

**Seacoast Board of REALTORS®<sup>®</sup>, Inc.  
POLICY MANUAL**

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

**Approved by the Seacoast Board of Directors December 16, 2015**

**Amended and Approved by the Seacoast Board of Directors  
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## SECTION 1: ORGANIZATION

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### 1. ORGANIZATION

The Seacoast Board of REALTORS®, Inc. (“SBR”) is a non-profit trade organization whose primary members are licensed real estate professionals. As a primary member of SBR, each REALTOR® also belongs to the New Hampshire Association of REALTORS® (“NHAR”) and to the National Association of REALTORS® (“NAR”). Membership in SBR is voluntary and is open to active New Hampshire real estate licensees.

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

The term "REALTOR®" is a licensed collective trademark which may be used only by members of the National Association of REALTORS® and its local associations.

### 2. SERVICES

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

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

### 3. GOVERNANCE

A Board of Directors (“BOD”), all of whom are REALTORS®, governs SBR. (*Bylaws, Article XI, Section 3*). Programs are managed by core committees, composed of REALTOR® and affiliate members. (*Bylaws, Article VII*)

### 4. MISSION STATEMENT

The SBR’s mission is to provide the highest level of service to our members and to be the undisputed voice of real estate in our region.

### 5. CHANGES TO BYLAWS

Bylaw changes may be initiated by any SBR member in good standing. Proposed changes should be submitted to the Executive Officer (“EO”) by electronic means and will then be considered by the BOD. At the discretion of the BOD, a Bylaws Task Force will be formed to consider the proposed amendment.

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

Amendments to these Bylaws affecting the admission or qualifications of Active Members and Institute Affiliate Members, the use of the terms, REALTOR® or REALTORS® or any alteration in the territorial jurisdiction of the SBR shall become effective upon the approval from NAR’s BOD.

## 6. CHANGES TO POLICY MANUAL

The Policy Manual will be reviewed regularly by a Policy Manual Task Force and the Executive Officer. Any proposed changes require a majority vote of the SBR Board of Directors.

## 7. REVIEW OF GOVERNING DOCUMENTS & SOCIAL MEDIA

It is recommended that all SBR governing documents and social media be reviewed regularly by task forces. Governing documents include, but are not limited to, the Employee Manual, the Policy Manual, the Bylaws and the Strategic Plan. Social media includes, but is not limited to, the SBR website, Facebook page and Instagram page.

A suggested timeline for reviewing governing documents is:

Bylaws: Once every 2-3 years

Strategic Plan: Once every 3-5 years

Employee Manual: Once every 2 years

Policy Manual: Once every 2-3 years

The SBR social media should be reviewed multiple times annually to identify outdated information and broken links.

This review process is separate and aside from the annually required NAR bylaws compliance process.

## SECTION 2: BOARD GOVERNANCE POLICIES

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### 1. RULES OF THE SEACOAST BOARD OF REALTORS®

A REALTOR® association may adopt or be issued various kinds of rules. Below is a historical narrative concerning the rules of the Seacoast Board of REALTORS®.

SBR was originally chartered and organized in the State of New Hampshire in 1958 as "The Portsmouth Board of REALTORS®." Articles of Agreement were filed with the State of New Hampshire on February 18, 2003, for "The Seacoast Board of REALTORS®," the successor to the Portsmouth Board of REALTORS®, with the following object statement, *"To provide a unified entity to service licensed REALTORS® and salespersons within the municipalities of Portsmouth, Rye, Newington, New Castle, Newmarket, Greenland, North Hampton, Hampton, Hampton Falls, Stratham, Exeter, Brentwood, Nottingham, South Hampton, Kensington, Epping, Newfields and Seabrook; and to promote and administer high standards of conduct in the real estate profession under the Code of Ethics of the National Association of REALTORS®, and to further the interests of residential and other real estate owners, and to provide for the education and the research and exchange of information to its members. To hold, purchase, lease, sell or exchange any real or personal property in connection with the above purposes and to enter into contracts, establish Bylaws, establish and implement arbitration and ethics proceedings, to borrow money, and to do and perform any and every act necessary to the accomplishment of the above purposes, and to generally exercise all powers authorized under RSA Chapter 292. No part of the net earnings of the Corporation shall insure to the benefit of any member of this Corporation.*

SBR was granted tax-exempt, non-profit 501c(6) status by the U.S. Treasury Department, Internal Revenue Service on June 26, 2004.

SBR recognizes, in its Bylaws, the latest edition of Robert's Rules of Order as the authority governing all meetings and conferences of SBR when not in conflict with the SBR Bylaws. (*Bylaws Article XIII*)

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

### 2. DEFINITIONS

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

- The BOD is the governing body of the SBR. The Bylaws further define the SBR Elected Officers, all of whom serve on the BOD (Bylaws, Article IX – Section 1).
- Bylaws are rules governing the operation of the SBR, adopted by the membership at large (with the advice and/or recommendations of the BOD).
- Positions are descriptive narratives, sometimes including recommendations outlining the concerns and/or views of the SBR members on current issues adopted by the BOD in session (with the advice and/or recommendation of the staff).
- Programs are activities relating to the SBR adopted by the BOD (with the advice and/or recommendation of staff).
- Policies are general or fundamental principles relating to SBR involvement adopted by the BOD (with the advice and/or recommendation of staff).
- Procedures are the detailed explanations, directions or actions to implement adopted articles, bylaws, rules, positions, programs and policies selected and applied by staff. They address specific directions telling how, by whom and when things are to be done.

### 3. SBR ORGANIZATIONAL CHART



### 4. BOARD OF DIRECTORS

The composition and the authority of the BOD shall be as specified in the Bylaws. Except as noted below, the BOD of the SBR consists of the following *voting* members:

#### EXECUTIVE COMMITTEE

- President
- President-Elect
- Treasurer
- Most Immediate Past President

#### DIRECTORS

- The governing body of the SBR shall be a BOD consisting of the elected officers, as stated in Article IX – Section 1, the Immediate Past President or the active most Immediate Past President and an additional number of REALTOR® members derived by using the following formula:

One (1) Director-At-Large for every **one hundred seventy-five (175)** REALTOR® members of the Association as of April 1<sup>st</sup> of the current year. (Ex: 1386 REALTOR® Members divided by 175 = 8 Directors-At-Large.

- No more than two (2) members of the BOD shall work for the same company, with the

exception of the active most Immediate Past President.

Amendments to the Bylaws affecting the admission or qualifications of Active Members and Institute Affiliate Members, the use of the terms REALTOR® or REALTORS® or any alteration in the territorial jurisdiction of SBR shall become effective upon the approval of NAR's BOD. *(Bylaws, Article XIV, Section 3)*

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

Members of the BOD shall have the best interest of the SBR in mind at all times. In the event that any Director assumes a position that brings their personal interests into conflict with the SBR, then said Director immediately (and without delay) shall disclose the conflict and abstain from voting on the matter.

## **NON-ELECTED OFFICERS**

- **SECRETARY**

The Executive Officer serves as the Secretary and does not have a vote. (Bylaws, Article IX, Section 1)

## **5. STANDING RULES OF THE BOD**

- The BOD shall designate a regular time and place of meetings. Absence from three (3) regular meetings without an excuse deemed valid by the BOD shall be construed as resignation. *(SBR Bylaws, Article X, Section 2)*
- Meetings of the BOD shall be chaired by the President and conducted in accordance with the Bylaws and intent of the standing rules of the BOD.
- Only the voting members of the BOD may vote on issues at their meetings. Visitors may participate in discussion on issues when recognized by the President.
- Only BOD members and the EO, unless requested otherwise, may attend Executive sessions, unless the President, or a majority of the BOD present and voting grants an exception.
- Minutes shall be required for all meetings of the BOD and shall include any actions taken during an Executive Session. In the absence of the Secretary, the presiding officer shall be responsible for recording any actions.
- Adopted policies shall not be in conflict with the Bylaws and shall be included in the Policy Manual.
- The BOD has the right to audit all books and accounts at any time without notice.
- Directors should have a working knowledge of the Bylaws and Policy Manual, The Code of Ethics and Arbitration Manual and Robert's Rules of Order.

## **6. STANDING RULES OF THE EXECUTIVE COMMITTEE**

There shall be an Executive Committee of the BOD, hereinafter referred to as the Executive Committee, composed of the President, President-Elect, Treasurer and Immediate Past President. The Executive Committee shall make recommendations to the BOD. Proxy votes or alternate representatives are not provided for the Executive Committee actions except that the President-Elect may stand in for the SBR President position on the Executive Committee should the President be unable to attend.

## **7. STANDING RULES FOR MEMBERSHIP MEETINGS**

- Meetings shall be conducted in accordance with the Bylaws and Standing Rules, with input from the SBR President.
- The annual Membership Meeting shall be held during the 4th quarter of each year; the date, place and hour to be designated by the BOD. (Bylaws, Article XII, Section 1)

## **8. RESPONSIBILITY AND DUTIES OF THE PRESIDENT**

The President of the SBR projects the image of the SBR to the Membership, the industry and the general public and serves as chief spokesperson. As the leader of the SBR, the President must be as familiar as possible with every current or projected activity or issue, including SBR policies and procedures and the Bylaws. The President should be available to the Members, Officers and Directors and make public appearances as scheduled. Each President contributes to the progress and overall improvement of the SBR in his/her own way.

### **TERM**

The President is elected for a term of one year.

### **QUALIFICATIONS**

The President shall have served as President-Elect of the BOD or served as a Committee Chair, Treasurer or Director within the previous 3 years. SBR expects the President to conduct themselves in a manner that reflects the highest standards of ethical conduct.

### **RESPONSIBILITIES**

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

- Establishes specific goals and objectives and work toward achieving them through policy and program outlines for the year in office with the approval of the BOD. Said outline shall take into consideration the long-range programs of the SBR which shall take precedence over any short range goals and objectives. The President shall be responsible for informing the Membership of such goals and objectives.
- Appoints chairs and vice-chairs with the help of the President-Elect and the advice and approval of the BOD; assist the chairs in selecting members for their committees. When possible and practical, such committees should include at least two members who serve on the same committee the preceding year. Committees should be appointed as soon as possible after election and before actual assumption of office in the month of January, so that a smooth transition and immediate implementation of programs and policies may be achieved.
- Meets annually with EO and Committee Chairs to provide direction and set goals.
- With the approval of the BOD, may appoint special committees, working groups or task forces as he/she deems advisable, and shall be an ex-officio member of all committees.
- Presides over meetings of the BOD and determines the substance of the agenda for the meetings.
- Presides over membership meetings and communicates pertinent information in a timely manner.
- Serves as an Elected Officer of the BOD and a member of the Executive Committee.
- Serves as a member of the New Hampshire Association of REALTORS® Board of Directors and shall attend those meetings as a representative of the SBR.
- Serves as Shareholder of Prime MLS.
- Conducts before September 30th with the Executive Committee, an annual review of the EO's performance related to duties and responsibilities as set forth in the job description and also reviews the progress toward established goals as well as working relationships between SBR staff and membership. Based on this review, recommendations are made for improvement in performance where necessary and for merit increase, if any, based on current performance.
- Is encouraged to attend all annual meetings, including the NAR Mid-Year and Annual Convention, New England Regional Conference, the New Hampshire Association of REALTORS® Annual Convention and the New Hampshire Association of REALTORS® Leadership Conference, as per budget. Report back to the BOD and membership in a timely



manner on each meeting attended.

- Has a working knowledge of the Bylaws and Policy Manual, Strategic Plan, annual budget, The Code of Ethics and Arbitration Manual and Robert's Rules of Order.

## **PREPARATION**

Before assuming office, the President should:

- Identify goals and objectives prior to assuming the primary leadership role of the BOD.
- Familiarize him/herself with the activities and programs in progress or projected, SBR Bylaws, Policy Manual, annual budget, SBR Strategic Plan and any other SBR policies/procedures.
- Meet with the EO to review plans, policies, procedures and annual budget.
- Give consideration to selection of Committee Chairs and composition of committees to ensure proper implementation and continuity of the SBR Strategic Plan direction.

## **9. RESPONSIBILITY AND DUTIES OF THE PRESIDENT-ELECT**

The President-Elect should embody the same leadership qualities as noted in the description of the President and should plan for the following year if he/she is elected as President of the BOD. He/she should work closely with the President and EO and be involved at all levels of the decision-making process.

### **TERM**

The President-Elect is elected for a term of one year.

### **QUALIFICATIONS**

The President-Elect shall have served as a Committee Chair, Treasurer or Director of the BOD within the previous three years.

### **RESPONSIBILITIES**

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

- Performs the duties of the President in his/her absence or disability and performs such other duties as may be requested by the BOD.
- Has the authority to endorse SBR checks *and will be covered by a surety bond in such amount as the BOD may determine [the cost to be paid by the Board]*.
- Attends all BOD and general membership meetings of the SBR.
- Represents the SBR at important meetings, luncheons, dinners and business sessions when requested by the President and where representation from the BOD is deemed appropriate.
- Serves as an Elected Officer of the BOD and a member of the Executive Committee.
- Serve as a member of the New Hampshire Association of REALTORS® BOD and attends said meetings as a representative of the SBR.
- Attends all annual meetings, including the Mid-Year and Annual Convention, of the National Association of REALTORS®, New Hampshire Association of REALTORS® Annual Convention and the New Hampshire Association of REALTORS® Leadership Conference, as per budget. Reports back to the BOD and membership in a timely manner on each meeting attended.
- Conducts before September 30th with the President, Treasurer and Immediate Past President, an annual review of the EO's performance related to duties and responsibilities as set forth in the job description and also reviews the progress toward established goals as well as working relationships between SBR staff and membership. Based on this review, recommendations are made for improvement in performance where necessary and presents to the BOD recommendations for merit increase, if any, based on current performance.
- Has a working knowledge of the Bylaws and Policy Manual, Strategic Plan, The Code of Ethics and Arbitration Manual and Robert's Rules of Order.

## **PREPARATION**

Before assuming office the President-Elect should:

- Familiarize him/herself with the activities and programs in progress or projected, SBR Bylaws, Policy Manual, annual budget, SBR Strategic Plan and any other SBR policies/procedures.
- Meet with the President and EO to review plans, policies and procedures.
- Attend the New Hampshire Association of REALTORS® Annual Leadership Conference and New England Regional Conference (NERC), if possible.

## **10. RESPONSIBILITY AND DUTIES OF THE TREASURER**

The Treasurer is elected for a term of one year and may serve a second term, if elected.

### **QUALIFICATIONS**

The Treasurer shall be a current member of the Finance Committee and have a minimum of one full year of service on the Finance Committee within the immediate three year period prior to the time of election.

### **RESPONSIBILITIES**

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

- Shall serve as Chair of the Finance Committee.
- Shall have the authority to endorse SBR checks, and will be covered by a surety bond in such amount as the BOD may determine [the cost to be paid by the SBR].
- Shall ensure that monthly SBR income/expense statements are prepared and presented to the Finance Committee and the BOD.
- Shall prepare an annual budget, in cooperation with the EO and the Finance Committee, to be approved by the BOD no later than October 31st.
- Ensure that a bi-annual review be conducted every two years and an external audit is conducted every four years respectively or as directed by the BOD.
- Shall be responsible, in conjunction with the Finance Committee, for investing the SBR's reserve funds to ensure maximum protection and maximum yield in accordance with the approved Investment Policy, as directed by the Finance Committee and the BOD.
- Shall work closely with the EO to ensure that proper accounting procedures are used by the BOD and complete control of income and expenses are maintained at all times.
- Shall serve as an elected officer of the BOD and a member of the Executive Committee.
- Attend all BOD and general membership meetings of the SBR.
- Shall ensure that SBR activities follow the fiscal policy manual.
- Conduct before September 30th, with the President, President-Elect and Immediate Past President, an annual review of the EO's performance related to duties and responsibilities as set forth in the job description and also reviews the progress toward established goals as well as working relationships between SBR staff and membership. Based on this review, recommendations are made for improvement in performance where necessary and presented to the BOD recommendations for merit increase based on current performance.
- Shall attend Leadership Conferences when appropriate.
- Have a working knowledge of the Bylaws and Policy Manual, The Code of Ethics and Arbitration Manual and Robert's Rules of Order.

### **PREPARATION**

Before assuming office, the Treasurer shall:

- Become thoroughly familiar with the SBR budget and financial statements, investment guidelines and/or various SBR fiscal policies, SBR Bylaws and strategies of the Finance Committee and BOD.
- Review Finance Committee and BOD minutes from previous year.
- Discuss budgeting and financial procedures with the EO.

## **11. RESPONSIBILITY AND DUTIES OF THE SECRETARY**

The EO shall serve as Secretary of the BOD.

### **RESPONSIBILITIES**

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

- Oversees the preparation of minutes for all BOD and general membership meetings, and is responsible for the accuracy and timely distribution of those minutes.
- Oversees proper maintenance, preservation and accessibility of the official records, documents and minutes of the BOD.
- Serves as a non-voting Officer of the BOD.

## **12. RESPONSIBILITY AND DUTIES OF THE IMMEDIATE PAST PRESIDENT**

The Immediate Past President serves in this office in the year immediately following the year served as President.

### **QUALIFICATIONS**

Must remain a REALTOR® member in good standing.

### **RESPONSIBILITIES**

Serve as an officer of the SBR and as a resource to the succeeding leadership and:

- Shall serve as a SBR Director.
- Conduct before September 30th, with the President, President-Elect and Treasurer, an annual review of the EO's performance related to duties and responsibilities as set forth in the job description and also reviews the progress toward established goals as well as working relationships between SBR staff and membership. Based on this review, recommendations are made for improvement in performance where necessary and presents to the BOD recommendations for merit increase based on current performance.

## **13. RESPONSIBILITY AND DUTIES OF THE SBR DIRECTORS**

The Director terms shall be a terms of three years, or for lesser terms as may be necessary to complete the first fiscal year. Thereafter, as many Directors shall be elected each year as are required to fill vacancies.

### **QUALIFICATIONS**

Must be a primary member in good standing with the SBR. Must have served on a SBR Committee for at least one full year within the last three years prior to assuming the Director position. This requirement may be waived at the discretion of the BOD in lieu of demonstrated professional volunteer experience. Directors are expected to conduct themselves in a manner that reflects the highest standards of ethical conduct.

### **RESPONSIBILITIES**

Shall serve as a member of the SBR BOD.

### **DUTIES**

The Director:

- Makes reasonable efforts to fully attend every BOD, Membership and assigned Task Force and/ or Working Group meeting in accordance with the Bylaws. Accepts other duties as requested by the President and maintains continuous liaison with the Executive Officer to ensure proper coordination in the conduct of the Board's business. May be appointed to serve as a liaison to a Standing or Special Committee.
- Must be forward thinking, visionary and have a positive attitude.
- Must be dedicated to the profession of real estate, to the SBR and the Membership.
- Keeps the members informed of the activities of the BOD except in those matters deemed sensitive & confidential.

- Acts as an ambassador to the Membership.
- Presents to the BOD any programs, suggestions or concerns of the Membership.
- Has a working knowledge of the Bylaws and Policy Manual, annual budget, The Code of Ethics and Arbitration Manual and Robert's Rules of Order.
- Stays abreast of the accomplishments of the SBR, NHAR and NAR so as to be prepared to discuss these matters with the Membership.
- Attends NHAR Professional Standards Workshop at least every two (2) years and is strongly encouraged to contribute to RPAC each year.

#### **PREPARATION**

Before assuming office, the SBR Director should:

- Meet with current leadership officers (President, President-Elect, Treasurer and EO) in order to become thoroughly familiar with the activities and programs in progress or projected, to ensure continuity, particularly the Bylaws and Policy Manual.
- Review previous year's minutes of the Finance Committee and the BOD.

#### **14. RESPONSIBILITY AND DUTIES OF PRIME DIRECTOR (as directed by NEREN's Bylaws)**

To recommend to the PRIME Board of Directors methods to enhance the Statewide MLS, to consider various programs that will benefit members, to convey the concerns of members of the Stockholder Board and to bring decisions of the Directors back to the Stockholder Board. The SBR PRIME Director and Alternate serve as liaisons between PRIME and the SBR.

#### **TERM OF OFFICE**

The Director shall serve for three year terms, as stated by PRIME Bylaws.

#### **LOCATION OF MEETINGS**

Meetings are held monthly or as determined by PRIME.

#### **DUTIES OF THE DIRECTOR**

- Make every effort to attend all PRIME and SBR BOD meetings.
- Be familiar with the Bylaws & Rules and Regulations of PRIME.
- Assist in the governance of PRIME by actively participating during meetings.
- Be available to serve on committees/task forces as needed.
- Vote on all issues brought before PRIME.
- Give regular monthly reports to the Stockholder Board he/she represents.
- Maintain an email address for correspondence & notifications.

#### **DUTIES OF THE ALTERNATE**

- Make every effort to attend all PRIME and SBR BOD meetings when requested.
- Be familiar with the Bylaws & Rules and Regulations of PRIME.
- Assist in the governance of PRIME by actively participating during meetings.
- Be available to serve on committees/task forces as needed.
- Vote on issues when Director is not present at meeting.
- Give monthly reports to the Stockholder Board when Director is unable.

#### **15. RESPONSIBILITY AND DUTIES OF THE EXECUTIVE OFFICER**

The Executive Officer (EO) serves as the Chief Executive Officer of the SBR, responsible to the BOD for the effective conduct of the affairs of the SBR. The EO recommends and participates in formulating the SBR mission, goals, objectives and related policies within that framework. The EO plans, organizes, coordinates, controls and directs SBR staff, programs and activities. The EO works closely with the SBR President, elected leaders and staff, to ensure that the SBR's goals are achieved and also serves as staff liaison to all committees.

## **Responsibilities**

The Executive Officer performs the following with appropriate delegations and within the limits of the NAR Board Charter and Bylaws and policies established by the BOD:

- Serves as Secretary of the BOD.
- Establishes administrative policies and procedures for SBR office functions.
- Establishes the organizational structure for the SBR Office and related staffing structure.
- Recruits, hires, trains, promotes, motivates and terminates staff. Administers an effective personnel program that includes position descriptions, performance standards, performance appraisals and a compensation system in conjunction with the Executive Committee.
- Develops and supervises effective membership development and membership services programs within the limits and facilities of the staff.
- Develops and maintains communications and publications that are responsive to member needs.
- Develops and updates website content so that it is current and relevant.
- Develops and conducts an education program in cooperation with the Membership to advance the professional, technical and managerial skills of the Membership.
- Conducts research necessary to the SBR and informs the Membership, elected officials and others of the results as appropriate.
- Maintains effective internal and external public relations.
- Serves as spokesperson for the SBR in conjunction with the SBR President.
- Manages the SBR finances, including the preparation of an annual budget and long-term forecast of needs in conjunction with the Finance Committee.
- Ensures the legal integrity of the SBR.
- Plans and coordinates meetings of the BOD and the general membership meetings.
- Monitors and assists SBR committees.
- Assists, serves and cooperates with SBR President, Officers and Directors.
- Maintains a strong working relationship with REALTOR® associations on the local, state and national levels.
- Participates in NHAR and NAR activities and programs, within the limits of the SBR's budget and approval of the BOD.
- Becomes a member of the National Association of REALTORS®, with requirements for payment of dues normally waived.
- Plans and takes all responsibility for a meaningful installation ceremony of incoming Officers and Directors, with input from the incoming President.
- Plans and takes all responsibility for meaningful ceremonies for Annual Awards Ceremony, REALTORS® of the Year and Affiliate of the Year.
- The following is also included in the Executive Officers position:
  - Oversee membership billing
  - Record BOD meetings minutes
  - Maintain and update SBR technology
  - Act as Professional Standards Administrator, obtain certification within 6 months of entering EO position and maintain certification
  - Coordinate educational program
  - Re-certifications
  - New Licensing Information
  - Informing REALTORS® of new NHAR & NAR policies
  - Oversee operation and maintenance of entire office
  - Payroll Preparation
  - Work with vendors
  - Enter print and post cash disbursements
  - Enter and post cash receipts
  - Prepare all deposits
  - Balance bank statements

- Complete monthly financials reports consisting of: SBR income, expenses and cash flow
- Money market and CD balances
- Compile information for accountant and bookkeeper
- Develop relevant non-dues revenue programs
- Submit required documents to CPA for yearly financial review
- Ensure that the SBR is meeting Core Standards as presented by NAR and submit Core Standards form prior to deadline
- Travel to NAR and NHAR conferences as needed and budgeted in conjunction with the BOD
- Maintains list of all committees and active committee members

### **Relationships**

Establish positive working communications of mutual respect with the following:

- Leadership of the SBR
- Administrators and members of other REALTOR® boards
- SBR counsel, CPA, professional consultants and vendors
- Appropriate personnel at the State and National Associations
- SBR staff
- Affiliates
- Members of the public

### **Qualifications**

The person selected for this position must possess the following capabilities:

- Dedicated to the ideals and goals of the SBR
- Capable of working on multiple tasks with time sensitive deadlines
- Be of strong, moral character with excellent leadership and motivational skills
- Proficient public speaker who thinks and speaks well both in impromptu and prepared situations
- Proficient writer and editor
- Strong technical competence
- Strong personnel management skills
- Willingness and desire to continue learning

## **16. Membership Coordinator**

Serve as an assistant to the EO in an administrative position and is responsible to the EO for effective conduct of the administrative office duties. The Membership Coordinator and the EO work together to effectively maintain the SBR.

### **Responsibilities**

The Assistant to the Executive Officer performs the following with appropriate guidance from the Executive Officer:

- Maintain registration lists for various programs that have been scheduled (Classes, membership meetings, orientations).
- Attend and check in members at all membership meetings and classes.
- Maintain Agency Roster and Affiliate Roster lists for accurate placement of members. (these rosters are placed on our website to be viewed by all)
- Maintain membership database.
- Maintain NRDS Program (assign # to new REALTORS®, offices, Affiliates and State Affiliates) which is then sent to State to be uploaded.
- Inform new members of the fee structure for the current year, orientations (both State & local) and induction schedules and answer any questions they may have.
- Prepare for monthly membership meetings (see membership mtg. checklist- attached).
- Process mail, email and membership communications.
- Invoice for services rendered as well as process invoices when they are paid.
- Answer incoming phone calls.

- Order supplies when necessary.
- Assist members as well as non-members when they visit the SBR office.
- Design flyers and/or brochures for special events happening within the SBR (Silent Auctions, Invitations, Program for Awards and Luncheon) and assist EO with Awards Luncheon and Installation planning.
- Accept and track incoming auction items.
- Open and close as well as run the office when the Executive Officer is out (carry out responsibilities the Executive Officer would normally take care of if in the office).
- Set up and break down conference/class room for classes and meetings.
- Accountable for accurate Petty Cash Drawer.
- Other duties as may be assigned.

### **Performance Standards**

Performance standards for this position are attained when the following are completed:

- Responsibilities are completed effectively and thoroughly in a timely manner.
- Multiple tasks are handled successfully.

## **SECTION 3: COMMITTEES**

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### **1. DEFINITION OF COMMITTEES**

#### **Standing Committees**

Chairs, co-chairs and members of Standing Committees shall be association members in good standing.

- A standing committee shall serve to be defined as a group that addresses strategies, programs and basic capacities through its own direct action.
- A special committee is a temporary committee who handle special matters (such as Affiliate Committee, Golf Committee, etc).
- A task force meets on a scheduled basis - once a year/ every other year (for example - Realtor of the Year, Affiliate of the Year, Bylaws, etc.).
- A working group is appointed as needed to investigate and report on a particular topic and make recommendations based on its findings. The President with the approval of the BOD appoints task forces as necessary. (for example - creating the 2024 new member binder).

#### **The Six (6) Standing Committees of SBR are:**

1. Community Outreach Committee
2. Education Committee
3. Finance Committee
4. Legal Committee
5. Public Relations Committee
6. RPAC/Public Policy Committee

#### **The six (6) Task Forces of the SBR are:**

1. Bylaws Task Force
2. Realtor of the year
3. Nominating Committing Task Force
4. Realtor of the Year
5. Good Neighbor
6. Affiliate of the Year

### **Special Committees, Task Forces and Working Groups**

Chairs, vice-chairs and members of special committees, task forces and working groups shall be SBR members in good standing. Appointment of positions for Co-Chairs is optional and on an as-needed basis for each committee.

Special committees, task forces and working groups shall serve to be defined as a group that addresses strategies, programs and basic capacities through its own direct action.

Special committees, task forces and working groups of SBR shall report to the SBR BOD. Any requested expenditures shall be presented to the SBR BOD for approval.

All minutes and/or reports of these special committees, task forces and working groups will be clear, concise and available upon request to the members of SBR.

## **2. COMMITTEE PARTICIPATION PROCESS**

The SBR Committee Sign-up Form is made available to all SBR members for committee participation (see appendix A). All committee members will be asked to review and sign the Consent to Serve Agreement annually. Committee member participation shall be overseen by the committee chair(s). All committees are expected to record clear, concise meeting minutes, which are submitted to the SBR Executive Officer as soon as possible after each meeting. A meeting agenda is expected to be distributed to all committee members well in advance of each committee meeting.

## **3. PURPOSE AND COMPOSITION OF STANDING COMMITTEES & TASK FORCES**

### **AFFILIATE COMMITTEE**

**Purpose:** The purpose of the Affiliate Committee is to encourage new affiliate membership and work with other SBR committees to implement programming. The Chair should have 1 full year of experience on the Committee.

#### **Responsibilities:**

- Develop and enhance communication and relationships between REALTORS® and Affiliates.
- Promote benefits of affiliate membership in SBR.
- Submit prioritized committee program request list to BOD by June 30 of each year for the following year.
- Submit press release information to the Public Relations Committee and/or EO for all programs and achievements.

### **COMMUNITY OUTREACH COMMITTEE**

**Purpose:** The purpose of the Community Outreach Committee is to coordinate SBR participation and member involvement in focused community service programs on a local level as well as promoting visibility of the SBR and its members. Chair should have at least 1 full year experience on the committee.

#### **Responsibilities:**

- Coordinate SBR participation in focused community service programs, maximizing REALTORS® image.
- Promote REALTOR service to communities.
- Submit press release information on SBR community service activities to the Public Relations Committee and/or EO publication in newspapers.
- Submit prioritized committee program request list to BOD by June 30<sup>th</sup> each year for the following year.

### **EDUCATION COMMITTEE**

**Purpose:** The purpose of the Education Committee is to review current and future educational needs



of SBR members.

**Responsibilities:**

- Ensure high-quality delivery of education via knowledgeable and motivated instructors for all SBR meetings, education programs and seminars.
- Devise and implement the necessary education seminars/sessions to ensure membership requirements can be met as set forth in SBR Bylaws and statutory requirements.
- Encourage and support efforts to expand continuing education offerings.
- Increase member recognition of and interest in the educational values of obtaining designations and certifications.
- Ensure effective promotion of education programs.
- Submit prioritized committee program request list to BOD by June 30<sup>th</sup> each year for the following year.

**FINANCE COMMITTEE**

**Purpose:** The purpose of the Finance Committee is to prepare SBR's annual budget for submission to the BOD; conduct monthly reviews of SBR financial condition in relationship to the budget; recommend revisions or adjustments to budget; propose any revisions to fiscal policies and procedures; review requests for expenditures; oversee prudent investment of SBR funds to provide a good return, proper security and necessary liquidity. Once approved by the BOD, the annual budget shall be posted to the SBR website.

**Responsibilities:**

- Continue to strategically monitor the SBR office and staff to efficiently and cost-effectively meet member needs.
- Monitor the financial affairs of the SBR in areas specifically related to the industry and purposes of the Association.
- Consider Strategic Directions when reviewing budget requests from committees.
- Annually review and update SBR budget to ensure that budgetary requirements are met in a fiscally-responsible manner.
- Continue to monitor for awareness of SBR's zero-based budgeting.
- Consider short-term and long-term economic forecasts in all financial planning.

**GRIEVANCE COMMITTEE**

**Purpose:** Responsible for reviewing all ethics complaints or arbitration requests forwarded to SBR.

**Composition:** Appointed by the President, subject to the approval of the BOD. Chair must have at least one (1) full year of experience on the Committee.

**Members:** Six (6) members, including Chair, shall be appointed by the President, subject to the approval of the BOD. Members must have attended the NHAR Professional Standards Training Seminar during the past two (2) years.

**EXECUTIVE COMMITTEE**

**Purpose:** Conducts annual meeting to review EO's job performance and any other personnel meetings as deemed necessary throughout the year.

**Composition:** Consisting of President, President-Elect, Treasurer and Immediate Eligible Past President, with SBR President as Chair.

**Responsibilities:**

- Conduct written annual review of EO in July to ensure job performance and compliance with contract, with report and/or recommendations made to SBR BOD.
- Bonuses or other compensation shall be recommended by the Executive Committee and approved by the BOD.

## **PROFESSIONAL STANDARDS COMMITTEE**

**Purpose:** Responsible for conducting professional standards and arbitration hearings. All reports of this committee shall be clear, concise and retained for three (3) years.

**Composition:**

**Chair:** Appointed by the President, subject to the approval of the BOD and shall be responsible for Professional Standards training and orientation. The Chair must have at least 1 full year experience on the Committee.

**Members:** At least twelve (12) members shall be appointed by the President, subject to the approval of the BOD. Members must have attended the NHAR Professional Standards Training Seminar during the past two (2) years.

## **PUBLIC RELATIONS COMMITTEE**

**Purpose:** To keep the SBR in front of and relevant to the local community as the undisputed voice of real estate in the Seacoast.

**Responsibilities:**

Tracking monthly sales statistics.

Creating monthly press releases, distributed to media outlets.

Coverage of SBR membership meetings and events, with press releases distributed to media outlets.

## **REALTOR® POLITICAL ACTION COMMITTEE (RPAC)**

**Purpose:** RPAC is responsible for raising voluntary political contributions to further the candidacy of individuals for nomination and election to public office. Develops interest and awareness among local members and coordinates fundraising.

**Responsibilities:**

- Ensure continuing education with regard to NAR's REALTOR® Action Center and encourage participation RPAC and Issues Mobilization.
- Educate members, clients, general public and elected officials of the importance of particular issues affecting the real estate industry.
- Form and/or join coalitions in an effort to be reactive or proactive to issues of concern to the real estate industry, both locally and statewide.
- Identify and develop programs to mitigate any SBR or member reluctance to the objectives and processes of RPAC.
- Establish and maintain mechanisms for fundraising at the local SBR level.

## **BYLAWS TASK FORCE**

**Purpose:** The purpose of the Bylaws Task Force is to review the SBR's Bylaws and recommend amendments to serve member needs, to improve organization and structure and to conform to the Code of Ethics and the Bylaws of the National Association of REALTORS®.

**Composition:** Appointed by President, subject to the approval of the SBR BOD. Chair should have 1 year of prior experience on the Task Force and have good working knowledge of the SBR BOD functions.

**Prerequisites:** Knowledge of NAR Model Bylaws and familiarity with implementation of Bylaws procedures and the effects thereof.

**Size:** 3 to 5 members

**Term:** As required for completion of task.

**Responsibilities:**

- Consider Bylaws changes recommended by other committees or developed within the Bylaws Task Force.
- Forward recommended changes to SBR BOD and SBR legal counsel for approval before vote by SBR Membership.
- Ensure SBR Bylaws are compliant with NAR guidelines.

#### **NOMINATING COMMITTEE TASK FORCE**

**Purpose:** The purpose of the Nominating Committee Task Force is to review all applications and certify the qualifications to be candidates for Officers and Directors of the SBR.

**Composition:** A Nominating Committee shall be appointed by the President with the approval of the BOD no later than April 15th. The Nominating Committee will be comprised of five (5) members, the immediate past President who shall serve as chair, one (1) past SBOR past President and three (3) REALTOR members, none of whom have serves as the President and no more than two that are members of the same firm. The incumbent President-Elect shall not be a member of the Nominating Committee.

**Responsibilities:**

- Review applications submitted for leadership positions to certify that applicants are qualified.
- When the Task Force does not have a full slate of candidates to present to the BOD, they shall:
  - Present the partial slate to the SBR BOD for their direction.
  - Reopen application process to all members in good standing.
  - Review new applicants using selection criteria and written job description as soon as possible.
  - Present new candidates to BOD for approval.

#### **REALTOR OF THE YEAR, GOOD NEIGHBOR AWARD & AFFILIATE OF THE YEAR TASK FORCES**

**Purpose:** Review the credentials of nominees to select award recipients.

**Composition:** 4 past recipients, with most recent serving as Chair.

#### **4. ELECTRONIC MEETINGS**

This policy shall apply to all meetings of the Board and shall apply to synchronous and asynchronous mediums. The use of electronic meetings is subject to:

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

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

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

## SECTION 4: FINANCIAL POLICIES

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### 1. ANNUAL BUDGETING PROCESS

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

The Treasurer and Executive Officer are ultimately responsible for submitting the budget. An annual budget will be prepared for each fiscal year and presented to the Finance Committee and then the BOD for approval. The following time frame is a guideline for those participating in the budget process.

Mid June Treasurer & EO review

- Proposed budget on which dues are based

Mid to Late July for review and approval

- Budget to Finance Committee
- Budget to BOD

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

### 2. GENERAL OPERATING GUIDELINES

The following shall serve as guidelines concerning financial management.

#### **Fiscal Year**

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

#### **Reviews/Audits**

In accordance with the bylaws and per NAR guidelines, the EO shall employ an independent accounting firm to conduct an annual review and an overall financial audit every four years or as directed by the BOD. A bookkeeper shall also be employed to review and balance the checkbook/register, and to do the quarterlies and payroll on a monthly basis.

#### **Records**

The following records and others deemed necessary, shall be maintained relating to SBR's finances:

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

All records shall be clear, concise and available to the members of SBR.

#### **Dues/Assessments**

The level of dues and any assessments shall be established as described in the Bylaws and/or Policy Manual. Dues will be prorated for new members on a monthly basis. Dues and other assessments shall not be refundable unless otherwise approved by the BOD.

#### **Fidelity Bond**

All officers with authority to handle funds and the EO, shall be bonded.

**Insurance**

In accordance with the annual budget, the EO shall review and make any appropriate recommendations for change to the levels and limits of all SBR insurance protection plans.

**Lending/Borrowing**

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

**Staff Compensation**

The BOD shall negotiate an annual contract with the EO. Lacking a contract stating otherwise, the BOD shall determine the compensation of the EO with an annual adjustment. Any annual increase shall not exceed the last published Department of Labor COLA plus 2%.

The EO shall recommend individual staff salaries within the budget.

Bonuses or other compensation shall be recommended by the Executive Committee and approved by the BOD.

**Cash & Investment Management**

The selection of operating accounts shall be at the discretion of the Executive Officer with the approval of the Treasurer and the Finance Committee. Checking accounts and withdrawals from savings accounts will require two (2) signatures. The authorized check signers are the Treasurer, Executive Officer and Vice President.

**3. INVESTMENT GUIDELINES**

The following investment guidelines are being adopted by the BOD of the Seacoast Board of REALTORS in order to clearly define the parameters by which investments will be made on behalf of the Membership of the Seacoast Board of REALTORS. These parameters must be adhered to by employees and elected officers of the SBR as well as any outside investment advisor. These parameters can only be changed by a vote by the BOD.

**Types of Investments:****Cash**

By definition, a cash investment must have a maturity of less than one year. The types of cash investments that are acceptable include insured certificates of deposits, bank and brokerage money market mutual funds, commercial paper, U.S. treasury instruments and investment grade municipal instruments.

**Fixed Income**

By definition, fixed income investments will include debt instruments with maturities ranging from one to thirty years. The types of acceptable fixed income investments include debt instruments of the U.S. Government and its Agencies, investment grade government bonds, investment grade U.S. corporate bonds and unit investment trusts constructed of investment grade debt instruments.

**Equity**

By definition, equity would include ownership of U.S. and International corporations through common and preferred stock. The types of acceptable investments include individual common and preferred stock, ADRs, equity mutual funds and unit investment trusts. The individual stocks and mutual funds should be comprised of established corporations with a modest amount of risk.

**Asset Allocation**

Depending on the cash flow and liquidity needs of the Seacoast Board of REALTORS, an Asset Allocation will be established by the BOD. This allocation will dictate in what quantity each type of investment can be utilized. The Treasurer and Executive Officer will be responsible for the regular monitoring of the asset allocation. The asset allocation can be adjusted on "a need" basis by a vote of the BOD.

**Review**

An annual review of the investment account will be conducted by the Finance Committee with the results being reported to the BOD. If an outside Investment Advisor is utilized by the Seacoast Board of REALTORS, then a performance review must include a benchmark return based on the asset allocation. If the investment advisor under-performs the benchmark return then the BOD will have cause to replace the advisor. The S&P 500 Index and the Lehman Brothers U.S. Government Bond Index will be used for comparison purposes.

The BOD shall have the right to modify these guidelines for good cause, with approval of the Finance Committee.

#### **4. CONTRACT GUIDELINES**

All non-personnel contracts must be reviewed by the EO and/or general counsel, and approved by the BOD. If there is any doubt as to the determination of whether a particular situation requires a contract, the general counsel will provide guidance.

The EO shall execute all non-personnel contracts for approved budgeted items.

##### **Elements**

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

These are:

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

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

In order to avoid problems which will impede the negotiation process, requests for proposals should include a list of those clauses the SBR will require in a given contract. In order to assure the inclusion of all appropriate clauses, the Executive Officer should be consulted prior to the release of requests for proposals. Copies of draft or final contracts shall not be disseminated outside the BOD without prior review by the Executive Officer and/or general counsel. Further, no employee, officer or member, other than those specifically authorized to do so, shall make any commitments on behalf of the SBR

##### **Processing Procedures**

The originator shall submit proposed contract documents to the EO.

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

Exceptions are to be noted on the covering memorandum.

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

#### **5. EXPENSE REIMBURSEMENT PROCEDURES**

The following shall serve as guidelines concerning expense reimbursements:

##### **Expense Reimbursement Approval**

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

##### **Expense Recipients**

The following shall be authorized expense reimbursement recipients:

- Staff Members (as authorized in SBR annual budget)

- Officers (as authorized in SBR Annual Budget):
  - President
  - Vice-President
  - Treasurer
  - Executive Officer

**Expense Reporting and Documentation**

No expense will be reimbursed unless the expenses are reported to the EO on prescribed expense report forms and documented with receipts, per current IRS receipt guidelines, prior to reimbursement. Expenses shall be reported within thirty (30) days of the expenditure. All expense reimbursement requests for a particular fiscal year must be received prior to December 31 of that fiscal year.

**Reimbursable General Expenses**

Reimbursable expenses shall be transportation; parking; lodging; meals; gratuities; registration fees in relation to conferences outlined in position descriptions authorized by the Executive Officer in accordance with the adopted policies and the SBR Annual Budget.

**SECTION 5: GENERAL POLICIES**

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**1. APPLICATION FEES (See appendix for associated fee amounts)**

- New REALTOR® Application
- New Secondary Member Application
- New Affiliate Application
- Transfer From Different Board
- Change of Office
- Going From Secondary to Primary

**2. RECORD RETENTION**

All record retention shall be in compliance with insurance requirements and amended as necessary.

<u><b>Type of Record</b></u>	<u><b>Recommended Period</b></u>
<b>BASIC</b>	
Corporate documents including Bylaws, all meeting minutes, and annual financial operation and sales reports	Permanently
<b>CORRESPONDENCE</b>	
Legal	Permanently
<b>FINANCIAL DOCUMENTS</b>	
Accounting journals and ledgers	10 years
Accounts receivable and credit	2 years
Audits	Permanently
Billing and cash receipts record	Until federal and state tax clearance
Canceled checks	7 years
Chart of accounts and depreciation schedules	Permanently
Financial statements	2 years
<b>INSURANCE</b>	
Policies (expired)	3 years following expiration
Other records (claims, etc.)	Permanently
Accident reports and claims	7 years
<b>LEGAL DOCUMENTS</b>	
Copyrights	Permanently
Contracts and leases (expired)	6 years following expiration date

Deeds	Permanently
Lawsuits (settled)	6 to 10 years following settlement
<b>MEMBERSHIP APPLICATIONS</b>	3 years
<b>PAYROLL</b>	
Earnings records	4 years
Payroll register	4 to 6 years
Pension information	Permanently
<b>PERSONNEL</b>	
Applications	3 years
Files (after termination)	1 year following termination
<b>PURCHASING</b>	
Bids	7 years
Capital equipment	6 years
Routine items	3 years
<b>RPAC RECORDS</b>	3 years
<b>PRODUCTION</b>	
Orders	2 years
Operating reports (monthly)	2 years
Operating reports (annual)	Permanently
<b>SALES</b>	
Sales orders	2 years
Shipping records	2 years
<b>SECURITIES</b>	
Stocks and bonds (canceled)	Permanently
<b>TAX RETURNS</b>	
Excise	4 years
Purchase and use	3 years
Federal and state	Permanently

We keep all records digitally and backup at the close of each workday to an offsite server and do not delete archived records.

Exceptions are tax returns, which are kept 7 years and employee records, kept for the lifespan of the employee continuing as a staff member.

### 3. WHISTLEBLOWER POLICY

A whistleblower is a member of SBR who reports information that he/she has reasonable cause to believe discloses a violation of state or federal law by one or more members or employees of the SBR.

If a member has information which he/she reasonably believes discloses a violation of state or federal law, the member should contact the Executive Officer or the SBR President. Members are also permitted to contact the appropriate law enforcement or government agency. The member must exercise sound judgment to avoid baseless allegations.

Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law or to provide accused individuals their legal rights of defense. The SBR will not retaliate against a whistleblower or any member or employee who refuses to participate in an activity that would result in a violation of state or federal law. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any member or employee who believes he/she is being retaliated against must contact the Executive Officer or the President of SBR. The right of a whistleblower for protection against retaliations does not include immunity for any personal wrongdoing that is alleged and investigated, or disclosures that would constitute a violation of the attorney-client privilege.



#### **4. HARASSMENT AND/OR BULLYING POLICY**

SBR 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 SBR. The SBR does not authorize and will not tolerate any form of general harassment, sexual harassment or bullying.

Examples of general harassment that are covered by this policy include offensive language, jokes or other physical, verbal, written or pictorial conduct relating to the individual's age, race, color, religion, sex, disability, familial status, marital 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.

Sexual harassment is any verbal or physical conduct of a harassing nature, requests for sexual acts or favors, unwelcome sexual advances, or any other conduct with the purpose or effect of which unreasonably interferes with an individual's work performance or creates a hostile, intimidating, or offensive work environment.

Bullying is the repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. Bullying can be physical, verbal or psychological.

Because harassment/bullying is a serious offense, the SBR will deal with it in the strictest of terms, which may include the termination of employees, disaffiliation of members or removal of leadership positions found to have engaged in such conduct. The SBR policy states that the following people may not harass/bully you: coworkers, supervisors, any member of SBR and any guest of or visitor to the SBR.

If you believe you have been harassed or bullied, members and part-time employees should bring the problem to the attention of the Executive Officer and/or SBR President and full-time employees should bring the problem to the attention of the SBR President. You do not have to put your complaint in writing, but it is helpful to provide details about dates, times, places and witnesses to the harassment/bullying. All complaints will be investigated promptly.

The identity of the member or employee making the complaint and the identity of the individual accused of engaging in harassment/bullying will be kept confidential to the fullest extent reasonably possible. Information regarding the charge of sexual harassment and the investigation of that charge will not be made known to anyone who is not directly involved either as a party, a witness, or member of the investigatory team. Witnesses interviewed will only be provided with information necessary to elicit from them their observations and other relevant information of incidents they witnessed.

The SBR will endeavor to prevent retaliation against you for filing a harassment/bullying claim.

If your complaint of harassment/bullying is found to be without basis, appropriate measures may be taken against you. This should not discourage you from making a complaint if you believe you have been a victim of harassment or of bullying.

#### **5. ANTITRUST COMPLIANCE**

SBR does not fix, control, recommend, suggest or maintain commission rates or fees for services to be rendered by members or any percentage of division of commissions or fees between cooperating members or non-members. Therefore, there shall be no discussion at any time by the Board of Directors, committees or staff of SBR concerning these matters as described. It is recommended to SBR members that no discussion of these matters take place in any group meetings of SBR members even when such a meeting is not connected, in any manner, with the SBR.

#### **6. ALCOHOL POLICY**

The purpose of this policy is to establish procedures for events where alcohol will be served at the SBR Office.

- Alcohol may only be served with food and non-alcoholic beverage options and done so in accordance with all applicable laws.
- No keg beer or straight alcohol "shots" are permitted to be served at any event and the maximum

length of any bar service for any event is 5 hours with all bar service ceasing 30 minutes prior to the scheduled conclusion of an event. ‘

- ‘Brown bagging’ is strictly prohibited.
- Alcohol may not be consumed in restrooms and may only be served and consumed during hours of the event.
- Alcohol will not be sold at events unless done so by a licensed caterer or bartender with appropriate liability insurance and state liquor license.
- No one under the age of 21 will be served alcohol. Any guest providing alcohol to a minor (under the age 21) will be required to leave the grounds immediately and may be subject to criminal prosecution.
- Beverages containing alcohol are not allowed to leave the premises.

## **7. RENTAL OF OFF-PREMISE FACILITIES**

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

## **8. CLASSROOM/MEDIA EQUIPMENT – USE & RENTAL**

The SBR classroom, including access to media equipment, is primarily to be used by members of the SBR or its staff for SBR-related business including but not limited to: director’s meetings, committee meetings, SBR sponsored classes or events such as the Realtor-to-Realtor workshops.

Secondary use of the SBR classroom shall be for any real estate related educational opportunity especially recertification and continuing education classes. Member/affiliate sponsored classes shall take priority over any course offered by a non-member. Other uses for non-members and the general public may be approved from time to time by the SBR staff or the BOD on a case-by-case basis subject to availability and the appropriate fees.

Non-members and members alike may reserve the classroom up to twelve months in advance, however, the SBR may cancel, or offer to reschedule, said reservation prior to 30 days of an event date should the SBR require the classroom for a meeting or SBR sponsored event.

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

## **9. MEMORIALS**

**Active Member:** \$150.00 (option of up to an additional \$100.00 based on activity)

**Spouse/child/parent of a Member:** \$100.00 (option of up to an additional \$100.00 based on activity)

**Retired Member:** \$100.00

**Sibling/Extended Family:** Card

## **10. EMAILS TO MEMBERSHIP**

SBR is sensitive to the issue of blast or mass emails to our members. The SBR will only send out blast emails to inform the Membership of opportunities such as the following: membership meetings, community service events, SBR sponsored events, important alerts, or other items that from time to time the SBR or EO deems appropriate. Wherever possible, the SBR will combine such notifications into a single email in order to limit the number of emails being sent to our members.

SBR has a separate optional paid email broadcast for Real Estate related matters. All paid broadcasts must be in compliance with RESPA and can be refused at the discretion of the EO and the Membership Coordinator.

The SBR shall not allow the blast email system to be used by any non-staff members for any purpose. It is a violation of SBR Policy for any SBR member to use or share the membership list for

their own benefit.

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

## **11. PRIVACY POLICY**

SBR recognizes the importance of protecting all personal information. Personal information gathered to process transactions, fulfill requests and maintain the REALTOR® Association's membership records are considered highly confidential. SBR does not sell or trade email addresses.

Credit information provided when payments are made by credit card or electronic check for products, dues or other services will only be used to process the transactions you request.

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

## APPENDIX A: SBR APPLICATIONS

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