \$40 – LCD Projector

Signature

Date Signed

Office

Phone Number