

**SANTA CRUZ COUNTY
BOARD OF REALTORS®, INC.**

SCCBR POLICY STATEMENTS

*Amended December 21th, 2010
Effective Date: January 1st, 2011*

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VISION STATEMENT

"The Best Prepared REALTOR® with the Highest Standards"

MISSION STATEMENT

It is our mission to provide education, programs and services which improve our members' ability to conduct their business professionally, successfully and in accordance with the REALTOR® Code of Ethics. We strive to enhance and promote the REALTOR® public image through community involvement; support diversity and equal housing opportunity; and act as a legislative force in the preservation of the public's right to own, transfer, and enjoy the use of real property.

OPERATIONAL PHILOSOPHY

The Santa Cruz County Board of REALTORS® is a volunteer driven organization. As such, it relies on the volunteers to assist with the preparation of programs, functions or projects. Volunteer assistance with labor intensive projects enables the organization to keep overhead as low as possible and still provide quality service.

The Santa Cruz County Board of REALTORS® is based on a leadership model. The Board of Directors has empowered the Executive Committee, committees and staff by delegating to them specific roles that will enable the Board of Directors to achieve their visionary and strategic objectives.

The term "committee" as used in these Policy Statements shall be deemed to include the terms "work group," "sub-committee," "advisory group," "Presidential Advisory Group" and Task Force." The term "SCCBR" shall be deemed to mean the Santa Cruz County Board of REALTORS®.

POLICY #1:

Policy Purpose and Formulation

Policy statements are for the purpose of developing guidelines and standards for internal Board operations. Policy statements are on-going and are reaffirmed by the Board of Directors each year. (Any new policies must be approved by the Board of Directors sitting at the time of the recommendation of the new policy). Policy recommendations may be made by staff, committee chairpersons, or members of the Board of Directors.

POLICY #2:

The President as Authorized Spokesperson

A. The President shall be the authorized spokesperson for the Board. No other individual shall speak for the Board on matters affecting the Board or its membership as a whole without prior approval of the President.

B. Awards and other recognition received by the Board, for members of the Board, shall be forwarded to the President for appropriate presentation and recognition.

POLICY #3:

Association Fees and Assessments

The annual associations dues will be billed electronically in December to the Designated REALTOR® for each REALTOR® Member of each participating firm for local, state, and national associations.

1. Association fees are due ON or BEFORE January 1st.
2. Payments not received by January 31st will be subject to a \$25 late fee if no other arrangements have been made.
3. Only Members in good standing will be eligible for free continuing education courses.
4. Members are able to pay by check, credit card, or opt for a payment plan.

B. A payment plan is available in three payment installments for annual dues:

1. All dues for NAR and AAR will be due on or before January 31st.
2. First half of SCCBR fees will be due on or before February 28th plus a \$2.50 service fee.
3. Second half of SCCBR fees will be due on or before March 31st plus a \$2.50 service fee.

C. Brokerages will provide the Board office with a photocopy of the State of Arizona Department of Real Estate Salesman Employment Status Form, concerning the hiring, transfer, and severance of licensees within ten (10) days of the effective date of such change. See Article VI, Section 4 and Section 12 of the Bylaws.

D. In the event of severance from an office, the transfer of the member of another office must be completed with the Board Office within thirty (30) days or the agent will be subject to reapplication for Board membership and the necessary Application Fee.

Annual Dues and Application Fees Schedule:

The annual association dues shall be in such amount as established annually by the Board of Directors. SCCBR may also adopt an Office Initiation Fee and New Member Application Fee in a reasonable amount. Publication of such fees shall be located in the SCCBR's website link Fees Schedule: <http://www.sccazrealtor.com/fees-schedule.html>

Collection Policy Guidelines:

The Santa Cruz County Board of REALTORS® is a membership organization which provides services to its members. Because the organization has made commitments to outside vendors to provide those services to its' members, the fees charged to the members must be collected in a fair, consistent and timely fashion to ensure the ability of the organization to meet its' respective obligations.

No action shall be taken to suspend or expel a Member for nonpayment of disputed amounts until the accuracy of the amount owed has been confirmed by the Board of Directors. A former Member who has had his membership terminated for nonpayment of dues, fees, fines, or other assessments duly levied in accordance with the provisions of these Bylaws or the provisions of other Rules and Regulations of the Board or any of its services, departments, divisions or subsidiaries may apply for reinstatement in a manner prescribed for new applicants for membership, after making payment in full of all accounts due as of the date of termination. Collection procedures are outlined in ARTICLE X, Section 4 (Nonpayment of Financial Obligations) of the Association Bylaws.

1. Member fees not received one (1) month of the due date will be subject to a \$25.00 late fee. Member fees not paid within one (1) month of the due date will be declared delinquent and will be subject to the following action:
 - a. When an account is more than thirty (30) days past due, the Board shall provide an electronic written notice to the nonpaying Member setting forth the amount owed, the past due date, and an indication of the potential consequences for permitting the account to remain uncollected. Unless modified, if such obligations are not paid within one (1) month following the due date, a delinquent Member is subject to suspension at the sole discretion of the Board of Directors.
 - b. Two (2) months after the due date, membership of the nonpaying Member may be automatically terminated at the discretion of the Board of Directors. SCCBR will send written notification to the nonpaying Member. Notices sent by email shall include the association's request that delivery be acknowledged by the intended recipient within twenty-four (24) hours by return email. If receipt of the notice has not been acknowledged by the intended recipient within twenty-four (24) hours, the recipient will be contacted by telephone to confirm receipt and the recipient's confirmation will be noted in the file. If receipt of notices sent by email cannot be confirmed, the notices will be resent via registered or certified mail. SCCBR will send written notification, certified return receipt, to the Member of such termination, unless within that time the amount due is paid or the nonpaying Member has been severed. If the agent has not been severed from the firm and proof is available to that fact, then the Designated REALTOR® will be invoiced for the Members fees and penalties.
 - c. Three (3) months after the due date, membership of the nonpaying Member shall automatically terminate unless within that time the full amount due and owing is paid.
2. SCCBR monthly statements for goods and services (Billed to Participant), which are delinquent, are subject to the following action:
 - a. Thirty (30) calendar days past due: Unpaid balance shall accrue interest at a rate of 1.5% per month until the account is brought current.
 - b. Sixty (60) calendar days past due: SCCBR will send written notification to the Participant, giving five (5) calendar days to cure delinquency. Notices sent by email shall include the association's request that delivery be

acknowledged by the intended recipient within twenty-four (24) hours by return email. If receipt of the notice has not been acknowledged by the intended recipient within twenty-four (24) hours, the recipient will be contacted by telephone to confirm receipt and the recipient's confirmation will be noted in the file. If receipt of notices sent by email cannot be confirmed, the notices will be resent via registered or certified mail. There is a \$25.00 processing fee for every letter processed by the Accounting Department to collect delinquent accounts. Failure to cure delinquency will result in suspension. SCCBR will send a written notification certified return receipt of such suspension.

- c. Failure to respond and/or bring the account current within ten (10) calendar days after suspension will result in termination of service. SCCBR will notify the Participant in writing of such termination and that the account will be turned over to a collection agency if payment is not received within ten (10) calendar days.
3. Any returned checks are subject to a \$25.00 service charge. After an Agent or Participant has presented two "NSF" checks, payment shall be by cash or certified funds. The third and subsequent "NSF" checks will result in immediate termination of services without notice.
 4. Any appeals to the above stated collection policy will be as follows:
 - a. The Chief Executive Officer shall be authorized to negotiate payment arrangements on terminated accounts provided that said negotiation is reduced to writing utilizing a promissory note collateralized with either personal or real property together with personal liability on the part of the Participant.
 - b. Said promissory note shall be on a form approved by legal counsel and shall include interest at the rate of 12% per annum, amortized over no more than a one-year term and collected by a local institution.
 - c. The note shall contain a grace period of fifteen (15) calendar days. Any payment received after the grace period shall be charged at 10% of the amount due on the late payment.
 - d. The Payer shall pay all fees for the collection account. The note shall provide for immediate termination of all services in the event any regular payment is not received within fifteen (15) calendar days of the due date.

POLICY #4:

Association Communications

A. The Executive Officer shall notify AAR in any and all matters regarding policies or activities that have immediate or potential impact on other Boards, Associations or the AAR general membership.

B. All mail addressed to current officers and directors delivered to the SCCBR office may be opened at the discretion of the Executive Officer. Consent by the current officer and director to do so shall be deemed by the taking of the office.

C. Any correspondence concerning business of SCCBR by an officer or director shall be submitted to the Executive Officer and approved by the President prior to being sent.

D. The Executive Officer will send copies of any communication of note to all Designated REALTORS®, Committee Chairpersons, Board of Directors, and/or Legal Counsel.

E. Board Officers, Directors, Committee Chairpersons and Staff Employees (in the performance of their respective duties) will make any necessary long distance telephone calls from the Board Office only. There is no reimbursement for telephone calls made outside the Board Office.

F. Any and all correspondence from a committee to other individuals regarding that committee's functions, responsibilities, and programs shall be approved by the President, with a copy being furnished to the Executive Officer.

G. The SCCBR will use the email as the primary form of communication to notify membership as well as other social medias to interconnect.

POLICY #5:

Board Office and Employees

A. No active real estate licensee, his/her spouse, children, parent, or relative by marriage shall be employed by the Santa Cruz County Board of REALTORS®.

B. The Executive Officer is directly answerable to the Executive Committee of the Board of Directors of SCCBR according to the chain of command setout in SCCBR Bylaws, ARTICLE XIII (b.) All other employees are to be supervised by the Executive Officer. With Board of Directors approval, the Executive Officer shall be responsible for hiring and firing of said employees. All employees shall report directly to and be accountable to the Executive Officer in matters concerning duties, office policies and procedures. (Amended 11/10)

C. The Executive Officer, or in his/her absence, the President, or the Executive Committee in the absence of both, is the supervisor of all staff and is responsible for employment functions including, but not limited to, staff supervision, hiring, terminations, work assignments, and setting priorities. (Amended 10/10)

D. Normal working hours are from 9:00 a.m. until 3 p.m., five (5) days per week. Additional hours will be established if necessary by Board of Directors.

E. All employees shall be paid on a bi-weekly basis.

F. Employees are normally hired for a 30-hour week (6 hours per day, 5 days per week); however, varying work schedules and part time or temporary employees may be utilized at the discretion of the Executive Office pursuant to work load demands, within budgetary constraints.

G. Any overtime or leave time must be approved by the President prior to commencement. (Amended 11/10)

F. The office of the Santa Cruz County Board of REALTORS®, shall be closed for business for the following holidays. If the legal holiday falls on Saturday, the office will be closed on Friday. If the Holiday falls on Sunday, the office will be closed on Monday.

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

G. Unless otherwise stated in a written employment contract, all employees are "at will" employees. However, the SCCBR is an Equal Opportunity Employer and affirms its belief in the worth and dignity of all its employees. All personnel decisions are to be made without regard to race, color, sex, religion, national origin, familial status, disability or age. The Executive Officer is accountable for compliance with this policy.

H. The Executive is responsible for the day to day operation of the SCCBR for developing specific administrative policies of the Board of Directors. (Amended 11/10)

I. The Executive Officer job description is EXHIBIT A of the Executive Officer Agreement and kept on file and amended on an "as needed basis." (Amended 11/10)

J. All office supply purchases within budget are the direct responsibility of the Executive Officer.

K. Due to the types of information available to this office, such as listing information, Grievance and Professional Standards information, etc., it is vital that all employees are informed of and agree to adhere to a strict confidentiality regarding the information available to them. Violation of this strict confidentiality may be cause for termination of employment.

L. It is the policy of the SCCBR to provide a work environment free of harassment, either physical or verbal, including sexual harassment. Such acts in any form are strictly prohibited. Any employee who believes he or she has been a victim of harassment of any form in the workplace, either by another employee, a member of the Board, or by a visitor to the Board, should bring the problem to the attention of the Executive Officer or any of the officers of the Board. Upon receipt of such a report the Executive Officer or officer to whom it is reported shall promptly bring the incident to the attention of the President, who shall promptly investigate the incident and recommend what action shall be taken by the Board of Directors. Such recommendations shall be made by way of a written report to the Board. All information reported regarding any harassment charge is confidential and will be known only to the individuals directly involved, and the Board of Directors.

M. Due to illness, death in the family, or personal reasons, a leave of absence may be requested. Decisions as to duration, paid or unpaid is solely at the discretion of the Board of Directors.

N. The Executive Officer shall have a performance review performed on an annual basis. However, the President may request an additional review at anytime, if deemed necessary. The Executive Committee is responsible for implementing the review and the results will be presented to the Board of Directors. A copy of review shall be maintained in employee's file with an additional copy being maintained by President. At the end of their current term, the President shall turn over all reviews to the incoming President.

O. The Immigration Reform and Control Act of 1986 requires the Board of Directors to obtain from every new employee proof of identity and proof of employment eligibility. It is necessary for all new employees to complete Immigration Association Form I-9 within the first three days of employment. An employee will not get paid unless a completed I-9 is on file in the Board office.

P. Health insurance is not provided by SCCBR however may provide other benefits established by the Board of Directors and/or as required by law.

Q. SCCBR does not have a mandatory retirement age.

R. These Policies replace any and all handbooks, which are hereby revoked.

POLICY #6:

Travel Budget and Reimbursement

A. All requests for travel must be submitted on a travel voucher.

B. All requests for advance travel expenses must be submitted on a travel voucher to the Executive Officer for processing at least ten (10) days prior to the expected travel.

C. All claims for travel reimbursement from individuals authorized to receive reimbursement shall be submitted to the Executive Officer for processing within ten (10) days from the time the expense was incurred.

D. All non-budgeted reimbursable travel expenses must be approved by the Board of Directors. Upon approval, air transportation shall be reimbursed on the basis of lowest coach air fare available. Ground transportation shall be reimbursed by round trip mileage at the current rate per mile.

E. Per Diem for authorized travel for transportation, food, and lodging shall be in amount budgeted or approved by the Board of Directors.

F. Authorized expense reimbursement for travel out of state shall be for actual expenses incurred, including food, lodging, air and ground transportation, registration fees, etc.

G. All required travel expenses of the Executive Officer in the course and scope of SCCBR business shall be paid.

H. Reasonable budgeted travel expenses and registration fees for the President and President-Elect shall be established in the annual budget for attendance at the following meetings unless funding is received from another funding source:

1. NAR Annual Convention
2. AAR Winter Conference
3. AAR Leadership Conference
4. NAR Leadership Submit

I. Registration fees shall be included in the annual budget for AAR Leadership Conference for all incoming Board Members to attend.

J. At the discretion of the Board of Directors the President and/or President Elect may attend the NAR Midyear Meeting and Region 11 Conference.

POLICY #7:

Budget and Finance

A. The President, President Elect, Immediate Past President, Treasurer, and Executive Officer of the Board shall be standing members of the Finance Committee. (Amended 11/10)

B. Any amendments or proposals to increase expenditures in the Santa Cruz County Board of REALTORS® approved annual budget in excess of five hundred dollars (\$500.00) in any budget line item must be submitted to the Treasurer at least three (3) days prior to the meeting at which the amendment or proposal will be presented to the Board of Directors.

C. A petty cash fund is authorized in the amount of fifty dollars (\$50.00). Staff is authorized to reimburse minor expenses from this fund, provided each disbursement shall be documented by a receipt and petty cash disbursement form.

D. One Corporate Credit Card shall be maintained by the Board for approved expenditures. All receipts shall be kept on file for auditing purposes. The bill shall be paid in full at the end of each statement period.

E. Any activity conducted by, or in the name of the Santa Cruz County Board of REALTORS®, which includes income-generating entities will be treated as follows:

1. Income received will first be applied toward the offset of activity expenses.
2. Any remaining funds will be deposited in the Santa Cruz County Board of REALTORS® Reserve Funds at the direction of the Board of Directors.

F. All accounts receivables (except dues) are due and payable within fifteen (15) days of billing date. After thirty (30) days, all unpaid accounts receivable shall be charged a late fee of \$5.00 per month if under \$100. All unpaid accounts receivable shall be charged a late fee of \$10.00 per month if over \$100. Accounts receivable which is 45 or more days delinquent shall be noticed to the Treasurer for collection.

1. In the event a check presented for any account receivable is returned from the Bank because of insufficient funds the Executive Officer at her discretion may request that future payments be made only by certified funds or in cash. The fee for each returned check will be in the amount of \$25.00 plus bank fees charged.

G. The portion of annual dues earmarked for use by the Santa Cruz County Board of REALTORS®, shall be automatically refunded on a prorated basis from the first day of the month to the nearest kin or to the estate of the deceased member following the death of the REALTOR® member.

H. No refund of dues paid shall be made for any other reason than that stated in Policy 7G above.

I. When the Santa Cruz County Board of REALTORS® requests the presence of an AAR Officer at Board meetings or functions, the Board is responsible for the lodging and meal expenses of the officer while in attendance.

J. A current budget/ financial statement will be provided to SCCBR members upon request.

K. All operating funds not immediately required and all reserve funds shall be invested in interest bearing accounts through federally insured institutions having an office in Santa Cruz County and which offers the highest yield fitting SCCBR's investment requirements. Transfers from interest bearing accounts to the Board's checking account shall be noticed to the Treasurer. Primary investment oversight shall be the responsibility of the Treasurer and Board of Directors. The Treasurer shall be responsible for and have the authority to invest monies over and above those needed for operations pursuant to guidelines established by the Board of Directors.

L. Any unused and non-allocated funds at the end of the fiscal year shall be applied to the Reserve Funds at the discretion of the Board of Directors.

M. Dues of the SCCBR shall be prorated monthly, for those joining after the year has started.

POLICY #8:

Endorsements for Products and Services

As a general rule, the Association does not support endorsements on products, services or companies. The exception is when the endorsement benefits our membership and the Board of Directors approves of the endorsement.

All requests to the Santa Cruz County Board of REALTORS® from individuals or organizations for endorsements of products or services shall be referred to the appropriate committee(s) for input and recommendations to the Board of Directors. The Board of Directors ultimately approves or disapproves all recommendations for endorsements.

POLICY #9:

New Member Orientation Program

A. Orientation shall be conducted every sixty (60) days or as necessary.

B. All applicants for REALTOR® membership must complete a New Member Orientation Program and Code of Ethics Orientation Course within sixty (60) days from the date of application. A one time waiver for extenuating circumstances may be given by the Executive Officer on a case-by-case basis, for a period of an additional sixty (60) days.

1. Failure to attend the first free scheduled Orientation class will result in the member being charged \$25.00 to attend the next scheduled class if a waiver has not been granted.

C. If after sixty (60) days the orientation education requirements have not been satisfied, the applicant will be refunded his dues in the pro rated amount, but the application fee shall not be refunded. In addition, the Designated REALTOR® will be billed for a non-member salesperson. The dues which are returned to the applicant will be sent in check form payable to the applicant, but mailed to his/her Designated REALTOR®, along with the bill for the non-member salesperson.

New Member Orientation Program - Classroom Hours Guidelines:

1. No more than eight (8) classroom hours will be devoted to the Associations' member services, committees, and REALTOR® safety and any other pertinent information.
2. Members may also be required, at the discretion of the SCCBR, to complete additional training of not more than four (4) classroom hours in any (12) twelve month period when deemed necessary by the SCCBR to familiarize participants and subscribers with system changes or enhancements and/or changes to SCCBR governing documents.
3. Members will be given the opportunity to complete any mandated additional training remotely.

New Member Code of Ethics Orientation – Classroom Hours Guidelines:

1. Applicants for REALTOR® membership and provisional REALTOR® members shall complete an orientation program on the Code of Ethics of not less than two hours and thirty minutes of instructional time.
2. This requirement does not apply to applicants for REALTOR® membership or provisional members who have completed comparable orientation in another Board, provided that REALTOR® membership has been continuous, or that any break in membership is for one year or less.

3. Applicants may take the Code of Ethics course online through NAR or attend a continuing education course satisfying the Code of Ethics requirement and present a certificate of completion to Executive Officer.

POLICY #10:

Contract/Encumbrances

The President or the Executive Officer, subject to the approval of the Board of Directors, shall be the only individuals authorized to negotiate, enter into contracts or agreements which incur financial or other liabilities to SCCBR. When outside facilities are required for use by any committee, approval will be obtained from the President or the Executive Officer.

POLICY #11:

Bid Policy

A. The process of seeking and retaining providers of products/services will be as follows:

1. The Executive Officer will research providers based on their professional knowledge of necessary requirements.
2. If a product or service is over \$2,500, at least three bids will be presented as part of the recommendation provided there are three providers of equal quality available for required product/service.
3. Criteria for recommendation of provider will take the following items into consideration:
 - a. Quality of service to Participants and/or agents.
 - b. Price
4. The Executive Officer will present recommendations through the following process:
 - a. Committee responsible, if applicable.
 - b. Executive Committee
 - c. Executive Committee recommendation will then go to the Board of Directors for approval.

B. It will be determined by the Executive Officer, on a periodic basis, the need/benefit of rebidding any product or service either proposed or existing. In no way (except in the case of a monopolized utility) shall a product or service enjoy an ongoing relationship with SCCBR or any subsidiary for more than three (3) years from date of latest contract without such a review.

C. These bidding requirements do not apply to contracts for venues for Association events, vendors providing services to the event or temporary staffing agencies. The Executive Officer will use reasonable discretion when entering into these agreements.

POLICY #12:

Record Retention

The record maintenance checklist as outlined by the Auditor will be used by the Santa Cruz County Board of REALTORS® to determine what records need to be retained and the length of time records need to be retained and the length of time records should be kept related to tax information, employee records and other pertinent information by the Board.

POLICY #13:

Access to Legal Counsel

The President and Executive Officer are the only individuals authorized to directly contact Legal Counsel. Should there be a necessity for individuals or committees to meet with legal counsel, prior arrangements must be made through the Executive Officer or the President. Should an individual contact legal counsel without prior approval, the individual will be billed in the amount incurred from obtaining legal counsel.

POLICY #14:

NRDS Privacy and Security Policy

The SCCBR gathers the following types of information needed to process transactions, fulfill requests and maintain membership records. Following information includes but is not limited to; office information, addresses, phone numbers, email, etc.:

1. Information is used but not limited to; notifying membership of upcoming events, newsletters, Calls to Action, etc.
2. At no time is information distributed, sold, to any outside parties, affinity partners, etc.
3. Will not share, sell or otherwise provide other information about member to third parties. Nor sell mailing lists.
4. Credit information that member and credit authorizers provide when making payments by credit card or electronic check for products, dues or other services will never be sold, shared or provided to other third parties.
5. Maintain security procedures and standards as safe as today's technology permits and modify them regularly as new technologies become feasible.
6. Utilize a strict Opt-Out option for sending online notifications regarding services, programs or products.
7. Member may edit personal contact information directly into the NRDS system or contact SCCBR. (Amended 12/2010)

POLICY #15:

Anti-Trust Compliance

The SCCBR has not and will not establish or maintain fixed or recommended compensation rates. Compensation is a matter of negotiation between the parties (the principal and the broker) and SCCBR will not interfere in those negotiations or inhibit in any way the freedom of the parties to negotiate by imposing bylaw provisions, recommended schedules or sanctions on members.

POLICY #16:

Confidentiality

Some matters discussed by the Executive Committee, Budget & Finance Committee, Board of Directors and Committees are problematic and of a sensitive nature and shall be kept confidential. Such matters are to be worked out and resolved within the confines of the entity where the matter arose. If the issues cannot be resolved within those confines, the matter should be taken through the following chain of command for resolution: first to the President then to the Executive Officer and then to the Committee Chair. If it cannot be resolved by working through this chain of command, then and only then should the matter be taken to the Board of Directors and/or membership.

POLICY #17:

Conflict of Interest

The purpose of the conflict of interest policy is to protect this tax-exempt organization's interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of SCCBR or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

Definitions:

A. Interested Person

Any director, principal officer, or member of a committee with Board of Directors delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.

Financial Interest

1. A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:
2. An ownership or investment interest in any entity with which the SCCBR has a transaction or arrangement,
3. A compensation arrangement with SCCBR or with any entity or individual with which SCCBR has a transaction or arrangement, or

4. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the SCCBR is negotiating a transaction or arrangement. Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial. A financial interest is not necessarily a conflict of interest. A person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

Procedures:

A. Duty to Disclose

In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors considering the proposed transaction or arrangement.

B. Determining whether a Conflict of Interest exists after disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the Board of Directors meeting while the determination of a conflict of interest is discussed and voted upon. The remaining Board members shall decide if a conflict of interest exists.

Procedures for Addressing the Conflict of Interest.

1. An interested person may make a presentation at the Board of Directors meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
2. The Board President shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
3. After exercising due diligence, the Board of Directors shall determine whether the Board can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
4. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the Board of Directors shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the Board's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

Violations of the Conflicts of Interest Policy:

1. If the Board of Directors has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
2. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the Board of Directors determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

Records of Proceedings:

The minutes of the Board of Directors and all committees with board delegated powers shall contain:

1. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the Board's or committee's decision as to whether a conflict of interest in fact existed.
2. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

Compensation:

1. A voting member of the Board of Directors who receives compensation, directly or indirectly, from the Board for services is precluded from voting on matters pertaining to that member's compensation.

2. A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Board for services is precluded from voting on matters pertaining to that member's compensation.
3. No voting member of the Board of Directors or any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Board, either individually or collectively, is prohibited from providing information to any committee regarding compensation.

Annual Statements:

Each director, principal officer and member of a committee with Board of Directors delegated powers shall annually sign a statement which affirms such person:

1. Has received a copy of the conflicts of interest policy,
2. Has read and understands the policy,
3. Has agreed to comply with the policy, and
4. Understands the Board is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Periodic Review:

To ensure the Board operates in a manner consistent with charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:

1. Whether compensation arrangements and benefits are reasonable, based on competent survey information and the result of arm's length bargaining.
2. Whether partnerships, joint ventures, and arrangements with management organizations conform to the Board's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes and do not result in inurement, impermissible private benefit or in an excess benefit transaction.

Use of Outside Experts:

When conducting the periodic reviews as described above, the Board may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the Board of Directors of its responsibility for ensuring periodic reviews are conducted.

POLICY #18:

Whistleblower Policy:

SCCBR: (1) encourages staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of the Board; (2) specifies that the Board will protect the person from retaliation; and (3) identifies where such information can be reported.

A. Encouragement of reporting. The Board encourages complaints, reports or inquiries about illegal practices or serious violations of the Board's policies, including illegal or improper conduct by the Board itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the Board has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via the Board's human resources channels, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

B. Protection from Retaliation. The Board prohibits retaliation by or on behalf of the Board against staff or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The Board reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

C. Where to report. Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the basis of the complaints, reports or inquiries. They should be directed to the Board's Executive Officer or President of the Board of Directors; if both of those persons are implicated in the complaint, report or inquiry, it should be directed to the President-elect of the Board of Directors. The Board will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the Board may be unable to fully evaluate a vague or general complaint, report, or inquiry that is made anonymously.

POLICY #19:

Smoking Policy

In accordance with Arizona law, smoking is strictly prohibited at all SCCBR events and in all Board facilities and within 20 feet of entrances to said events or facilities.

POLICY #20:

Noise Emitting Devices

All noise emitting communication devices must be in the silent or off mode in all SCCBR meetings or programs.

POLICY #21:

Board Training Rooms

The Executive Officer or designee is authorized to refuse access to any individual and or/group.

POLICY #22:

Facility Rental and Advertising

Affiliates, members and non-members may rent the Board conference facilities.

POLICY #23:

Coordination of SCCBR Activities

Guest speakers at the general membership meetings must be approved prior to the meeting by the President.

All functions of SCCBR committees shall be coordinated through the Executive Officer in an effort to avoid conflicts. A master calendar for scheduling purposes will be maintained at the Board office through the MLS Dashboard System and Google Calendar.

POLICY #24:

Board of Directors and Committee Meetings

A. Some matters discussed by Board of Directors are problematic and of a sensitive nature and shall be kept confidential. The regularly scheduled monthly Board of Directors meetings shall be closed sessions and will be held at a time to be determined in the November's Board of Directors meeting for the commencing election year cycle at the Santa Cruz County Board of REALTORS® Conference Room unless announced otherwise. Meetings of the Board of Directors regularly scheduled monthly meetings shall be noticed to the membership in accordance with the Bylaws.

B. The agenda for the monthly Board of Directors meeting shall be noticed to the general membership and a "Call to the Public" will be included as the first item in the Board of Director's agenda.

C. Members of the Board of Directors are expected to attend all Board of Directors' meetings. An individual Board Member who is absent from four (4) regular meetings within an election year cycle shall be construed as resignation. (Amended 11/10)

D. No more than three (3) agents from one office or franchise may sit on Board of Directors at time of election. (12/18/2001), (Amended 11/10)

E. With the exceptions of an Executive Committee and Finance Committee Sessions of SCCBR, all Santa Cruz County Board of REALTORS®, standing committees meetings shall be open to any and all members of the Board who wish to attend.

F. The Executive Officer shall be responsible for all logistics, communication, and correspondence of meetings of the Board and standing committees.

POLICY #25:

Board of Directors Agenda Items

Items to be placed on the Board of Directors Agenda shall be submitted to the Executive Officer at least 10 days prior to the meeting. Any item which is not on the Agenda will not be discussed unless it is determined by the President or Executive Officer to be of an emergency nature. If any person requesting the placement of an item on the Agenda disagrees with the decision of the President or the Executive Officer, the item will require a two-thirds vote of the Directors present to be placed on the agenda.

POLICY #26:

Role of the Board of Directors

The Board of Directors is the governing body of the Board and is empowered by the Bylaws to lead, and ultimately be responsible for, the corporation called the Santa Cruz County Board of REALTORS®, Inc.

The Board of Directors:

1. Approves the strategic and business plans
2. Approves the annual budget and exceptions to the budget
3. Accepts financial statements
4. Approves minutes of previous meetings
5. Approves committee members nominated by the President
6. Ratifies Executive Committee recommendations presented as a consent agenda
7. Board member may request special consideration of any item on the consent agenda as long as the issue is placed on the board agenda 48 hours prior to a meeting.
8. Employs a Executive Officer to manage the day to day affairs of the Board and who is responsible for staff
9. Oversees the strategic direction of the organization
10. Ensures compliance with legal norms and good business practices

The Board may, in compliance with the Bylaws and Policy Statements, have access to any corporate documents, review any process or service of the Board and pass binding resolutions to achieve the goals of the organization. The Board of Directors is a strategic body that oversees the strategic plan and delegates to committees and staff the roles of policy development and administration.

POLICY #27:

Role of the Executive Committee

The Executive Committee consists of:

- President
- Past President
- President Elect
- Secretary
- Treasurer
- Executive Officer (secretary and non voting member)

The Executive Committee provides oversight of committee and staff actions and provides appropriate recommendations to the Board of Directors. The Executive Committee is also empowered, within parameters established by the Bylaws and Policy Statements of the Board of Directors, to transact emergency business.

The Executive Committee

1. Approves minutes of the previous meeting
2. Reviews and recommends financial statements to the Board of Directors
3. Prepares the annual Board budget
4. Reviews and approves committee decisions
5. Approves appropriate staff requests
6. Oversees operations of the Board
7. Ensures compliance with legal norms and good business practices
8. Take appropriate action on an emergency basis between Board of Director meetings
9. Meet as an oversight committee, with the Board attorney, to consider issues listed in the authority matrix

The Role of the Executive Committee Member is to:

1. Regularly and punctually attend meetings and stay for the entire meeting except when prior approval to leave early has been granted by the President.
2. Offer opinions and exercise reasonable judgment on issues before the committee
3. Know the financial condition of the Board and be acquainted with the budget process
4. Be primarily concerned with achieving the strategic and business plan and providing the appropriate amount of oversight for operations
5. Understand the fiduciary responsibility to the corporation and exercise reasonable prudence in fulfilling that responsibility without regard for personal business interests
6. Understand the decision making processes of the Board and respect the roles delegated to committees and staff with reasonable deference to their due diligence in recommending appropriate action to the Executive Committee

POLICY #28:

Role of Committees

Committees consist of volunteer members approved by the Board of Directors and the nonvoting staff liaison member Executive Officer.

Committees carefully consider issues within their scope of responsibility and work to achieve the goals of the Strategic and Business Plans. Committees recommend policies and action plans to the Board of Directors for approval. A committee member, including the chair, may be removed by the President if the member is not fulfilling the obligation of the committee to achieve the Strategic and Business Plans, or does not comply with responsibilities listed below.

Role of the Chair

1. Schedule and effectively preside over meetings
2. Know the scope and purpose of the committee
3. Know the financial and budgetary parameters of the committee
4. Develop a strategy for achieving the goals of the business plan
5. Manage the workload of the committee with due consideration for members' time
6. Appoint subcommittees and work groups when appropriate
7. Ensure that committee members have meaningful input and are consulted on all matters facing the committee
8. Genuinely reflect the will of the committee
9. Develop future leaders
10. Attend Executive Committee or Board of Directors meetings when a topic is controversial or requires special expertise that cannot be provided by staff or at the request of the President or Executive Officer
11. Provide general guidance and serve as a resource to the key staff member for questions or clarification
12. Understand the decision making processes of the Board and respect the rights and privileges delegated to staff with reasonable deference to their due diligence in recommending appropriate action to the committee

Role of the Committee Member

1. Regularly and punctually attend meetings
2. Develop expertise in the committee's area of responsibility
3. Serve on subcommittees or workgroups as time permits
4. Offer opinions and exercise reasonable judgment on issues before the committee without regard for personal business interests
5. Serve as a resource to the Chair and key staff person for advice and guidance
6. Positively represent committee decisions to Board members and the public
7. Respect the management role delegated to staff with reasonable deference to their due diligence in carrying out their duties

POLICY #29:

Role of Staff Liaison

The Executive Officer is the staff liaison to committees to support the work of the committee, memorialize meetings, notify members of the meeting, prepare the agenda with the Chair, administer committee work between meetings, coordinate with other key staff and communicate with the Executive Committee and the Board of Directors. The staff member is a non-voting member of the committee with the responsibilities of a committee member.

Additional key staff person responsibilities

1. Know the committee's purpose and scope and enable communication between the Board of Directors, Executive Committee, committee leadership and senior management
2. Serve as a resource to chairs on processes for effectively managing meetings and the purpose of the committee
3. Prepare the meeting site, notify members of meetings, prepare the agenda with the chair and memorialize the meeting
4. Work with senior management to avoid duplication and create synergy between Committees
5. Know the financial aspects of the committee and be familiar with the budget process
6. Ensure the committee has clear outcomes and evaluate progress against goals throughout the year with regular reports to the Executive Committee
7. Work with senior management to avoid conflicts between committees
8. Provide administrative support for committees and perform administrative duties between meetings
9. Respect the rights and privileges of the Board of Directors, Executive Committee and committees, their authority to set policy and guidelines with reasonable deference to their expertise and recognition the Board exists for their benefit

POLICY #30:

President Advisory Groups, Task Forces and Work Groups

The President may appoint a Presidential Advisory Group (PAG) to consider specific topics and issue specific recommendations to the President. The Board of Directors may authorize a Task Force to consider specific topics and issue recommendations to the Board. The Board of Directors, Executive Committee and/or committee chairs may create a work group to discuss general issues for the mutual education of all members.

POLICY #31:

Committee Meeting Report Procedure

A copy of the reports of all committee meetings will be distributed to the Committee prior to their next regularly scheduled meeting.

A copy of the reports and minutes of all committee meetings will be distributed to the Board of Directors prior to their next regularly scheduled meeting.

POLICY #32:

Committee Communications

Under no circumstances shall a Committee Chair send any information which is not coordinated with Executive Officer or President.

Committee communications to promote a function through a news or press release shall require the prior approval of the Executive Officer or President and said release shall be written and released by the Executive Officer or President. Under no circumstances are any committees allowed to disseminate any information to the public, i.e., print media, radio, TV, etc., in any other manner.

POLICY #33:

Donation & Fundraising

SCCBBR supports charitable efforts in the community and wishes to contribute where appropriate. SCCBBR will support charitable endeavors when they contribute to housing the less fortunate, assist recipients with skills to create economic opportunity and any other charitable efforts deemed important by the Board. Priority for charitable requests will be assigned to solicitations where SCCBBR can make a significant impact on a project that is within the boundaries of SCCBBR and be perceived as a leader in the effort. Requests for support will be directed to the Executive Officer who will evaluate each request for compliance with the policy. The Executive Officer will recommend appropriate candidates for contributions to the Fundraising Committee for a final decision. No committees are allowed to enter into fund-raising activities for charitable purposes unless prior approval is received from the Board of Directors.