

Policies & Procedures

South Bend Area REALTORS®

Table of Contents

		Page
Section 1	Mission Statement & Introduction	2
Section 2	Antitrust Avoidance	3-4
Section 3	Board of Directors	4-6
Section 4	Governing Documents & Review	6
Section 5	Committees & Task Forces	6-7
Section 6	Dues & Membership	8
Section 7	Staff	9
Section 8	Education	9
Section 9	Legal	9-15
Section 10	Finance	16
Section 11	Travel Policy & Reimbursements	17
Section 12	Communications	17-18
Section 13	Building Operations	19
Section 14	Advertising/Sponsorship	19
Section 15	Code of Conduct	19
Section 16	Violations of Policy	20

Section 1 – Mission Statement & Introduction

1.1 Mission Statement

Mission Statement of the South Bend Area Realtors:

Promoting and protecting pathways to homeownership through professionalism, advocacy, and community.

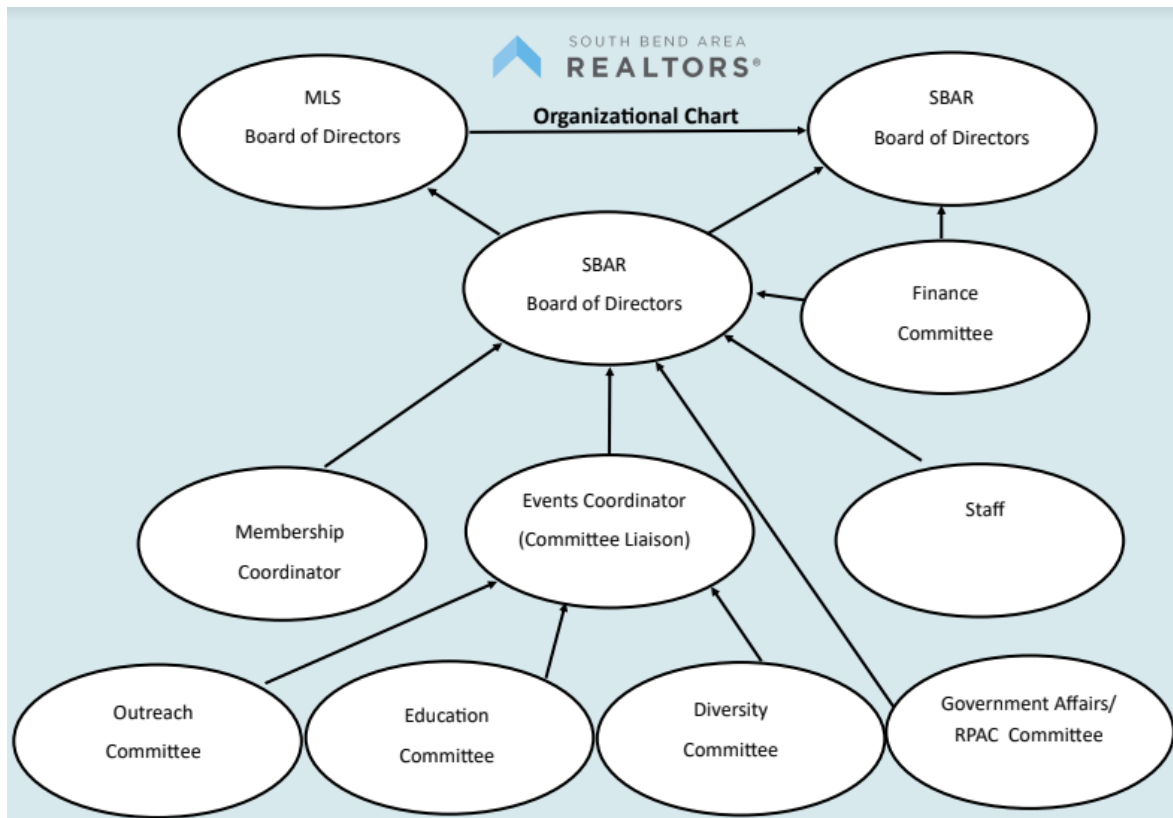
Service Belonging Advocacy Resources

1.2 Introduction

This Policy and Procedure Manual was adopted by formal motion of the Board of Directors and supersedes previously established policies.

This manual contains policies extracted from minutes of previous Board of Directors meetings and policies which have been followed but for which formal adoption verification could not be located. Upon adoption this Policy and Procedure Manual becomes the official policies of the South Bend Area REALTORS®, as from time to time amended. No policy established shall be in conflict with the Bylaws, MLS Rules, Professional Standards and Arbitration Manual or other governing documents of the Board. The policies found in this manual are in addition to, not a replacement for SBAR's Bylaws.

1.3 Organizational Chart & Hierarchy



Section 2 – Antitrust Avoidance

2.1 General

The South Bend Area REALTORS® is a not-for-profit organization. The Association is not organized for the purpose of, and may not play any role in, the competitive decisions of its members, nor in any way restrict competition among members or potential members. Rather it serves as a forum for a free and open discussion of diverse opinions without in any way attempting to encourage or sanction any particular business practice.

The Association provides a forum for exchange of ideas in a variety of settings including its annual meeting, educational programs, committee meetings, and Board meetings. The Board of Directors recognizes the possibility that the Association and its activities could be viewed by some as an opportunity for anti-competitive conduct. Therefore, this statement supports the policy of competition served by the antitrust laws and to communicate the Association's uncompromising policy to comply strictly in all respects with those laws.

While recognizing the importance of the principle of competition served by the antitrust laws, the Association also recognizes the severity of the potential penalties that might be imposed on not only the Association but its members as well in the event that certain conduct is found to violate the antitrust laws. Should the Association or its members be involved in any violation of federal/state antitrust laws, such violation can involve both civil and criminal penalties that may include imprisonment for up to 3 years as well as fines up to \$350,000 for individuals and up to \$10,000,000 for the Association plus attorney fees. In addition, damage claims awarded to private parties in a civil suit are tripled for antitrust violations. Given the severity of such penalties, the Board intends to take all necessary and proper measures to ensure that violations of the antitrust laws do not occur.

2.2 Principles

To ensure that the Association and its members comply with antitrust laws, the following principles will be observed:

- a. The Association, any committee, or activity of the Association shall not be used for the purpose of bringing about or attempting to bring about any understanding or agreement, written or oral, formal or informal, expressed or implied, among two or more members or other competitors with regard to prices or terms and conditions of contracts for services or products. Therefore, discussions and exchanges of information about such topics will not be permitted at Association meetings or other activities.
- b. There will be no discussions discouraging or withholding patronage or services from, or encouraging exclusive dealing with any supplier or purchaser or group of suppliers or purchasers of products or services, any actual or potential competitor or group of actual potential competitors, or any private or governmental entity.

- c. There will be no discussions about allocating or dividing geographic or service markets or customers.
- d. There will be no discussions about restricting, limiting, prohibiting, or sanctioning advertising or solicitation that is not false, misleading, deceptive, or directly competitive with Association products or services.
- e. There will be no discussions about discouraging entry into or competition in any segment of the marketplace.
- f. There will be no discussions about whether the practices of any member, actual or potential competitor, or other person are unethical or anti-competitive, unless the discussions or complaints follow the prescribed due process provisions of the Association's bylaws.
- g. Certain activities of the Association and its members are deemed protected from antitrust laws under the First Amendment right to petition government. The antitrust exemption for these activities, referred to as the Noerr-Pennington Doctrine, protects ethical and proper actions or discussions by members designed to influence: 1) legislation at the national, state, or local level; 2) regulatory or policy-making activities (as opposed to commercial activities) of a governmental body; or 3) decisions of judicial bodies. However, the exemption does not protect actions designed to cover-up anticompetitive conduct.
- h. Speakers at committees, educational meetings, or other business meetings of the Association shall be informed that they must comply with the Association's antitrust policy in the preparation and the presentation of their remarks. Meetings will follow a written agenda approved in advance by the Association or its legal counsel.
- i. Board of Director meetings will follow a written agenda. Minutes will be prepared after the meeting to provide a concise summary of important matters discussed and actions taken or conclusions reached.

At informal discussions at the site of any Association meeting, all participants are expected to observe the same standards of personal conduct as are required of the Association in its compliance.

Section 3 – Board of Directors

3.1 Directors' Responsibilities

The Officers and Directors of the South Bend Area REALTORS® shall comprise the governing body of the Association.

Both the National Association of REALTORS® and the Indiana Association of REALTORS® can provide Directors with many resources for obtaining information. In addition, Association staff can offer assistance in most areas. Directors are a vital link between the membership and the Association. Directors should bring from the membership specific problems or concerns and

should take back information concerning the Association's activities and programs. Minutes, any other meeting materials and notices of Directors meetings shall be emailed to the Board of Directors at least five (5) days prior to the next regular scheduled meeting of the Board of Directors. Directors should also be familiar with: Current bylaws, constitution & policies of the National Association of REALTORS® & the Indiana Association of REALTORS®, Legislative activity on a state and national level, and the latest edition of Robert's Rules of Order.

Specific responsibilities and duties of the Board of Directors are as follows and if violated, a Director may be subject to removal per section 3.2 of this document:

- a. Serve as the governing body of the Association and control all the affairs of the Association subject to the restrictions imposed by the Bylaws.
- b. Select the financial institution(s), by resolution, to deposit all Association monies.
- c. Employ such Executive Officer to manage the day-to-day operations of the Association.
- d. Contract with an outside independent accounting firm to be available for consultation
- e. Directors may refer any member of the Association to the Treasurer and CEO if the member requests a report of IRS Form 990.
- f. Contract with outside legal counsel to be available for such consults as deemed necessary
- g. Review and approve a budget prepared by the Finance Committee reflecting projected income from all sources and projected costs and expenses of the Association for the next fiscal year. The budget shall be submitted to the Directors as outlined in Section 10.5 of this document.
- h. Review and act on committee requests.
- i. Approve and amend such rules, regulations and policies necessary to the operation of the Association.
- j. Attend all Board meetings. Any Officer or Director of the Board who is absent from three (3) Board meetings in one (1) calendar year shall on their third absence have automatically resigned from their position. There shall be no differentiation between "excused" or "unexcused" absences. Any absence from a Board of Directors meeting should be reported to the President and CEO in advance, when possible.
- k. Serve without compensation.
- l. Solicit member input as much as possible.
- m. Place the welfare of the entire membership ahead of geographical or factional considerations.
- n. Express their viewpoints and share their opinions on issues before the group.
- o. Be informed and knowledgeable in areas of particular interest, concern, and importance to the Association and the real estate industry.
- p. Volunteer for Association committees and attend Association events as Director Liaisons as much as possible.
- q. Attend the mandatory Directors' orientation to be held annually before the first Director's meeting of the calendar year.
- r. Review all materials prior to the meeting.
- s. Read and be familiar with the active Strategic Plan of the Association & Mission Statement.
- t. Be familiar with the current bylaws, policies, procedures and issue positions of the South Bend Area REALTORS®.
- u. Sign the Commitment to Serve, Confidentiality Agreement, and Conflict of Interest Policy

3.2 Nomination, Election, & Removal of Directors & Officers

The nominating procedure is defined in Article X, Section 4 of the Bylaws of the South Bend Area Realtors. The election of Directors is defined in Article X, Sections 5 & 6 of the Bylaws. The removal of Directors and Officers is defined in Article X, Section 7 of the Bylaws, which states: Any Director or Officer may be removed at any time, without cause, by a vote of $\frac{3}{4}$ vote of the entire Board at special meeting called for that purpose, or at a regular meeting if the matter is stated in a notice of the meeting.

3.3 Indemnification of Officers & Directors

The South Bend Area REALTORS® shall indemnify any person who was, or is a party to, or is threatened to be made a party to, any threatened, pending or completed action, suit or proceedings, whether civil, criminal administrative, or investigative, by reason of the fact that they are/were a Director or an Officer, CEO or Staff of the South Bend Area REALTORS® against expenses (including attorneys' fees), judgments, fines, and amounts paid in settlement actually and reasonably incurred by them in connection with such action, suit, or proceeding so long as the individual was acting in the good faith execution of their duties within the capacity of their role with SBAR. Such right of indemnification shall be deemed exclusive of any other rights to which such Director or Officer may be entitled apart from the foregoing provisions.

The South Bend Area REALTORS® may indemnify any person(s) who was, or is party to, or is threatened to be made a party to any threatened, pending or completed action, suit or proceeding, whether civil, criminal, administrative, or investigative by reason of the fact that he/she is or was an employee or agent of the South Bend Area REALTORS® as Director, Officer, employee or agent of another corporation, partnership, joint venture, trust, or other enterprise, against expenses (including attorney's fees) judgments, fines, and, as from time to time is in effect. Such right of indemnification shall not be deemed exclusive of any other rights to which any such person may be entitled apart from the foregoing provisions.

Section 4 – Governing Documents & Review

Every three (3) years the South Bend Area Realtors shall complete a Strategic Plan with the assistance of a Task Force. The President shall serve as the chairperson of the Task Force. The Bylaws and this manual shall be reviewed at least every three (3) years; the President shall choose the chairperson for the Bylaws Task Force and the Policy & Procedure Task Force. The Board of Directors may implement changes to this document by majority vote and/or may bring bylaw amendments to the membership for a vote as they deem necessary.

Section 5 – Committees & Task Forces

Committees serve to assist in the effective implementation of Association objectives and specific programs. There shall be an annual opportunity for members to express their interest in serving on particular committees.

Prior to the first meeting, committee Chairs shall set and communicate to all members an attendance policy for all members using the recommendation of absences not to exceed 25 percent of the meetings annually. This requirement shall be defined in the Commitment to Serve agreement which will be acknowledged by signature by all committee members at the first meeting in addition to a Conflict of Interest Policy.

The President-elect, with the approval of the Executive Committee shall appoint such the chairperson for each standing committee by November 30th each year for service the following year. The President may establish from time-to-time additional committees, task forces, advisory groups, and/or special committees and designate their Chairpersons and Vice-chairpersons as deemed necessary in order to accomplish goals of the Association which may include but are not limited to: bylaws, policy/procedure, strategic planning, and/or events.

The following are considered standing committees of SBAR: Diversity Equity & Inclusion, Education, Finance, Government Affairs/RPAC, Outreach.

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

All expenditures of Board funds for committee or sub-committee business must be authorized by and coordinated through the Chief Executive Officer, with approval of the Board of Directors. Receipts must be submitted for reimbursement.

Basic coordination of functions of committee activities is performed by staff in order to avoid overlap and confusion. Following are the guidelines for the coordination and administration of Board functions: All committee and sub-committee meetings are set up and coordinated by a designated staff member. A committee or taskforce who desires to set up a meeting is to call the staff person responsible for his committee or sub-committee to establish the meeting and work out meeting details, including agendas.

No Committee member shall issue a press release or make a statement to the news media regarding a Board policy, position or program without permission from the Chief Executive Officer and Board President.

Section 6 – Dues & Membership

6.1 Current Dues

Dues for the Association shall be established by NAR, IAR, and the SBAR Board of Directors annually. Dues shall be prorated based on the month a new member joins the Association. New applicants shall pay application fees as required. Dues shall become payable on November 1st of each year and shall be late on December 1st. There are no refunds for dues payments to IAR & NAR. SBAR dues are nonrefundable unless approved by the Board of Directors on a case-by-case basis.

6.2 Late Fees

If dues are not received by the Board by December 1 (or the first business day thereafter), a late fee of \$100 will be added to the invoice and must be paid in full with the payment of dues. Membership will terminate if dues are not paid by January 15th. If payment is made after January 15th, an additional reinstatement fee of \$200 will be assessed. If payment is not made by June 30th, the member must reapply as a new member if they wish to rejoin the Association.

6.3 Active Duty Waiver

REALTORS® who are called to full-time active duty may have their dues waived when the criteria established by IAR and NAR waive those portions of the dues. Documentation is required.

6.4 REALTOR® Emeritus

In order to have local SBAR dues waived as a REALTOR® Emeritus, the member must have continuously been a member in good standing for at least 40 years and have served NAR as a member of a committee or board director for at least 1 year at some point in their career.

6.5 Membership

The SBAR Bylaws define the types of membership, the qualifications for membership, and the privileges & obligations of members in Articles IV, V, and VI respectively. The types of membership are: Primary, Secondary, Designated, Affiliate, and Franchise.

6.6 Awards

SBAR will annually award a REALTOR® of the Year, an Affiliate of the Year, and The Spirit of Kristi Ryan Award. The CEO will send out a request for nominations to the general membership by November each year. The SBAR Board of Directors will vote on the nominees at the December board meeting and the awards will be announced at the SBAR Installation Luncheon in January.

Section 7 – Staff

The Association’s Board of Directors shall be responsible for the oversight and review of the CEO. The CEO shall have authority over the staff of the association.

There shall be a Chief Executive Officer Review Committee of the Board of Directors, comprised of the Association President, who will serve as Chair, Association Immediate Past-President, and the Association President-Elect. This committee shall annually review the performance and salary of the Chief Executive Officer. The Committee shall complete the process and provide the written review to the Chief Executive Officer on or before September 30th. The Chief Executive Officer will annually review staff.

Section 8 – Education

8.1 New Member Orientation

All new members of the Association must complete SBAR New Member Orientation within 180 days of being elected to membership otherwise they will be subject to suspension by the Board of Directors.

8.2 Code of Ethics & Fair Housing Training

Every 3 years, members shall be responsible for completing Code of Ethics training. The training must be administered through NAR, IAR, or SBAR otherwise it will not be accepted as completed training. New applicants for membership will be required to complete two hours of fair housing training and existing members will be required to complete two hours every three years as a condition of membership. Fair housing training must also be NAR/IAR/SBAR-approved.

8.3 Continuing Education

SBAR members shall comply with Indiana license law, IAR policy, and NAR policy regarding continuing education requirements. SBAR does not receive copies of continuing education certificates. If a member requires a copy of a certificate, they must contact the Indiana Professional Licensing Agency or the instructor who reported the continuing education to the state licensing agency.

Section 9 – Legal

9.1 Legal Counsel

The Association shall engage the services of Legal Counsel to advise the Association relative to matters of interest to the Association which have legal implications. Legal Counsel shall initiate action only after approval of the President or the Chief Executive Officer. The only person authorized to contact the attorney, at the expense of the Association, is the CEO, unless the CEO directs otherwise. Legal Counsel shall be contracted on a fee basis which shall be reviewed annually by the Executive Committee.

9.2 Errors & Omissions Coverage

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

9.3 Contracts

Only the President and/or the Chief Executive Officer may sign contracts that are binding upon the Association.

9.4 Conflict of Interest Policy

A conflict of interest is hereby defined as, “A term used in connection with public officials and fiduciaries and their relationship to matters of private interest or gain to them.” Any SBAR leader will be considered to have a conflict of interest whenever that leader:

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

Any SBAR leader with a potential conflict of interest must immediately disclose their interest at the outset of any discussions by a decision-making body pertaining to the potential conflict. Such SBAR leaders shall be excused from such discussion unless otherwise requested by the board of directors and shall respond to any questions asked of them. Furthermore, no SBAR leader with a conflict of interest may vote on any matter in which the SBAR leader has a conflict of interest, including votes to block or alter the actions of the decision-making body in order to benefit the business in which they have an interest. Minutes of appropriate meetings shall reflect that such disclosure was made, and that the leader excused himself or herself from the discussion of the pros and cons and vote on the matter. The Board of Directors and all committee members shall be required to sign a Conflict of Interest Policy annually.

9.5 Logo/Trademark Usage

Use of the organization’s distinctive logo is a benefit of membership. Members are encouraged to promote membership in the organization, and what it stands for by using the prescribed logo on forms, business cards, stationery and in advertisements. The logo, and any marks associated with the organization are the property of the organization and are protected by state and federal laws.

Use of the logo is contingent upon agreeing to the following licensing provisions:

- The logo is the property of the organization;
- Board Directors must use their SBAR nametag at Association events and may not use their company's nametag.
- Members in good standing may use the logo on stationery and in advertising to indicate membership;
- Members may not use the logo to state or imply that the organization has endorsed their company or their company's products or services;
- Members will indemnify and hold the organization harmless for any damages, including attorney's fees, incurred by the member as a result of use of the logo;
- Members agree to cease using the logo upon request of the board of directors or staff; and
- Members agree to pay the organization for all costs and attorney's fees incurred by the organization in any action against a member to enforce the terms of the license agreement.

9.6 Harassment/Whistleblower Policy

SBAR is committed to maintaining a professional environment that is free from discrimination and in which members and staff at all levels can devote their full attention and best efforts to the activities of the Association. The Association does not authorize and will not tolerate any form of harassment on the following factors: Race, color, religion, sex, handicap, familial status, national origin, sexual orientation, gender identity or any other characteristic that is protected by law. Examples of harassment that are covered by this policy include offensive language, jokes or other physical, verbal, written or pictorial conduct relating to the individual's race, color, religion, sex, handicap, familial status, national origin, sexual orientation, gender identity or any other characteristic that is protected by law would make a reasonable person experiencing such behavior feel uncomfortable or harassed. It is impossible to list every type of behavior that can be considered harassment in violation of this policy. In general, any conduct that could create an offensive environment will be considered harassment in violation of this policy. This is the case even if the offending party did not mean to be offensive. It is essential that all members and staff be sensitive to the feelings of others.

Any individual who feels they have been harassed or witnesses harassment has a duty to immediately report the alleged harassment so that it may be investigated and appropriate action taken. This is true whether the alleged harasser is an employee, association member, Officer or Director. The South Bend Area REALTORS® cannot resolve matters about which it does not know. To report alleged harassment you must contact the current President of the Association. In the case that he or she is the subject of the allegation, you must contact the next highest ranking Officer. These individuals have been trained to respond appropriately to reports of harassment. Once your report has been received, a prompt and thorough investigation will be conducted. At the conclusion of the investigation the reporting individual will be informed of the action taken, if any. All investigation results will be kept as confidential as possible Any member of the Association may be reprimanded, placed on probation, suspended or expelled for harassment of an association or MLS employee or Association Officer or Director after an investigation in accordance with the policies of the Association. As used in this Section, harassment means any

verbal or physical conduct including threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to do the same, or any other conduct with the purpose or effect of unreasonably interfering with an individual's work performance by creating a hostile, intimidating or offensive work environment. The decision of the appropriate disciplinary action to be taken shall be made by the investigatory team comprised of the President, and President-elect and/or Chief Executive Officer and one (1) member of the Board of Directors selected by the highest ranking officer not named in the complaint, upon consultation with legal counsel for the association. Disciplinary action may include any sanction authorized in the association's Code of Ethics and Arbitration Manual. If the complaint names the President, President-elect or Chief Executive Officer, they may not participate in the proceedings and shall be replaced by the Immediate Past President or, alternatively, by another member of the Board of Directors selected by the highest ranking officer not named in the complaint. No recourse will be taken against individual reporting legitimate harassment or for cooperating in an investigation. False allegations will be referred to the IAR Ethics complaint process.

9.7 Record Retention Policy

The South Bend Area REALTORS® has developed a records retention policy to guide its efforts to adequately protect and preserve critical information as required to comply with the law and perform its business operations and properly dispose of such records as appropriate. The policy attempts to balance the interest in preservation and the cost and mechanics of storage of documents. This policy has been developed in consideration of applicable law, regulations, standards, and recommendations within the industry.

The records retention policy applies to all types of records, including but not limited to business, financial, and administrative records. The policy applies to all records, regardless of the manner in which those records are stored. All records are to be maintained and destroyed in accordance with the time periods set forth below. Questions regarding any of the storage periods should be directed to the authority designated by the board of directors.

Records shall be stored in the ordinary course of business at the following location: 1357 Northside Blvd, South Bend Indiana, 46615. Copies of records need not be retained. All copies of a particular record (excluding the original) should be stored electronically. The electronic version of the records is to be maintained & accessible for the duration of the retention period.

Records shall be destroyed by shredding and appropriately disposing. SBAR shall review its records annually to determine what records are to be destroyed. All records shall be destroyed in the manner set forth above, unless a specific request is made to obtain particular records. These specific requests made by a member of SBAR or a third party to preserve certain records shall be honored. All other records shall be designated for destruction during the first periodic review after their retention period has expired.

The following retention periods shall be adhered to:

Corporate Records	
Articles of Incorporation	Permanent
Bylaws	Permanent
Minutes of Meetings (Directors, etc.)	Permanent
Corporate Filings	Permanent
IRS Exemption Letter	Permanent
Membership Records	
Membership Roster / Database	Permanent
Officer and Director Rosters	Permanent
Member Policies and Procedures	3 years after replacement
Personnel Records	
Employment Contracts	Permanent
Employment Applications, Interviews and Evaluation Related Material	1 year
Personnel Files	6 years after termination
Payroll Records	5 years
Payroll Journals & Journals	Permanent
Employment Tax Records	7 years
Workers' Compensation / Unemployment Records	7 years
Employee Handbooks / Policies	Permanent
Job Descriptions	7 years after invalid
Financial Records	
Bank Statements	7 years
Bank Deposit Slips	7 years
Bank Reconciliations	7 years after
Cancelled checks	7 years
Cancelled checks-special (loan repayment, etc.)	Permanent
Annual Financial Statements	Permanent
Monthly Financial Statements	3 years
Budgets	Maintain current info
Cash Receipts and Disbursements	7 years
Tax Returns	7 years after filing
Accounts Payable	7 years after
Accounts Receivable	7 years after
Electronic Payment Records	7 years
Employee Expense Reports	7 years
Fixed Asset Acquisition Invoices	7 years
Freight Bills	7 years
General Ledgers	7 years
Investment Documents	7 years
Purchase Orders & Invoices	7 years
Sales Records	7 years
Sales Tax Returns & Exemption Support	5 years

Trial Balance	Permanent
Administrative Records	
Routine Correspondence	4 years
Mortgages, Loans & Contracts	7 years after final payment
Continuing Education Materials	3 years
Insurance Policies	4 years after expiration
Property Records	Permanent
Deeds & Closing Papers	Permanent
Leases	2 years after expiration
Property Depreciation schedules	Permanent
Property Tax	Permanent
Property Damage	7 years
Appraisals	Permanent
Property Records	Permanent
Blueprints/Plans	Permanent
Litigation Records	
Litigation Resolution Documents	Permanent
Administrative Proceeding Resolution Documents	Permanent
Other Documents related to Litigation or Administrative Proceedings	TBD by Counsel
Legal Records	
Contracts	10 years
Warranties & Guaranties	2 years after expiration
Legal Correspondence	Permanent
Trademarks, Patents & Copyrights	Permanent
Licenses	1 Year after expiration
Professional Standards Records	Maintained by IAR
Results of the hearings	Permanent
NAR/Association Documents	
NAR Charter	Permanent
Territorial Jurisdiction	Permanent
REALTOR® Agreement	Until Superseded

9.8 Cyber Security

A key component of SBAR's Cyber Security Policy is on-going education and training for staff. These guidelines and procedures have been put in place for the protection and security of the South Bend Area Realtors documents, members, data, and records.

- Anti-virus software shall be installed on all computers and electronic devices and staff should not remove anti-virus software from Association computers. SBAR shall maintain a contract with a vendor to handle IT needs.
- All devices, operating systems, software, apps, and network servers shall be patched and updated on routine schedules.

- All devices and storage will be backed up redundantly and to external sources in a cloud network.
- Staff shall always secure the network with strong passwords which shall not be posted in public view.
- Passwords must be unique, multi-factor, and complex for all association accounts, devices, networks, etc.
- Staff shall utilize 2-factor authentication at all times when it is available.
- Passwords must be changed periodically on all association related accounts, devices, networks, etc.
- Staff must use SBAR WiFi network on SBAR equipment only.
- Staff and members must use the SBAR Guest Wi-Fi when using their personal devices.
- Never use free public Wi-Fi in high traffic locations with Association computers/devices or when accessing Association databases/networks
- When using SBAR laptops to work remotely, staff must ensure they are using a secure WiFi or a personal hotspot.
- With certain documents containing members Personal Information/Identity Data (PID), the CEO may determine that these documents need to be encrypted/locked or have a higher level of password security.
- Disks and external drives (example: thumb drives) are banned from company devices and networks.

Furthermore, staff shall:

- Review message headers for all communications before opening;
- Not click or open links unless they have verified that they are safe;
- Be aware of common industry-related phishing scams and do not click on emails sent from unknown sources. Go directly to the website in your web browser;
- Watch for Sphinx warning headers on suspicious emails.

9.9 Privacy Policy & Public Records

The Board of Directors follows all laws regarding access to public records. Records other than IRS Form 990 are not considered public. Members in good standing may request documents and the board will consider each request and the nature with how they will be shared while maintaining the integrity of the Association. Member lists & contact information shall not be shared with anyone by Association staff.

9.10 Liquor Policy

If liquor is served at a function, association staff will not purchase or pour the liquor, but rather an insured and trained bartender be utilized as provided by a caterer, hotel, etc. The caterer should have insurance and indemnify and hold the organization harmless with respect to claims, damages, losses, etc. When advisable, host liquor liability insurance will be purchased to protect the organization. Whenever liquor is served, it will be carefully accounted for through the use of a cash bar, drink tickets, and/or limited hours and availability (as opposed to an open bar).

Section 10 – Finance

10.1 CPA

The Association shall engage the services of a CPA to advise the Association relative to financial and tax matters. The CPA shall initiate action only after approval of the President or the Chief Executive Officer. The only person authorized to contact the CPA, at the expense of the Association, is the CEO, unless the CEO directs otherwise. The CPA shall be contracted on a fee basis which shall be reviewed annually by the Executive Committee.

10.2 Authorized Signatures

The CEO and Executive Committee shall have authorization to sign checks and financial documents for the Association. Signature authorization cards will be updated annually and a board resolution will be filed annually by staff with all banks and savings institutions in which the Association maintains accounts.

10.3 Chart of Accounts & General Ledger

SBAR has designated a Chart of Accounts specific to its operational needs and the needs of its financial statements. The Chart of Accounts is structured so that financial statements can be shown by natural classification (expense type) as well as by functional classification (program vs. fundraising vs. administration). The CEO and accounting firm are responsible for maintaining the Chart of Accounts and revising as necessary.

The general ledger is automated and maintained using SBAR accounting software. All input and balancing is the responsibility of the CEO and accounting firm.

10.4 Audits

The association shall have an annual audit or review conducted by a CPA.

10.5 Budget

The Board of Directors shall approve a budget annually by the October board meeting at the latest. The Finance Committee shall meet no later than August to plan the budget for board approval. When planning the annual budget, the Finance Committee and Board of Directors shall evaluate and take into consideration any economic factors which may affect the income from membership dues. The budget should align with the current strategic plan, specific goals or programs projected for implementation during the coming year and evaluation of existing programs and services of the Association.

10.6 Investments

The SBAR Board of Directors shall implement a sound investment policy with the assistance of investment advisors.

Section 11 – Travel Policy & Reimbursements

11.1 General

Any reasonable expenses related to travel on behalf of SBAR shall be reimbursed based on the approved budget. If there is a question about an expense, the Executive Committee will determine reimbursement. All travel reimbursement requests shall be submitted within thirty (30) days after the end of the event.

The following recurring events will be reimbursed by SBAR for registration, mileage, hotel, \$75/day in food, and airfare, if applicable:

NAR Legislative Conference – CEO, President, & President-elect

NAR Leadership Summit – CEO & President-elect

NAR NXT Conference – CEO, President, & President-elect

IAR Stakeholder Meeting – CEO, President, & President-elect

If the President and/or President-elect are unable to attend, the President shall select another Officer or Board Director to attend.

11.2 CEO Travel

The CEO shall be reimbursed for mileage, airfare, baggage, hotel, cabs/shuttles, parking, and food.

Section 12 – Communications

12.1 Communications with Public

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

Request for Company Recommendations: When a call is received asking for a recommendation for a company, Association staff will follow these procedures:

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

12.2 Communications with Media

Only the President and CEO are authorized to speak on behalf of SBAR unless the President or CEO authorizes someone else to speak with the media. If the President is unavailable for an interview, the President/CEO shall first check with the following officers in this order: President-elect, Immediate Past President, Secretary/Treasurer; otherwise, the CEO may speak to the media on behalf of SBAR. The Executive Committee shall go through media training in the fourth quarter of each calendar year. Only those who have completed media training may speak with the media.

12.3 Association Social Pages and Groups

Social media pages and groups administrated by the Association are places for Association staff to interact with Members, consumers, the media, and other key constituencies, and share information about real estate and the Association.

The information provided on these pages is for educational and informational purposes only. The information should not be construed as a recommendation by the Association for any course of action regarding financial, legal or accounting matters. It is not meant as a substitute for professional advice from a qualified legal, accounting or financial professional.

The Association does not represent, warrant or endorse the accuracy or reliability of any information displayed, uploaded, downloaded or distributed through this page by any user, or any other person or entity. The Association disclaims liability for any damages or losses, direct or indirect, that may result from use of or reliance on information contained on the page.

Social media pages and groups utilized by the Association are for Member and consumer communications explicitly and will not be used for other purposes under any circumstances unless otherwise expressly written. Staff reserves the right to remove any content, which does not adhere to this policy.

12.4 Responsible Use of Social Media

The Association respects the rights of individuals using social media to voice their views and opinions. However, within Association social media channels, staff reserves the right to remove comments that are considered inappropriate, off-topic, abusive, or are being used to promote listings or solicit for third-party sites, initiatives or products.

Apart from personal use of social media in accordance with this policy, the Association encourages its staff and Members to participate responsibly in these media as a means of generating interest in the Association's services and creating business opportunities, so long as all of the Association's rules and guidelines regarding social media usage, particularly in a business context, are adhered to.

Social media should never be used in a way that violates any other Association policies or employee obligations. If social media activity would violate any of the Association's policies in another forum, it will also violate them in an online forum.

Circulating or posting commercial, personal, religious or political solicitations, chain letters, spam, or promotion of outside organizations unrelated to Association business are also prohibited during working time unless otherwise protected or required by law.

Section 13 – Building Operations

Use of the Board building is available for rent. Members reserving rooms are responsible for any damage done to the building or equipment and will be expected to compensate the Board accordingly. The room must be left in the same condition as found. All Board audio/visual equipment may be utilized by members. All reservations for the meeting rooms must be made through the Chief Executive Officer. Official Board meetings and functions will have priority over outside functions. All other reservation will be processed on the first come first served basis. Evening and weekend reservations are not permitted unless approved by the Board of Directors and only if there is staff coverage as determined by the Chief Executive Officer. The SBAR building has been designated as a non- smoking building. No smoking will be permitted inside the building at any time.

Rental Rates:

REALTOR® Companies ½ Day \$50

Affiliate Companies ½ Day \$75

REALTOR® Companies 1 Day \$75

Affiliate Companies 1 Day \$100

Non-Member Rate ½ Day: \$100

Non-Member Rate 1 Day: \$150

\$150 cleaning fee may apply.

A 48-hour notice must be given to cancel a reservation in order not to be charged for the room. Anyone renting the room must sign the Room Rental Agreement.

Section 14 – Advertising/Sponsorship

Affiliates will have the opportunity to sponsor Association events including but not limited to the holiday party, lunch & learns, latte & learns, etc. Affiliates will be sent e-mail communications for opportunities to sponsor SBAR events and/or Board Directors or committee members may reach out individually. Sponsorships will be awarded on a first-come-first-served basis.

Section 15 – Code of Conduct

All members shall be expected to comply with the NAR Code of Ethics.

Section 16 – Violations of Policy

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

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