



Effective Date: January 25th, 2024

POLICIES AND PROCEDURES MANUAL
Revised 2023

Contents

PREAMBLE 2

BOARD OF DIRECTORS AND OFFICERS 5

EXECUTIVE COMMITTEE 7

DUTIES OF THE PRESIDENT 8

DUTIES OF THE PRESIDENT-ELECT 9

DUTIES OF THE SECRETARY-TREASURER 11

DUTIES OF THE PAST-PRESIDENT 12

DUTIES OF THE CHIEF EXECUTIVE OFFICER 13

THE MULTIPLE LISTING DIRECTOR 16

COMMITTEES 17

TASK FORCES 20

BUDGET AND FINANCE COMMITTEE 21

DIVERSITY, EQUITY, AND INCLUSION COMMITTEE 22

PROFESSIONAL DEVELOPMENT COMMITTEE 23

BYLAWS, POLICIES AND PROCEDURES COMMITTEE 24

ADVOCACY COMMITTEE 25

REALTOR® POLITICAL ACTION TRUSTEES (RPAC) 26

MEMBER ENGAGEMENT COMMITTEE 27

TOP HONORS COMMITTEE 28

REALTOR® of the Year Criteria: 29

QUALIFICATIONS COMMITTEE 31

YOUNG PROFESSIONALS NETWORK (YPN) COMMITTEE 33

CODE OF ETHICS AND PROFESSIONAL STANDARDS ADMINISTRATION 34

GENERAL ASSOCIATION POLICIES 35

APPLICATION PROCESS FOR NEW MEMBERS 38

TRAVEL POLICY 39

FISCAL POLICY 42

CRITICAL COMMUNICATIONS POLICY 45

ALCOHOL POLICY 47

WHISTLEBLOWER POLICY 50

POLICIES AND PROCEDURES MANUAL

Revised 2023

| | |
|---|-----------|
| <i>DOCUMENT RETENTION POLICY</i> | 52 |
| <i>APPENDIX OF FORMS</i> | 54 |



POLICIES AND PROCEDURES MANUAL

Revised 2023

PREAMBLE

Purpose:

The first governing document of this Association shall be the Articles of Incorporation. The second governing document of this Association shall be the Bylaws of the Williamson County Association of REALTORS®. The third governing document, the Policies and Procedures Manual is intended to clarify and define the duties and responsibilities of Officers, Directors, Staff, Committees, Task Forces and Members of the Association and serves as an agreement between the Association and its professional staff along with the employee manual and any current or future employment contracts. It cannot and will not derogate or modify the purpose of the Association and the relationships, rights and obligations of members, directors, officers, and staff.

Authority:

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

Confidentiality:

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

Duty of Loyalty:

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

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

POLICIES AND PROCEDURES MANUAL

Revised 2023

Antitrust Laws:

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

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

Amendments:

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

POLICIES AND PROCEDURES MANUAL

Revised 2023

VISION:

The Williamson County Association of REALTORS® (WCAR) is the region's leading provider for professional and consumer real estate resources and expertise.

MISSION:

WCAR is the Voice of real estate in the Middle Tennessee region. We are advocates, educators, and leaders for REALTORS® and our communities. WCAR is driven by the needs of our members and our communities by providing exceptional service and valuable benefits.

CORE VALUES:

Honesty/Integrity
Cooperation/Collaboration
Servant Leadership
Fiscal Responsibility
Quality/Excellence
Education/Professional Development
Respect/Humility
Gratitude

POLICIES AND PROCEDURES MANUAL

Revised 2023

BOARD OF DIRECTORS AND OFFICERS

Purpose:

Be the governing body of the Williamson County Association of REALTORS® and implement and approve any policies of the Association.

Requirements:

1. Have primary or secondary membership with the Williamson County Association of REALTORS®.
2. Adhere to the Constitution and Bylaws of the National Association of REALTORS®, the Bylaws, rules, and regulations of Tennessee REALTORS® and the Articles of Incorporation, and the Bylaws and Policies and Procedures of the Williamson County Association of REALTORS®.
3. Attend annual Professional Standards Training.
4. Attend all Board of Director meetings, strategic Planning Sessions, general membership meetings, and the annual Board Retreat. Attendance at the Board of Directors Retreat and Strategic Planning Sessions are required duties and each day missed of either are considered an absence from a Board of Directors meeting.
5. As referenced in By-Laws, absences from three (3) regular Board of Director meetings in a calendar year shall be construed as resignation from the Board of Directors.
6. At no time shall a member of the Board of Directors represent themselves as anything other than a member of the Board of Directors when appearing as a representative of the Association.
7. A member of the Board of Directors cannot use their position on the Board to recruit for or advertise their brokerage.

Duties and Procedures:

1. Meet monthly, as needed, with time, day and location as determined by the Executive Committee and in accordance with the bylaws.
2. Recommend appropriate changes to the Bylaws to the full membership for approval as provided in the Bylaws of the Association.
3. Before amending any policy pertaining to the Association's corporate structure and/or federal tax-exempt status, the policy must be approved prior to voting by Association legal counsel and/or Association accountant, and if appropriate, the National Association of REALTORS®.
4. Approve Committees and Task Forces, Chairpersons and Vice-Chairpersons as submitted by the President and President-Elect.
5. Approve the annual budget of the Association.
6. Approve and/or dismiss MLS Director to serve on the Board of REALTRACS, INC as submitted by the President and President-Elect.

POLICIES AND PROCEDURES MANUAL

Revised 2023

7. Approve employment or termination of Chief Executive Officer and comply with the employer/employee guidelines referenced in the National Association of REALTORS® D&O Insurance.
8. Act upon Committee and Task Force requests and recommendations.
9. Adhere to the travel policies adopted by the Association and included in the Policies and Procedures Manual.
10. Serve on Committees and Task Forces or function as liaison to Committees and Task Force if asked to do so by the President.
11. Approve a list of financial institutions for deposit of Association funds.
12. Approve Association legal counsel and special consultants.
13. Review and recommend an applicant for Tennessee REALTORS®, REALTOR® of the Year.
14. Recommend REALTOR® members to fill vacancies and encourage involvement on community boards, task forces, and commissions.
15. Using video conferencing is a permissible format of meeting, attendance will be determined by visual presence on the call.

POLICIES AND PROCEDURES MANUAL

Revised 2023

EXECUTIVE COMMITTEE

Purpose:

The Executive committee is a vital component of the Board of Directors. They have the ability to function as a liaison for the Board of Directors, make decisions on the Boards behalf in a timely situation, and to coordinate between the CEO, committee, task forces, members and the Board of Directors and function as a collaboration outlet.

Duties and Procedures:

1. Consists of the sitting President, President-Elect, immediate Past-President, SecretaryTreasurer. The Secretary-Treasurer may or may not be the same person. The staff liaison will be the Chief Executive Officer.
2. Meet regularly to discuss Association business and to set the Board of Directors agenda for the next monthly meeting.
3. Determine, with approval of the Board of Directors, contract negotiations for the Chief Executive Officer when necessary. Shall conduct an annual review of the Chief Executive Officer and make a recommendation to the Board of Directors for any changes in compensation for the upcoming year.
4. Meet on matters and policy that are “time sensitive” for the Association and can vote on said items without further action by the Board of Directors and report its decisions and actions at the next Board of Directors meeting. Time sensitive is defined as any decision needing to be made before the next regularly scheduled Board of Directors meeting.
5. Represent the Williamson County Association of REALTORS® at Tennessee REALTORS® as a voting Director.
6. All members of the Executive Committee shall be an authorized signatory for the Association’s financial accounts.
7. Attend National Association of REALTORS® and Tennessee REALTORS® events within the budget allowances of the Association.
8. Recommend to the Board of Directors a slate of delegates and alternates for Tennessee REALTORS® Directors, giving priority to members serving on Tennessee REALTORS® Committees.

DUTIES OF THE PRESIDENT

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

1. Establish specific goals and objectives and work towards achieving them through policy and program outlines for the year in office with the approval of the Board of Directors. Said outline shall take into consideration the strategic plan of the Association, which shall take precedence over any short-range goals and objectives.

POLICIES AND PROCEDURES MANUAL

Revised 2023

2. Recommend to the Board of Directors policies that may be beneficial to the Williamson County Association of REALTORS®.
3. Preside over all general meetings of the general membership and at all Board of Directors meetings and Executive Committee Meetings.
4. Have voting privileges on the Board of Directors only in case of a tie vote.
5. Serve as an ex-officio member of all Standing Committees and Task Forces of the Association without voting privileges or count towards a quorum.
6. Appoint special Committee(s), Task Force(s), and Presidential Advisory Groups as needed, subject to confirmation of the Board of Directors.
7. Be the official spokesperson for the Williamson County Association of REALTORS®. At no time shall the President represent himself or herself as other than the President of the Association when appearing as its representative.
8. Will agree to serve as a member of the Board of Directors of the State and National Association of REALTORS® and attend all meetings paid for by the Association and represent the Association as a voting delegate.
9. Shall appoint, with the approval by the Board of Directors, an MLS Director to serve on the Board of REALTRACS prior to the end of each 3-year term or when vacated.
10. Appoint, with the approval of the Board of Directors, a Qualifications Committee comprised of five REALTOR® members to conduct the nomination process of Board of Directors leadership nominations and to complete the ballot for membership vote per the Qualifications Committee guidelines contained in the Policies and Procedures Manual. The committee should include the Past-President who serves as the chair.
11. No later than the end of the Board of Directors election cycle of each year, the President shall direct the Chief Executive Officer to send nomination and interest forms to those members wishing to serve on a Committee and Task Force to the general membership. The Chief Executive Officer will present the list of interested members to the President and Board of Directors for approval as soon after the Board elections as possible to insure proper transition.

DUTIES OF THE PRESIDENT-ELECT

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

1. In the absence, or inability to act, of the President, function as presiding officer and perform such other duties of the President as may be required or designated.
2. Perform such other duties as the President or Board of Directors shall determine.
3. Be available to assist the President at all reasonable times.
4. Be prepared to succeed to the Presidency of the Association the following year, if elected.
5. Review committee chairs at year's end for the upcoming year and appoint any vacancies.

POLICIES AND PROCEDURES MANUAL

Revised 2023

6. Assist incoming Chairpersons in selecting members for their Committee and Task Force. Committee and Task Force Chairs should be appointed as soon as possible after the election and before actual assumption of office in December to permit a smooth transition and immediate implementation of programs and policies.
7. Shall serve as a member of the Budget Committee and Task Force without voting privileges or count towards a quorum.
8. Responsible for planning the Board of Directors Retreat and Leadership Academy with the help of the staff within the budget allowances of the Association.
9. The President-Elect shall perform the duties of the President in the event of his/her absence or disability and shall have such other powers and duties as may be prescribed by the Board of Directors and in the Association Policies and Procedures, the Executive Committee, or the President. The President-Elect may succeed to the office of the President. If the office of the President should become vacant between elections, the President- Elect shall fill the vacancy and complete the unexpired term as President. The office of President-Elect shall remain vacant during that unexpired term. The President-Elect who fills a vacancy in the office of the President shall automatically become President for a full term after completion of the unexpired term. In the event of the death or disability of the President and the inability or incapacity of the President-Elect to succeed to such office pursuant to this section, the office of President shall be filled until the next annual election by a person appointed by the Board of Directors with a simple majority vote.

POLICIES AND PROCEDURES MANUAL

Revised 2023

DUTIES OF THE SECRETARY-TREASURER

In addition to adhering to the duties of the Board of Directors the Secretary-Treasurer shall:

1. Present regular monthly financial reports to the Board of Directors, as prepared by the Chief Executive Officer and association accounting professionals.
2. Serve as the Chairperson of the Budget and Finance Committee. (The only Chair position allowed to be held by a member of the Board of Directors without special Board permission).
3. Call the meetings of the Budget and Finance Committee, including the Chief Executive Officer and association accounting professionals, monthly to review Association's finances to insure overall fiscal integrity.
4. Have the authority to manage funds and invest assets in approved financial institutions, with the approval of the Board of Directors.
5. Perform such other duties assigned by the President.
6. With the Budget Committee, President, President-Elect, incoming Secretary-Treasurer, and Chief Executive Officer, prepare the annual budget for the upcoming year to be approved by the Board of Directors.
7. On a monthly basis, review the reconciliation of all Association monthly bank statements by the association accounting professionals.

POLICIES AND PROCEDURES MANUAL

Revised 2023

DUTIES OF THE PAST-PRESIDENT

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

1. Be available to advise, from the valuable experience and knowledge gained through past years' service, whenever the occasion demands.
2. Serve as Chairperson of the Qualifications Committee.
3. Serve as a member and/or Chairperson of all appointed Committees, Task Forces and/or President's Advisory Groups, as needed.
4. Work with the Member Engagement Committee and staff liaison to host events to engage past association Presidents.

POLICIES AND PROCEDURES MANUAL

Revised 2023

DUTIES OF THE CHIEF EXECUTIVE OFFICER

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

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

Responsibilities of the Chief Executive Officer:

Within the limits of the Charter, Bylaws and Policies and Procedures, and the strategic plan of the Association, as approved by the Board of Directors, the Chief Executive Officer, with appropriate delegations shall:

1. Carry out the instructions of the Board of Directors, enforce the Bylaws, the Articles of Incorporation, the Code of Ethics, the policies, rules, and regulations.
2. Administer the policies and procedures for the Association's functions.
3. Establish the organization structure for the Association office and the related staffing structure.
4. Implement the Board of Directors approved strategic plan and daily functions of Association business.
5. Recruit, hire, train, promote, and terminate staff and administer an effective personnel program which includes position descriptions, performance standards, performance appraisals and a compensation system.
6. Work with staff to cultivate an effective program of membership development and member services within the limits of the facilities and staff.
7. Work with the Communications Director to maintain a communications strategy which is responsive to the needs of the membership. Maintains effective internal and external public relations. The Communications Director prepares media releases for membership and public/media regarding Association activities and oversees social media and website communications for the membership.
8. Work with the Professional Development Director, who supervises a professional development program, in cooperation with the membership, to advance the professional, technical, and managerial skills of the membership.
9. Work with staff, primarily the Government Affairs Director, to conduct research

POLICIES AND PROCEDURES MANUAL

Revised 2023

necessary to the Association's strategies and inform the membership, elected officials, and others as appropriate.

10. Serve as the spokesperson for the Association in conjunction with the President.
11. Document approval of all paid time off taken by employees.
12. Document, reviews, and approves payroll reports provided by the payroll service provider as soon as it is received.
13. Oversee documentation and approval of check requests prior to payment.
14. Ensure the legal integrity of the Association by overseeing all annual filings with all governmental entities, tax filings and National Association of REALTORS® compliance. Serves as the registered agent of the Williamson County Association of REALTORS®.
15. Plan and coordinate, along with staff, all meetings of the Board of Directors, the Executive Committee and Standing Committees of the Association, as well as general membership meetings. Attends all Board of Directors and Executive Committee meetings and either attends or delegates a staff member to attend all Standing Committee, Advisory Board and Task Force meetings.
16. Monitor and assist Committees, Advisory Groups and Task Forces of the Association and the Board of Directors.
17. Maintain a strong working relationship with other local Associations, REALTRACS, Inc., State and National Associations.
18. Maintain active involvement as an Association representative in civic organizations and community betterment.
19. Participate in activities and programs offered by the State and National Association, within the budget allowances of the Association.
20. Adhere to the travel policies adopted by the Association within the budget allowances of the Association.
21. Become a member of the National Association of REALTORS® but waives the requirement for payment of dues and the right to use the REALTOR® title.
22. Work closely with the Association legal counsel on all legal issues.
23. Serve as a member of the Board of Directors, without a right to vote.
24. Execute such contracts and commitments as may be authorized by the Board of Directors or established procedures.
25. Complete general survey forms requested from National Association of REALTORS® and Tennessee REALTORS®, if appropriate.
26. Prepare the agendas for the Board of Directors and membership meetings in cooperation with the Executive Committee.
27. Oversee all Grievance Complaints, Arbitration, Professional Standards and Ethics Hearings according to the guidelines of the National Association of REALTORS® Professional Standards Committee and within the scope of the Association's agreement with Tennessee REALTORS®.

POLICIES AND PROCEDURES MANUAL

Revised 2023

28. Approve and signs all commitments for all Association functions, oversees the budget management, with assistance of the designated Committee, Advisory Group or Task Force Chairperson.
29. Submit any proposed Bylaw amendments to the National Association of REALTORS® for approval prior to membership vote.
30. Draft President's correspondence in reference to Association matters, if requested to do so.
31. Serve as an official spokesperson for the Williamson County Association of REALTORS®. At no time shall the Chief Executive Officer represent himself or herself as other than the Chief Executive Officer of the Association when appearing as its representative.
32. Appoint staff member to take notes and minutes during Board of Directors meetings using a Board approved template.

POLICIES AND PROCEDURES MANUAL

Revised 2023

THE MULTIPLE LISTING DIRECTOR

Purpose:

Each class of common stock elects or appoints a director for the class (Association). The Association is the holder of common stock in REALTRACS, Inc and thereby appoints a director to represent those shares. The MLS Director will represent the Williamson County Association of REALTORS® as a member of the REALTRACS, Inc. Board of Directors.

Duties of the MLS Director:

1. Serve three (3) years at the discretion of the Williamson County Association of REALTORS® Board of Directors, as MLS Representative to the REALTRACS, Inc. Board of Directors, provided that he/she maintains primary or secondary REALTOR® membership in the Williamson County Association of REALTORS®,
2. Must attend at least two (2) National or State Conferences annually as budgeted by REALTRACS, Inc.
3. Attend Association Board of Director meetings, at minimum quarterly or at the request of the president and provide a written report to all monthly Board of Directors meetings.
4. Absence from three (3) regular REALTRACS, Inc. Board of Directors meetings during the calendar year shall be construed as resignation.

POLICIES AND PROCEDURES MANUAL

Revised 2023

COMMITTEES

A Committee is a group of members appointed by the Committee Chair and approved by the Board of Directors to make recommendations on specific issues concerning the committee's area of responsibility.

Selection of Committee Chair and Vice-Chair

Following the annual election of the Board of Directors, the current President-Elect will appoint all Committee Chairs for the following year subject to approval by the Board of Directors. The incoming President-Elect will make recommendations to the serving President-Elect for the appointment of all Vice-Chairpersons of Association committees, subject to the approval by the Board of Directors.

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

1. Interest in the particular work or duties of the Committee.
2. Previous experience on the Committee, or experience gained from another source.
3. Be open-minded, have the ability to seek out all views of Committee members.
4. Willingness to abide by a majority decision and follow through to the completion of a project.
5. Interest and dedication to the Williamson County Association of REALTORS®, Tennessee REALTORS®, and the National Association of REALTORS®.
6. Committee Chair and Vice-Chair shall have primary or secondary membership with Williamson County Association of REALTORS®,
7. RPAC investment encouraged.
8. The Budget and Finance Committee is the only committee that can be chaired by a Board of Directors member, without approval of the Board of Directors.
9. The Budget and Finance Committee and the Qualifications Committee shall not have a Vice-Chair.

Duties of the Committee Chairs

1. Terms for all standing committees begin in January and run through the next December to coincide with the Board of Director terms.
2. Within 30 days of appointment of committee, communicate in writing the duties of the committee, as outlined in the Policies and Procedures, as well as the confidentiality agreement to all committee members along with notice of the first meeting.
3. Notify Association staff to call meetings as required.
4. Ensure that minutes, attendance, and committee actions are being taken by staff liaison or designee and a copy submitted to Chief Executive Officer in an association approved format.

POLICIES AND PROCEDURES MANUAL

Revised 2023

5. Committee Chairs will be notified by the Chief Executive Officer or Association staff, in writing, of decisions regarding their requests to the Board of Directors.
6. Guide the Committee in compliance with the strategic plan of the Association.
7. Attend meetings of the Board of Directors, when requested, and be prepared to give an oral report of the Committee activities or submit written reports.
8. At the end of the year, brief the succeeding chairperson and turn over the records of Committee proceedings.
9. The Chief Executive Officer, other relevant staff, or Board of Directors must approve any committee expenditure. Any payment more than the budget will not be made without prior approval of the Board of Directors.
10. Any Committee requests for staff assistance must be directed through the Chief Executive Officer.
11. Must attend leadership training annually.

Duties of Committee Vice-Chairs

1. To assume the role of Chair if Chair is absent.
2. To take minutes in the absence of Staff Liaison.
3. May assume the role of the Chair in the following year.
4. Work with current President-Elect to select committee members for the following year.

Duties and Procedures for All Committees

1. All Committees shall have a chair, vice-chair, and board liaison.
2. The President is an ex-officio member to all Committees.
3. Committees are to hold meetings at the Association office, when possible, and all are to be scheduled with the staff liaison or the Chief Executive Officer.
4. Committees are to meet as soon as possible after appointment for the purpose of developing programs for the coming year that are in line with the strategic plan and as budgeted by the Association.
5. Association staff shall be responsible for notifying all Committee members, including the President and Chief Executive Officer, of all meetings. Adequate advance notice should be given for all Committee meetings except in cases of urgency of action.
6. Committees are to review and address any unfinished business from the previous year's committee.
7. All Committee recommendations and motions for Board of Directors' action shall be in writing for approval.
8. The Association will maintain permanent records (agendas and meeting minutes).
9. Committees should meet as often as necessary. Three (3) absences from a committee meeting may result in replacement of the Committee member by the Association President, with input from the Committee Chair. The use of video conferencing is a permissible format of meeting. If the committee meeting is being held via video conference in its entirety, attendance will be determined by visual presence on the call.

POLICIES AND PROCEDURES MANUAL

Revised 2023

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

POLICIES AND PROCEDURES MANUAL

Revised 2023

TASK FORCES

Purpose:

Task Forces are created for a short-term or single purpose. All Task Forces shall serve under the relevant committee.

Duties and Procedures for All Task Forces

1. Task Force Lead to be determined by the appropriate committee chair.
2. All Task Forces will coordinate with the governing committee chair to which they report.
3. Task Forces are to hold meetings, as needed, at the Association office, when possible, and to be scheduled with a staff member.
4. Task Force Lead shall be responsible for notifying all Task Force members, including any staff liaison, of all meetings. Adequate advance notice should be given for all Task Force meetings except in the case of urgency of action.
5. All Task Force recommendations shall go to the Committee for approval prior to going to the Board of Directors for final approval.

POLICIES AND PROCEDURES MANUAL

Revised 2023

BUDGET AND FINANCE COMMITTEE

Purpose:

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

Duties:

1. Work with the Chief Executive Officer and financial personnel in preparing a yearly operating budget for presentation to the Board of Directors.
2. Review and make recommendations to the Board of Directors on major expenditures exceeding the limit set for the Chief Executive Officer or the use of the Association reserves for Board approval.
3. Review and recommend to the Board of Directors any change in the dues structure.
4. Monitor interest bearing accounts and make the best investment possible at that time.
5. Review and recommend to the Board of Directors the employment of a CPA or public accountant for the purposes of conducting an audit or audit reviews.
6. The Budget and Finance Committee shall be made up of twelve (12) members. The term for a committee member will be three (3) years unless a member becomes part of the Executive Committee, then their term will be dictated by the office. The maximum number of agents from any company is limited to two (2).
 - A minimum of two (2) and a maximum of three (3) shall be current Directors of the Association with staggered terms, one of those to be the Secretary-Treasurer.
 - One (1) member being a past president, excluding the immediate past president.
 - The remaining members shall be primary or secondary with the Williamson County Association of REALTORS®.
7. President-Elect shall serve as ex-officio without voting rights.
8. Review annual budget as needed and make adjustments through the budget year to be approved by the board.
9. The Budget Committee serves in the capacity of an Audit Committee as needed.

POLICIES AND PROCEDURES MANUAL

Revised 2023

DIVERSITY, EQUITY, AND INCLUSION COMMITTEE

Purpose:

To promote a culture that embraces and celebrates our differences and fosters an environment where all members feel welcome and empowered to be involved.

Duties:

1. Educate the Williamson County Association of REALTORS® membership on the benefits and value of diverse relationships.
2. Apply for Diversity, Equity and Inclusion and Fair Housing grants from National Association of REALTORS®.
3. Have a positive impact on the cultural conversations in Middle Tennessee related to diversity through education, exposure, and strategic partnerships.
4. Offer education courses on Diversity, Equity and Inclusion issues that provide CE credit.
5. Provide training and educational opportunities on how to better serve clients from different cultures.
6. Build partnerships with other real estate-related groups that promote homeownership among different cultures.

POLICIES AND PROCEDURES MANUAL

Revised 2023

PROFESSIONAL DEVELOPMENT COMMITTEE

Purpose:

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

Duties:

1. Works with the Professional Development Director to plan the yearly education curriculum for the membership, as well as projecting two years ahead, providing a wide range of offerings for all education levels within the membership. The curriculum should be focused on closing performance gaps, new skills to be acquired, understanding of trending topics, designation courses, and continuing education offerings. The curriculum will be established utilizing member feedback and relevant data.
2. Encourages current and new instructors to develop new courses to meet the changing landscape of real estate practice.
3. Studies the offering of new designations as well as pre-license education and makes recommendations for Board of Directors approval.
4. Creates processes for evaluation of Professional Development programs, handouts, materials, and instructors, ensuring that a variety of teaching styles, methods, and techniques are utilized.
5. Establishes minimum standards for approved instructors through a signed written Instructor Agreement (found in appendix). Instructor will be scheduled once signed Instructor Agreement is received by Association staff.
6. Adheres to the guidelines of the National Association of REALTORS®, Tennessee REALTORS®, Tennessee Real Estate Commission and/or the regulatory board for which the material was underwritten.
7. Provides for at least one member of the Committee or Task Force or a staff liaison to be present at the new member orientation to introduce the Professional Development offerings to the members.
8. Approves requests from other Associations when Williamson County Association of REALTORS® licensed/registered education courses are requested to be taught at other Associations. Williamson County Association of REALTORS® is responsible for recording licensee attendance with the Tennessee Real Estate Commission (TREC). The owner of TREC approved curriculum will be responsible for submitting their course attendance to the Tennessee Real Estate Commission (TREC).

POLICIES AND PROCEDURES MANUAL

Revised 2023

BYLAWS, POLICIES AND PROCEDURES COMMITTEE

Purpose:

To review the governing documents of the Association to assure strict compliance with the bylaws, membership policies and procedures of the NATIONAL ASSOCIATION OF REALTORS®, and to recommend revisions that further the objectives of the Association.

Duties:

1. To review Bylaws changes, both mandatory and voluntary, from the National Association of REALTORS® and make appropriate recommendations to the Board of Directors for approval.
2. Work with the Chief Executive Officer to research and develop changes to the Policies and Procedures as needed and make recommendations to the Board of Directors for approval as outlined by the bylaws.
3. Responsible for all changes to the Bylaws, Policies and Procedures, with the approval of the Board of Directors.

POLICIES AND PROCEDURES MANUAL

Revised 2023

ADVOCACY COMMITTEE

Purpose:

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

Duties:

1. Ensure the Association maintains a working relationship with the Legislative Committee and Director of Legislative Affairs of Tennessee REALTORS®.
2. Review all proposed local legislation which affects real property and the real estate profession and recommend public policy to the Board of Directors.
3. Review proposed state and national legislation impacting the area of the Association jurisdiction and make position recommendations to the Board of Directors.
4. Develop and maintain relationships with local elected and appointed officials.
5. Promote the importance of political involvement at general membership meetings and through articles in the Association newsletters.
6. Recommend REALTORS® to fill vacancies on Associations and commissions, as directed by the Board of Directors.
7. Submit written notification of any candidates that the Committee would like to support, through donations, to the RPAC Trustees for funding approval from RPAC funds.
8. Work in conjunction with the REALTOR® Political Action Committee for the greater good of the Association.
9. While the Williamson County Association of REALTORS® supports the pluralist system, contributing to two or more candidates in either a state or local race can lead to insufficient analysis and, if used as an easy way out, could endanger the Association and the credibility both with our members and with the candidates. Therefore, dual contributions are prohibited.

POLICIES AND PROCEDURES MANUAL

Revised 2023

REALTOR® POLITICAL ACTION TRUSTEES (RPAC)

Purpose:

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

Duties:

1. To promote to the membership that RPAC is important, and members' financial support is needed to ensure that industry friendly candidates are elected to office and potentially harmful legislation is defeated for the industry.
2. Educate the membership as to the structure and procedures of RPAC at the Association, State and National levels.
3. Encourage 100% participation in RPAC and provide appropriate recognition to investors.
4. Undertake no activities that would require registration as an independent Political Action Committee under federal or state laws.
5. Work with the Chief Executive Officer to develop and implement funding for RPAC.
6. Approve and authorize all disbursement of RPAC funds.
7. Seek and obtain approval of the Board of Directors for any use of Association money prior to disbursement of funds.
8. Work in conjunction with the Government Affairs Committee for the greater good of the Association.
9. While the Williamson County Association of REALTORS® supports the pluralist system, contributing to two or more candidates in either a state or local race can lead to insufficient analysis and, if used as an easy way out, could endanger the Association and the credibility both with our members and with the candidates. Therefore, dual contributions are prohibited.

POLICIES AND PROCEDURES MANUAL

Revised 2023

MEMBERSHIP ENGAGEMENT COMMITTEE

Purpose:

To grow, diversify, and engage membership in leading and creating a thriving Association that is valued by members, benefits the profession, and strengthens our community.

Duties:

1. The Committee Chair will designate a member of the Committee or Task Force to contact all new members and welcome them to the Association.
2. Develop, oversee, and communicate member benefits of the Association to current members.
3. Create a communications plan that will monitor member involvement and reach out to those that have reduced involvement or reduced membership from primary to secondary.
4. Oversee and promote the Member Talent Database Google form.
5. Work with the President – Elect to host events to engage past Association Presidents.
6. Develop, oversee, and communicate ways to engage Managing Brokers.
7. Conduct an annual survey to gain insights into what members want and value in their Association.
8. Develop and oversee an Office Ambassador program.

POLICIES AND PROCEDURES MANUAL

Revised 2023

TOP HONORS COMMITTEE

Purpose:

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

Criteria and Process:

1. The Top Honors Committee is made up of five (5) past REALTORS® OF THE YEAR of the Association, if available. If not, preceding ROTY's in sequence will be asked to serve until the Committee of five (5) is reached. The immediate past REALTOR® of the Year will chair the Committee. Once a committee member has been removed during their term of service, they will no longer be a part of the committee for subsequent years. A maximum of two (2) representatives from one company may serve on the committee. If more than two (2) representatives from one company are in succession to serve on the committee the most senior past ROTY affiliated with that company would not serve for that year and would be eligible to serve the following year.
2. The award will be presented by the current President or their delegate.
3. The selection of the recipient is based upon the highest percentage of points accumulated based on the criteria outlined below.
4. A candidate's submitted name, along with a complete application and supporting documents, gathered by the candidate, and submitting broker shall be considered by the application deadline for the preceding calendar year. The information on the application is the ONLY information to be considered for the award. No personal knowledge from a committee member to be considered.
5. The decision of the Committee must be reached as soon as possible after the application date.
6. Must be a REALTOR® member or affiliate member in good standing of the Williamson County Association of REALTORS® and REALTOR® of The Year and Rookie of the Year candidates' primary business should be real estate.
7. Staff along with committee chairs are encouraged to nominate Affiliates for the Affiliate of the Year award.

REALTOR® of the Year Criteria:

1. The sitting President of the Association is ineligible for the award.
2. The candidate must have at least six (6) years of being licensed in real estate to be considered for this award and a minimum of five (5) closed transactions within the past 12 months. Sales data for the 12-months prior to the application deadline to be supplied by nominee from the MLS (or certified by the Broker if a non-MLS sale.)

POLICIES AND PROCEDURES MANUAL

Revised 2023

3. The Committee will use the following criteria during application review when selecting the recipient each preceding calendar year (i.e., application submitted in 2024 will be for the preceding calendar year of 2023):
 - 40% Activity in Local Association
 - 20% Activity in State and National Association
 - 20% Activity in the Community
 - 10% Professional Awards and Recognitions
 - 10% RPAC Involvement
4. This award is a one-time honor.
5. Must be a REALTOR® member in good standing with the Williamson County Association of REALTORS® and their primary business should be real estate.

Rookie of the Year Criteria:

1. Licensed less than two (2) calendar years in real estate sales prior to the date of application deadline. This award is open only to a single individual, not a TEAM award.
2. The Committee will use the following criteria during application review when selecting the recipient each preceding calendar year:
 - 45% Sales Volume
 - 45% Activity in Local Association
 - 20% Pursuit of Continuing Education
 - 5% RPAC Involvement
3. This is a one-time honor.
4. Must be a REALTOR® in good standing with the Williamson County Association of REALTORS® with their primary business focused on real estate.
5. Sales Data for the 12-months prior to the application deadline to be supplied by nominee from the MLS (or certified by the Broker if a non-MLS sale).

New Home Sales Rookie of the Year Criteria:

1. Licensed less than two (2) calendar years in real estate sales prior to the date of application deadline. This award is open only to a single individual, not a TEAM award.
2. The Committee will use the following criteria during application review when selecting the recipient each preceding calendar year:
 - 45% Sales Volume (at least 80% Exclusively New Home Sales)
 - 30% Activity in Local Association
 - 20% Pursuit of Continuing Education
 - 5% RPAC Involvement
3. This is a one-time honor.
4. Must be a primary REALTOR® member in good standing with the Williamson County Association of REALTORS® and their primary business should be real estate.

POLICIES AND PROCEDURES MANUAL

Revised 2023

5. Sales Data for the 12-months prior to the application deadline to be supplied by nominee from the MLS (or certified by the Broker if a non-MLS sale).

Affiliate of the Year Criteria:

1. The Committee will use the following criteria during application review when selecting the recipient each preceding calendar year:
 - 40% Williamson County Association of REALTORS® Involvement
 - 30% Sponsorship (How many dollars and how many times)
 - 20% Community Involvement
 - 10% RPAC Involvement
2. This Award cannot be conferred on an individual in consecutive years. Winners will not be eligible for a minimum of five (5) years after receiving the award.

Broker of the Year Criteria:

1. Applicant must hold a valid broker's license.
2. Applicant must directly manage agents.
3. Applicant must be a current member of the Williamson County Association of REALTORS®
4. The Committee will use the following criteria during application review when selecting the recipient of each preceding calendar year:
 - 35% Agent Development
 - 25% WCAR Involvement
 - 20% Industry and Community Involvement
 - 10% Personal Development
 - 10% RPAC Involvement

Good Neighbor Award Criteria:

1. Nominees must be members in good standing of the National Association of REALTORS®, Tennessee REALTORS®, and the Williamson County Association of REALTORS® (WCAR).
2. Nominees must be active practitioners as certified by their Principal/Managing Broker.
3. Nominees will be judged on the level of personal contribution, especially volunteer (unpaid) hours, though contributions of money and other resources will be considered as well.
4. Some portion of the nominee's work must have taken place within the 12 months prior to the nomination deadline.
5. This award is intended to recognize individuals, not associations or companies. If an individual within your association of company can be singled out as instrumental to the success of a group effort, he or she is eligible. If the achievements of two people (such as a married couple or co-founders of an organization) cannot be separated, they can enter as a pair and their entry will be considered as one.

POLICIES AND PROCEDURES MANUAL

Revised 2023

Rules:

1. REALTORS® may nominate themselves or may be nominated by another REALTOR® or the organization they serve.
2. WCAR staff and their families, current WCAR Top Honors Committee members, sponsors/sponsor employees and their families are ineligible to participate.
3. Should the WCAR recipient be nominated for TN REALTORS® Good Neighbor Award, Award finalists must sign an affidavit of eligibility, submit to a criminal history check, and be willing to be interviewed, photographed, filmed, and nominated for the National Association of REALTORS® Good Neighbor Award.
4. WCAR staff and WCAR Top Honors Committee members will not accept lobbying efforts on a behalf of nominees.

POLICIES AND PROCEDURES MANUAL

Revised 2023

QUALIFICATIONS COMMITTEE

Purpose:

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

1. The Qualifications Committee of four REALTOR members will be selected by the President, with approval by the Board of Directors, at least two months prior to the annual election. The Immediate Past-President serves as the chair of the committee. All committee members shall have served one full year on the Board of Directors.
2. The CEO shall notify the membership of the upcoming election and invite members to apply for the various positions open among the officers and directors.
3. Applicants for Officers and Directors shall complete an application and participate in an information session conducted by the Qualifications Committee prior to the nominations being submitted to the Board of Directors.
4. The Committee, during its initial meeting, will review the applicants for Officers and Directors.
5. The Committee will contact current Officers, Directors, Committee chairs and members for suggestions for nominees.
6. The Committee will notify proposed applicants, in writing, of the duties as outlined in the Policies and Procedures, time involved, terms and conditions connected with the office for which he/she is being considered.
7. The recommendations of the Committee should be submitted to the Board of Directors at least 30 days prior to the election for approval and distribution to the membership.
8. The Committee will ensure there is a minimum of one (1) nomination for each vacancy in the offices of Secretary-Treasurer, President-Elect, President, and Director.
9. Candidates promoting their candidacy before the slate is announced, results in removal from the election.
10. All candidate communications to the membership should contain a disclaimer that shows the candidate is not endorsed by the Association.
11. Slate should be announced to membership within two (2) business days of the candidates being notified.

Criteria for Officers

1. Officers shall be REALTOR® primary or secondary members of the Association.
2. All Officers must have served on the Budget and Finance Committee for at least one full year within the past four (4) years prior to taking office.
3. Must agree to adhere to the Constitution, Bylaws, and Interpretations of the National

POLICIES AND PROCEDURES MANUAL

Revised 2023

Association of REALTORS®, the Bylaws, rules, and regulations of the Tennessee REALTORS® and the Articles of Incorporation, along with the duties of the Board of Directors outlined in the Bylaws and Policies and Procedures Manual of the Williamson County Association of REALTORS®.

Criteria for Director Candidate

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

Criteria for Affiliate Director Candidate

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

POLICIES AND PROCEDURES MANUAL

Revised 2023

YOUNG PROFESSIONALS NETWORK (YPN) COMMITTEE

Purpose:

To create intentional opportunities for REALTORS® who are newer (five years or less) to the industry to connect with each other and other seasoned industry professionals. We strive to ensure that Williamson County Association of REALTORS® is connected to outside resources and community connections that will foster their growth and success as a REALTOR.

Duties:

1. Connect REALTORS® (five years or less) with internal and external resources needed for success.
2. Educate REALTORS® on industry specific content through interactive events and panels.
3. Grow community and foster interpersonal relationships.
4. Foster inclusivity and connection through monthly touchpoints.
5. Work in tandem with other committees to educate and enrich our REALTORS® knowledge of the industry.
6. Connect REALTORS® with outside resources and professionals related to the real estate industry.
7. Budget permitting, incoming Vice-Chair and staff liaison will attend YPN Advance at National Association of REALTORS'® Headquarters.

CODE OF ETHICS AND PROFESSIONAL STANDARDS ADMINISTRATION

It is the policy of the Williamson County Association of REALTORS® to enforce the Code of Ethics of the National Association of REALTORS®. Per a signed agreement with Tennessee REALTORS®, Williamson County Association of REALTORS® will direct all Professional Standards Administration matters to the Tennessee Association of REALTORS®.

POLICIES AND PROCEDURES MANUAL

Revised 2023

GENERAL ASSOCIATION POLICIES

1. **Commissions:** Commissions in real estate transactions are negotiable between REALTORS®, their seller and buyers and ARE NOT DETERMINED by the Association. At no time during any Association meetings will commission rates be discussed.
2. **Legal Counsel:** The Board of Directors will engage legal counsel for the Association and only the Board of Directors may terminate such legal counsel. Request for the advice of such legal counsel shall only be made through the Chief Executive Officer or the President.
3. **Appearance at a Board Meeting:** A Committee, Task Force chair or member wishing to appear at a Board meeting on a matter of business must make a written request to the Chief Executive Officer prior to the regularly scheduled meeting. This will ensure a requested place on the agenda. Attendance at the Board meetings is at the discretion of the Executive Committee.
4. **Tennessee REALTORS® Directors:** The allocation of WILLIAMSON COUNTY ASSOCIATION OF REALTORS®'s Directors for Tennessee REALTORS® Board of Directors will first be filled by members of the Executive Committee. Any additional positions will be filled by members of the Association as recommended by the President and approved by the Board of Directors. State Directors are required to attend the Board of Directors Meetings at both the Spring and Fall Tennessee REALTORS® Conferences. Should a State Director not be able to attend either of these events, they must notify the Board of Directors within 45 days of the event so that an alternate Director may be appointed. Should a State Director not give ample notice, they will forfeit their position as State Director for the following Tennessee REALTORS® Conference.
5. **Cancellation of Class Registration:** Cancellations, refunds, and credits for classes with prior notice from members are to be handled at the discretion of the Chief Executive Officer.
6. **Benevolence and Death Notices:** Flowers and/or honorariums are to be sent in the cases of death of a member or their spouse, partner, child, mother, or father at a maximum expense of \$100 as requested by a member. Cards of sympathy and get-well cards may be mailed to other family members, as requested by a member. Exceptions are to be left to the discretion of the Executive Committee and will be based on budgetary restrictions.
7. **Death Notices:** If it comes to the attention of the Association that a past or present member of the Association has passed away, the office will post the notice with any/all arrangements as soon as possible (taking into consideration Williamson County Association of REALTORS® office hours). If a close family member (defined as spouse, partner, child, mother, or father) of an Association member dies, the Association office will post the notice if "requested" by the member and "upon receipt of authorization"

POLICIES AND PROCEDURES MANUAL

Revised 2023

from the member. Again, the notice with any/all arrangements will be posted as soon as possible (taking into consideration Williamson County Association of REALTORS® office hours).

8. **Room Rental:** Williamson County Association of REALTORS® facility is available for rental in accordance with room rental agreement.
9. **Establishment of a Quorum:** A Quorum is defined as fifty percent (50%) plus one voting member in all Association business.
10. **Special Circumstances:** The following actions require a two-thirds (2/3) affirmative vote of the full Board of Directors: any recommended changes, deletions, or additions to the Williamson County Association of REALTORS® Policies and Procedures; approval of annual budget; or disbursement of REALTRACS dividend funds.
11. **Education Course Ownership:** If Williamson County Association of REALTORS® chooses to employ an instructor to author a course, prior to any instructor authoring a course to be owned, licensed, and registered by Williamson County Association of REALTORS®, the instructor/author will contract with Williamson County Association of REALTORS® and must sign an agreement that contains a waiver providing Williamson County Association of REALTORS® owns the intellectual property rights to the course.
12. **Williamson County Association of REALTORS® Licensed and Registered Education Courses:** All Williamson County Association of REALTORS® licensed/registered Education courses that are requested to be taught at other Associations must receive written approval of WILLIAMSON COUNTY ASSOCIATION OF REALTORS®. The Association where the course is to be taught is responsible for recording licensee attendance with the Tennessee Real Estate Commission (TREC).
13. **Privacy Policy** - Williamson County Association of REALTORS® recognizes the importance of protecting the personal information provided via websites owned or controlled by WILLIAMSON COUNTY ASSOCIATION OF REALTORS®. The Association maintains the following privacy policy:
 - a. Williamson County Association of REALTORS® gathers the following types of information needed to process transactions, fulfill requests, and maintain membership records:
 - Contact information provided (for example, personal and business addresses, phone and fax numbers, firm affiliations, and titles). It is the responsibility of a Williamson County Association of REALTORS® member to keep contact information up to date by contacting the association or through the online member portal.
 - Information volunteered, via applications or surveys (for example, education, designations, specialties, affiliations with other real estate organizations and general demographic data).
 - b. Williamson County Association of REALTORS® uses this information to:

POLICIES AND PROCEDURES MANUAL

Revised 2023

- Improve and customize the content and layout of Williamson County Association of REALTORS® websites, social media, and other communication outlets, such as online and print.
 - Notify members of updates to Williamson County Association of REALTORS® websites.
 - Notify members of relevant products and services.
 - Notify members of upcoming events and programs.
- c. Williamson County Association of REALTORS® will not share, sell, or otherwise provide contact information except for the following purposes:
- Event and Class Sponsors for the limited purpose of contacting attendees one time immediately after events.
 - When required by law or valid legal process, or to protect the personal safety of our members or the public.
14. **Policies and Procedures:** All recommended or requested changes to the bylaws, policies and procedures must come as a motion from the Bylaws, Policies and Procedures committee to the BOD for approval.
15. **Policies and Procedures:** the only parties to physically amend any WCAR governing documents shall be the Chief Executive Officer or staff as designated by the CEO.

POLICIES AND PROCEDURES MANUAL

Revised 2023

APPLICATION PROCESS FOR NEW MEMBERS

1. Dues (pro-rated according to dues schedule) will be collected at the time of application along with applicable fees.
2. When the application is received at the Association office, applicant will be provided with the dates of available Orientation Training.
3. Applicants shall be expected to attend the first Orientation Training offered after application. If applicant does not complete the Orientation Training on or before the third time it is offered after the date of application, the applicant will be required to re-apply to the Association for membership and will be required to pay an application fee.
4. Brokers who have no membership at Williamson County Association of REALTORS® but have agents who choose Williamson County Association of REALTORS® can be invited to join as a secondary member for the remainder of the current year at no cost. In subsequent years, full membership dues will be expected from the Broker if he/she wishes to maintain secondary membership.
5. All dues are to be deposited immediately.
6. New members are forwarded to the State and National Associations as soon as possible based on the requirements Williamson County Association of REALTORS® has in handling the dues monies.
7. Processing of Affiliate membership shall be the same except for the Orientation requirements and proration of dues.

REFUND POLICY: Dues refunds will be permitted only for the following year if a member requests the refund prior to December 31st. No refunds will be permitted otherwise.

POLICIES AND PROCEDURES MANUAL

Revised 2023

TRAVEL POLICY

Purpose:

This document outlines the expense policies and procedures for members traveling on behalf of WCAR. This policy is designed to:

- Ensure compliance with minimum Internal Revenue Service (IRS) requirements.
- Ensure that members are reimbursed on a fair and equitable basis.
- Avoid undue record keeping and reimbursement delays.

General Guidelines:

The following section provides general guidelines for members traveling on behalf of the Association for deadlines and dollar limits, expense reports and receipts. All members will be responsible for booking their own travel. The CEO will advise of any exceptions, including incidentals.

A .Expense Reports:

Expenses for reimbursement must be recorded on Williamson County Association of REALTORS® Member Expense Report form (available on WCARTN.org). The form must include the member's name, email and mailing addresses, date(s) of travel, business purpose, committee or task force, CEO, and member signature. The completed form and all applicable receipts must be submitted electronically to Williamson County Association of REALTORS® for approval via email to the CEO.

Please note that the expense report form should be completed by typing in all information (instead of handwriting) for automatic calculation of expense totals and for faster processing of reimbursements.

The Association will not reimburse expenses which are not in compliance with this policy or IRS requirements. Exceptions are approved at the Treasurer's discretion. If discrepancies are noted in the expense report, the CEO will contact the member to resolve the issue. If there are special circumstances, instructions on how to resubmit expense items to the Williamson County Association of REALTORS® Treasurer, will be provided upon request.

B. Deadlines:

All expenses must be submitted on an expense report (along with required receipts) within **30 days** of the completed trip. Once an expense report is submitted via email, the CEO must approve it. After approval, it is submitted to the bookkeeper for processing. Williamson County Association of REALTORS® will then process the reimbursement within five (5) business days.

POLICIES AND PROCEDURES MANUAL

Revised 2023

C. Receipts:

Receipts are required for all expenditures equal to or greater than \$25. **All receipts are required for air travel, lodging costs and car rentals, regardless of amount.**

Members are strongly encouraged to submit receipts for all expenditures with their expense report, where possible.

D. Reimbursable Expenses

This section details the comprehensive list of member travel reimbursable expense permitted by the Association.

a. Williamson County Association of REALTORS® qualifies the following expenses as reimbursable for members traveling on behalf of the Association:

- Airline/Rail transportationCar Rental (In certain circumstances approved in advance)
- Use of Personal Cars – Mileage and Parking
- Taxis/Public Transportation
- Lodging
- Meals & Incidentals
- Guest Entertainment
- Tips

1. Airline/Rail Transportation

Members are responsible for booking their own flights.

Members must purchase seating in the Economy or Coach class of fares. Additional costs for premium seating (ex. First class, business class, etc.) are not reimbursable. Tickets should be purchased as early as possible to take advantage of the lowest costs.

Seat assignment fees (ex. Window or aisle seats, including Southwest Airlines early bird seating) within the Economy or Coach classes are reimbursable. However, convenience charges such as fees for extra leg room, priority check-in and express security clearance fees, etc. are **not** reimbursable.

Checked and carry-on baggage fees (up to a total of two checked bags per trip) are reimbursable. However, overweight baggage fees are **not** reimbursable.

A member can include personal travel in conjunction with a Williamson County Association of REALTORS® trip, however, the member is responsible for payment for the personal portion of the trip.

POLICIES AND PROCEDURES MANUAL

Revised 2023

Members will **not** be reimbursed for business use of frequent flyer miles or vouchers, vouchers for bumping, discount coupons or other instruments of value.

2. Car Rental

Rental cars are reimbursable only when other methods of transportation are not obtainable. The CEO must be consulted if a member needs to rent a car. If it is necessary to rent a car, the collision damage waiver must be purchased. This is to ensure that the member will not be liable for out-of-pocket expenses should an accident occur.

3. Use of Personal Vehicle-Mileage/Parking

If a member chooses to drive to a meeting in lieu of flying, they should consult with the CEO. Reimbursement will be based on reasonable costs, and the reimbursed amount will not be higher than applicable air travel costs. Mileage reimbursement is equal to the number of business miles driven multiplied by the current IRS approved mileage rate. Gasoline used in a personal car is not reimbursed because the IRS includes this expense in the mileage reimbursement calculation. Actual costs of parking and tolls for approved business trips are reimbursable. Traffic fines and parking violations are **not** reimbursable.

When choosing transportation to and from the airport, the cost of airport parking should be considered. When traveling for an extended period, driving to, and parking at the airport may be more expensive than taking a taxi, bus, or ride-share.

4. Taxis, Public Transportation & Ride-share

Business-related local transportation costs are reimbursable (ex. taxi, bus, local rail service or ride-share) including costs to and from the airport.

5. Lodging

Members are responsible for booking their lodging accommodation. Should a member find it necessary to cancel lodging reservations, the Association does not incur “no show” charges. Receipts must include line-item expenditures and proof of payment **must** be submitted with expense reports.

POLICIES AND PROCEDURES MANUAL

Revised 2023

6. Meals and Incidentals

The Association reimburses traveling members for the reasonable cost of food, refreshments, and incidentals (ex. laundry and valet services, toiletries, snacks/mini-bar items) **subject to a daily limit of \$200**. Cost of meals vary dependent on the geographic area and all members are expected to use prudence. Tips for meals should be included in the total cost of a meal.

The members must track, and report actual expenses incurred to be reimbursed.

7. Guest Entertainment

The Association reimburses for guest entertainment expenses defined as those activities paid by Williamson County Association of REALTORS® members, on behalf of others, in the advancement of Williamson County Association of REALTORS® business goals and concerns, subject to a **\$125 per person limit**. In accordance with IRS requirements, the expense report **MUST** include the names of the guests and the business purpose.

8. Tips

Reasonable tips are reimbursable. Note that tips are reported as part of the taxi or ride-share fare and as part of meals on expense reports.

9. Hotel and Airline Internet Connection Fees

While traveling on company business, Williamson County Association of REALTORS® will reimburse reasonable hotel and airline internet connection costs for each trip, as needed.

POLICIES AND PROCEDURES MANUAL

Revised 2023

FISCAL POLICY

1. No request for payment will be processed by the Williamson County Association of REALTORS® without invoices submitted.
2. **Accounts Receivable:** All deposits shall be made in the approved Association accounts in a timely manner and deposits shall not be held for longer than one working week.
3. Deposited revenue receipts shall be provided to accounting and bookkeeping firm for entry into designated accounting program.
4. The REALTRACS Dividend check shall be deposited into an account specifically designated for that purpose until which time the Board of Directors votes to allocate those funds.
5. **Non-Budgeted Revenue or Dividends:** All revenue that is not part of the regular approved budget shall be brought to the Budget Committee for recommendations to the Board of Directors for approval and use of those funds.
6. **Fees:** Williamson County Association of REALTORS® will charge a \$25 fee for returned checks.
7. **Late Fees:**
 - a. **Membership Dues:** \$100 late fees for unpaid members are to be applied on January 15th of every year (or following Monday if the date falls on a weekend).
 - b. **All other late fees:** If payment is not received within ten business days a late fee of 5% will be assessed. An additional 5% late fee will be assessed for every 30 days beyond.
8. **Accounts Payable:**
 - a. All expenses are to be documented with receipts attached and submitted to accounting and bookkeeping firm.
 - b. A check request form is to be accurately completed for any reimbursement of expenses or payment of bills.
 - c. The Chief Executive Officer or authorized signatory should approve all expenses.
 - d. When a manual check is issued in-house, the Chief Executive Officer and another approved signatory shall sign it. Signed checks shall be securely filed.
9. **Credit Cards:**
 - a. There are to be nine (9) credit cards to be maintained for the Association, with the following monthly limits:
 - Chief Executive Officer (\$25,000)
 - Membership Engagement Manager (\$10,000)
 - Governmental Affairs Director (\$5,000)
 - Professional Development Director (\$2500)

POLICIES AND PROCEDURES MANUAL

Revised 2023

- Communications Director (\$5000)
 - President (\$5000)
 - President-Elect (\$5000)
 - Immediate Past President (\$5000)
 - Secretary/Treasurer (\$5000)
- b. All credit card statements should be reviewed and approved by the Chief Executive Officer and Secretary-Treasurer monthly. No balance will ever be carried on the credit card.
- c. All credit card transactions require a receipt to be turned in with an expense form. The form and documentation shall be entered into the designated accounting program.
- d. All Association credit card holders should abide by and sign the Credit Card Use Policy.
10. **Payroll:** Payroll is processed through a contract personnel company established system. At no time will a request for advance of payroll be granted to an employee.
11. **Reporting:** The Chief Executive Officer will work with the accounting and bookkeeping firm and Secretary-Treasurer to provide monthly financials to the Budget Committee and the Board on the current financial status of the Association.
12. **Reserve Funds:** Any use of Association reserve funds must be approved by the Board.
13. **Investments:** Williamson County Association of REALTORS® will employ a licensed financial advisor to oversee any and all investment funds.
14. **Budgeting:** It will be the goal of the Association to develop and maintain a balanced budget annually.
- a. Treasurer to ensure that an annual audit review is conducted with a full audit every three (3) years.
 - b. Funds collected by the Association, which include but are not limited to, dues, donations and/or sponsorships, which are denoted for a subsequent calendar year, shall be deposited in the “Deferred Dues” account. Such funds will be transferred into the operating account after the new year’s budget is approved.
 - c. The minimum funds kept in the liquid reserves will be the greater of \$300,000 or six (6) months of operating capital to include Employee Expenses, Building Expenses, Technology Expenses, Bank and Professional Fees, and Office and Administration Expenses.
 - d. The Association’s financial records are available for inspection by members calling the Association office and making an appointment with the Chief Executive Officer stating a purpose. No copies shall be made.

POLICIES AND PROCEDURES MANUAL

Revised 2023

CRITICAL COMMUNICATIONS POLICY

Information

1. As much and as up to date as possible
2. What happened
3. When
4. Where
5. How
6. Who knows about it

Resources

1. Identify allies for help
2. Tennessee REALTORS/National Association of REALTORS®/Attorney/IT Experts
3. Consultants-audit/accounting
4. Public relations
5. Law enforcement
6. Government Agencies

Best Practices

1. Always tell the truth
2. Assume nothing
3. Do not assign blame
4. Define success in resolving crisis
5. Set goals & deadlines
6. Resolve and move on as quickly as possible

Action

1. General Risk Assessment:
 - a. Top threats/vulnerabilities
 - b. Critical business functions
 - c. Resources needed to maintain critical functions
2. Establish crisis communications team (i.e., Chief Executive Officer, Executive Committee, etc)
3. Create Emergency Contact List (Phone #s, Email, Evacuation plan)
4. Setup monitoring/alert systems to uncover issues (Google alerts, etc)
5. Setup multiple communications sources (Text/Email/Facebook/IG/Twitter/WhatsApp)
6. Train new employees on CCP
7. Ensure existing technology can withstand crisis
8. Develop plans to reconnect technology post-crisis
9. Share crisis plans/specific strategies w/key vendors

POLICIES AND PROCEDURES MANUAL

Revised 2023

10. Develop Crisis Communications Strategy:
 - a. Primary & Secondary spokespeople assigned (Chief Executive Officer/President)
 - b. Inform employees of spokespeople
 - c. Establish 24hr access to spokespeople
 - d. Provide extensive training to spokespeople
 - e. Establish media interaction policy for employees (on and off-site)
 - f. Maintain ongoing media relations w/contacts and constantly build new relationships
 - g. Key audiences created with targeted strategies
 - h. Key messaging/talking points developed to include consistent messaging throughout
 - i. Media Kit with all company & spokesperson details
 - j. List of all media outlets(radio/tv/news/blogs) who will cover the crisis

POLICIES AND PROCEDURES MANUAL

Revised 2023

ALCOHOL POLICY

Our Commitment:

If alcohol is being consumed, Williamson County Association of REALTORS® supports the responsible consumption of alcohol and takes seriously any inappropriate behavior that results from excessive drinking. At Williamson County Association of REALTORS® functions, nonalcoholic options will be provided, in addition to any alcoholic beverages served. Williamson County Association of REALTORS® will not endorse or support events or celebrations that involve excessive consumption of alcohol.

Policy Promotion:

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

What We Will Do:

To minimize the potential liability of Williamson County Association of REALTORS® and its members for injuries caused to third parties by individuals who consume alcohol at Association-sponsored and related events, the following rules must be followed at all Williamson County Association of REALTORS® functions:

Serving Alcohol:

1. Association members may not directly purchase, supply, serve, or otherwise furnish other members or guests with alcohol at or in connection with Association functions. Instead, professional bartenders (unrelated to the Association or its members), such as hotel staff or catering company employees, must be retained to serve alcohol at Association functions.
2. Bartender(s) are not permitted to serve alcohol to any guest reasonably believed to be under the influence.
3. Self-service alcohol, such as unmonitored tables of alcohol or kegs of beer, is strictly prohibited.
4. A maximum of two tickets per person for alcoholic beverages will be distributed to attendees.
5. An adequate selection of non-alcoholic beverages shall be provided for the bartender(s) to provide to guests who choose not to drink alcohol, or who reasonably appear to be under the influence of alcohol. In addition, Williamson County Association of REALTORS® shall set up self-service stations with ice, water, and soda, so that guests can freshen their drinks without adding more alcohol.
6. A reasonable quantity of food should be served at any Williamson County Association of REALTORS® event where alcohol is served. Food should be placed at the entrance to the function so that guests are encouraged to eat first, rather than consume alcohol on

POLICIES AND PROCEDURES MANUAL

Revised 2023

an empty stomach.

7. Alcohol may be served for a reasonable time period only, not to exceed four (4) hours. "Last call" must be given (and enforced) at least thirty (30) minutes before the end of the function. At such times, coffee, soda, and dessert may be served.
8. Assure that sufficient social host liquor liability insurance coverage exists for the function.

Underage Drinking:

1. Alcohol will not be served to persons under 21 years of age.
2. Bartenders or servers, Williamson County Association of REALTORS® staff, and event Committee and Task Force members will ask for proof of age as required by Tennessee law.
3. Only photo IDs with date of birth will be accepted as proof of age.

Safe Transport:

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

Apparently Under the Influence Patrons:

1. Alcohol will not be served to any person who appears to be, or a bartender believes is under the influence. Signs of intoxication may include slurred speech, impaired balance, poor coordination, reduced inhibition, aggressive, belligerence, and other disrespectful behavior.
2. Apparently under the influence patrons will be asked to leave.
3. Safe travel options will be suggested. Williamson County Association of REALTORS® staff, event Committee and Task Force members and bar staff will encourage apparently under the influence patrons to use a cab or paid car services such as Uber or Lyft.
4. A cab or paid car service must be called for those guests appearing to be visibly under the influence, ensuring they are provided with the means to pay a reasonable fare, if necessary.

Breach of Policy:

POLICIES AND PROCEDURES MANUAL

Revised 2023

1. Any material in breach of this policy by any Association member shall result in appropriate sanctions to be determined and enforced by the Association's Board of Directors, at its sole discretion.
2. Any questions about this policy, its interpretation or enforcement should be directed to the Association's Board of Directors.

Non-Compliance with Policy:

All Williamson County Association of REALTORS® staff and event Committee and Task Force members will enforce the alcohol management policy and any noncompliance will be managed according to the following process:

1. Explanation of the Association policy to the those concerned, including identification of the portion of policy not being complied with.
2. Continued non-compliance with the policy should be managed by at least two Committee and Task Force members who will use their discretion as to the action taken, which may include asking those involved to leave the Association function.
3. Continued violations may result in exclusion or expulsion from future Williamson County Association of REALTORS® events.

Information to be Included in Hospitality Bid Process:

For every event – at Williamson County Association of REALTORS®' facility or off-site, the bid process shall include the following information:

1. Alcohol at a Williamson County Association of REALTORS® sponsored or supported event shall be served in strict accordance with these instructions:
 - a. Bartender(s) shall not serve alcohol to any guest who is believed to be under the influence.
 - b. Alcohol will not be served to persons under 21 years of age.
 - c. Bartenders and Caterer's staff shall ask for proof of age as required by Tennessee law.
 - d. Only photo IDs with date of birth shall be accepted as proof of age.
 - e. "Last call" must be given (and enforced) at least thirty (30) minutes before the end of the function.
 - f. Bartenders/Caterers must report any perceived violation of this policy to Williamson County Association of REALTORS® staff or event Committee and Task Force members.

POLICIES AND PROCEDURES MANUAL

Revised 2023

WHISTLEBLOWER POLICY

Purpose:

The purpose of this Whistleblower Policy is to:

1. Encourage staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of the Association
2. Specify that the Association will protect the person from retaliation; and
3. Identify where such information can be reported.

Encouragement of Reporting:

Williamson County Association of REALTORS® encourages complaints, reports or inquiries about illegal practices or serious violations of the Williamson County Association of REALTORS® policies, including illegal or improper conduct by Williamson County Association of REALTORS® itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy include violations of law, financial improprieties, accounting or audit irregularities, harm to public health or safety, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the Williamson County Association of REALTORS® has existing complaint mechanisms or policies should be addressed through channels described in those mechanisms or policies, such as raising matters of alleged discrimination or harassment, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

Protection from Retaliation:

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

Where to Report:

POLICIES AND PROCEDURES MANUAL

Revised 2023

A complaint, report or inquiry may be made under this policy on a confidential or anonymous basis and will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. The complaint, report or inquiry should describe in detail the specific facts demonstrating its basis. A complaint, report or inquiry by staff should be directed to a direct supervisor; if this person is implicated in the complaint, report, or inquiry, it should be directed to the next level above the direct supervisor. A complaint, report, or inquiry by a volunteer should be directed to the President; if the President is implicated in the complaint, report, or inquiry, it should be directed to the Association's President-elect or Chief Executive Officer. Williamson County Association of REALTORS® will conduct a prompt, discreet, and objective review, or investigation. Staff or volunteers must recognize that Williamson County Association of REALTORS® may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

POLICIES AND PROCEDURES MANUAL

Revised 2023

DOCUMENT RETENTION POLICY

Purpose:

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

Accounting Records:

1. Accounts payable (seven years)
2. Accounts receivable (seven years)
3. Annual financial statements (permanent)
4. Bank statements (seven years)
5. Bank reconciliations (seven years)
6. Canceled checks- routine matters (seven years)
7. Canceled checks- special (loan repayment, etc.) (permanent)
8. Correspondence: routine (four years)
9. Deeds and closing papers (permanent)
10. Deposit slips (four years)
11. Electronic payment records (seven years)
12. Employee expense reports (seven years)
13. Fixed-asset acquisition invoices (after disposal) (seven years)
14. General ledgers (permanent)
15. Income tax returns (7 years)
16. Insurance policies (after expiration) (four years)
17. Investments (after disposal) (seven years)
18. Mortgages, loans & leases (paid) (seven years)
19. Payroll journal records (10 years)
20. Purchase orders (except accounts payable copy) (one year)
21. Purchase invoices & orders (one year)
22. Sales tax returns & exemption support (five years)
23. Tax returns (federal & state) (seven years)

Association and Employment Records:

1. Articles of Incorporation and amendments (permanent)
2. Bylaws and amendments (permanent)
3. NATIONAL ASSOCIATION OF REALTORS® charter (permanent)
4. REALTOR® Agreement (until superseded)

POLICIES AND PROCEDURES MANUAL

Revised 2023

5. Member file and membership applications (two years after membership terminates, with social security number and other financial information removed (if applicable).
6. Professional Standards Hearing Records: Ethics (result of hearing- permanent; rest of hearing file- minimum of one year after satisfaction of sanctions (if any) and there is no threat of litigation).
7. Arbitration / Mediation (minimum of one year after payment of award (if any) and there is no threat of litigation).
8. Employee benefit plan documents (duration of plan).
9. FMLA leave records including: all FMLA information and notices distributed to these employees and records of any FMLA disputes.
10. Garnishments / wage assignments (three years).
11. Immigration I-9 forms (duration of employment plus one year, minimum of three years).
12. Medical records relating to the exposure of the employee to any toxic or hazardous substances. (Duration of employment plus 30 years).
13. Payroll records showing name address, date of birth, occupation, rate of pay, and weekly compensation (three years).
14. Personnel Records (ten years after employment ends).
15. Record of all occupational injuries, including those under state workers compensation law and any ERISA awards (five years for ERISA; state law requirements will vary).

Legal Documents

1. Contracts/Space Rentals (ten years after expiration)
2. Warranties & Guaranties (Duration of the Warranty)
3. Legal Correspondence (permanent)

Property Records

1. Deeds of Title (permanent)
2. Depreciation schedules (permanent)
3. Property Damage (seven years)
4. Property Tax (permanent)
5. Appraisals (permanent)
6. Blueprints / Plans (permanent)
7. Warranties & Guaranties (two years beyond terms of the warranty)

APPENDIX OF FORMS

Code of Ethics

Committee Agreement Forms

- Confidentiality Agreement
- Conflict of Interest

POLICIES AND PROCEDURES MANUAL

Revised 2023

- Agreement to Serve

Motion Form

REALTOR® of the Year Application

Rookie of the Year Application

Affiliate of the Year Application

Sponsorship Application

Board of Director Application

Chief Executive Officer Annual Review Form

Leadership Academy Application

Credit Card Use Policy

Travel Expense Report