LAREDO ASSOCIATION OF REALTORS®

Policy and Procedure Manual
Laredo Association of REALTORS®

Legend:

Corporation: Laredo Association of REALTORS® (LAR)
Association Executive: AE
Employee: As used here in to describe both exempt and non-exempt employees
Board of Directors: BOD, The governing body of the association (LAR)
Executive Committee: EC
Finance Committee: FC

Disclaimer

This **Manual** does not constitute an employment contract in whole or in part, and the corporation reserves the right to add, amend, or delete any policy or procedure stated herein at any time. Further, employment may be terminated at any time without any notice by either the employer or the employee. Further, all other policies and procedures previously adopted are hereby declared null and void as of July 2016. All additions will be indicated by referencing the Laredo Association of REALTORS® Board of Directors Minutes where actions were taken to add to the Policies and Procedures. Any deletions will be accomplished by striking through the language until such time as the Manual is revised in its entirety. (Revised on January 2018)

Organizational Structure

The Laredo Association of REALTORS® (LAR) is a not-for-profit 501C (6) Corporation. The corporation owns The Multiple Listing Service (MLS) of the Laredo Association of REALTORS® which is a for-profit corporation. The Association can ultimately control the business of the MLS by denying approval of governing documents, monetary policies, and those elected to hold office.

The AE is hired by the LAR Board of Directors (BOD) and is answerable to the Board (Corporately) alone. This statement means that it is the entire Board of Directors, not any one or any group of directors individually, that hires and directs the activities of the AE. The President is the immediate supervisor of the AE. In the absence of the President, the Vice President will supervise and direct the activities of the AE.

The staff is hired by the AE with approval, and under the supervision of the Board, and each is answerable to the Board. This statement means that it is the Board that hires and directs the activities of the staff under the direction of the board of directors. The AE is responsible for ensuring there is a criteria for training the staff.

BOARD POLICY AND PROCEDURE MANUAL

The corporation's promulgate that is their policy to uphold the high standards as set forth in the **Code of Ethics** of the National Association of REALTORS®**.** Therefore, equal opportunity in employment is the framework upon which all employment is based. To achieve this purpose, we will recruit, hire, and promote for all positions without regard to race, color, religion, national origin, sex, familiar status, age (except that retirement is mandatory at the age of 70 unless specifically waived annually by the LAR Board of Directors), marital status, or physical or mental handicaps unrelated to job performance.

MISSION STATEMENT

The Laredo Association of REALTORS® advocates for REALTORS® and private property rights in our community and promotes high ethical standards to enhance member success.

VISION

The Vision of the Laredo Association of REALTORS® is to be the voice of Real Estate.

VALUES

The values of the Laredo Association of REALTORS® (LAR) is to help our members by:

1. Education
2. Professionalism
3. Integrity
4. Transparency
5. Respect
6. Ethics

COMPOSITION OF BOARD

The LAR shall be comprised of the elected officers for the offices of the President, President-Elect, Vice-President, Secretary, Treasurer, and 10 directors. The immediate past president remains on the BOD for 1 year and is also a voting member. The terms of their offices are for (1) year for officers and (3) year-staggered terms for directors. Terms for elected officers and directors begin January 1st of the year following their election. The BOD serves as the governing body of the LAR as defined in the Bylaws. The BOD can approve or disapprove all committee chairs/liaisons appointed by the president as well as all committee action reports and finances. All committee chairs/liaisons and members shall be approved at the first BOD called meeting of the year.

PRESIDENT

1. shall preside at the BOD meetings;
2. shall preside at Executive Committee meetings;
3. shall appoint committee chairperson and/or liaison, with the approval of the BOD, as prescribed in the Bylaws and appoint special committees with the BOD approval;
4. may remove committee members with the approval of the BOD;
5. supervise business and affairs of the Association;
6. shall be an ex-officio member of all committees;
7. shall represent the Board before other associations or groups when invited;
8. shall not knowingly take a position contrary to a position of the BOD; and
9. shall attend all TR and NAR conventions, whenever possible.

PRESIDENT-ELECT

1. shall serve on the Executive Committee;
2. shall learn about the organization and prepare to become President.
3. shall represent the Board before other organizations when invited and with the approval of the President or the BOD;
4. shall not knowingly take a position contrary of the BOD; and
5. shall attend all TR and NAR conventions, whenever possible.

VICE-PRESIDENT

1. shall act as presiding officer at such times when the President is absent;
2. shall serve on the Executive Committee;
3. shall represent the Board before other organizations when invited and with the approval of the President or the BOD;
4. shall not knowingly take a position contrary of the BOD; and
5. shall attend all TR and NAR conventions, whenever possible.

SECRETARY

1. shall not knowingly take a position contrary to a position of the BOD;
2. shall, with the AE, compile all necessary minutes and records for the Board; and

3. shall work with Board committees to determine their needs and assist whenever possible.
4. Shall deliver minutes to the Board of Directors within 48 hours of adjourning meeting.

TREASURER

1. shall chair the Finance Committee (FC) and with the committee prepare the annual budget for the Association;
2. shall submit Board financial statements to the BOD at regular meetings; and
3. shall not knowingly take a position contrary to a position of the BOD.

THE PAST-PRESIDENT

The immediate Past President remains a member of the Board for one year following his/her presidential term. This continued involvement provides continuity, and the Immediate Past President can serve as a resource for the President, if asked. The duties and responsibilities expected by all Board members are also expected of the Immediate Past President. This includes preparing for and attending all Board meetings, making chapter visits, serving on or chairing Board committees, serving as a committee liaison, attending Board events, and generally participating in Association governance activities. The Immediate Past President may be asked to represent the Association at an appropriate event when the President, President-Elect, or Vice-President is unable to do so.

POLICIES AFFECTING THE BOARD

ATTENDANCE POLICY

The Board of Directors shall designate a regular time and place of meetings. Absence from three (3) regular meetings without an excuse deemed valid by the board of directors shall be construed as resignation. Being marked "Present" at a Board of Directors meeting requires full participation for the duration. Leaving before the meeting is adjourned and missing voting constitutes an absence. (Amended 04/2019)

CONFIDENTIALITY POLICY

See Addendum.

SOCIAL MEDIA POLICY

See Addendum.

ANTI-HARASSMENT POLICY

See Addendum.

WHISTLEBLOWER POLICY

See Addendum.

Political Candidate Endorsement Policy

See Addendum.

TRAVEL / REIMBURSEMENT POLICY OF THE BOARD

Expenses incurred by any officer while on official LAR Board business and previously approved by the BOD will be reimbursed upon presentation of the statement of such expenses to the AE and in accordance with the reimbursement for the travel policy printed schedule included in this document. Accommodations, airfares, and food allowances will be paid to the attendee(s) in advance by LAR, allowing corporate discounts and group rates. Daily food allowances will be paid at quoted rate. All receipts for these expenses along with any additional expenses not projected shall be submitted with the expense report to the board no later than 5:00 pm, on the 10th day of the end of the event. Should receipts not be submitted after the 10 day period, member shall be asked to reimburse the association for the full amount advanced and any other expenses due will not be reimbursed. The expenses will remain the responsibility of the member. No alcohol expense will be reimbursed.

The board will be reimbursed within thirty (30) days for any expense incurred for an officer/director that did not attend a function they were registered to. Officer/Director must notify the board office of their cancellation at least two (2) weeks prior to the event in order not to be charged. If member is charged for any expenses, advanced or not, and payment owed is not received within the time allotted, LAR will disconnect all member privileges.

No exceptions shall be granted under any circumstances for either policy.

Travel Rates Reimbursed

Automobile Maximum ..... Rate permissible

Air ..... Coach Class

Hotel..... Single room rate at the headquarters hotel except at the annual convention, if the president's spouse attends, the room rate shall be for a double room.

Expenses..... Departure and return air (except when driving) and ground transportation will be reimbursed.

Registration ..... Registration for mandatory functions will be reimbursed.

Food ..... $40.00 per person per day.

Parking ..... As per approval from the BOD.

The travel expense report shall be delivered in writing using the BOD approved expense report within 10 calendar days after the end date of the event including original receipts, with the AE

at the LAR office.

RECORD RETENTION SCHEDULE

Record	Retention Schedule
Accident reports & claims (settled cases)	30 years
Accounts payable ledgers	7 years
Accounts receivable legers	7 years
Audit records	Permanently
Bank reconciliations	7 years
Capital stock and bond records, legers, transfer registers, stubs showing issues, record of interest coupons, options and so forth	Permanently
Cash books	Permanently
Charts of accounts	Permanently
Checks (cancelled) (see exception below)	4 years
Checks (cancelled) for important products such as Taxes, purchases of property, special contracts, and so forth, checks should be kept with the documents pertaining to the underlying transaction	Permanently
Contracts or leases (expired)	7 years
Contracts or leases still current	Permanently
Correspondence (general)	3 years
Correspondence (legal and important matters only)	Permanently
Correspondence (routine) w/customers or vendors	1 year
Deeds, mortgages, and bills of sale	Permanently
Depreciation schedules	Permanently
Dividend checks/records (cancelled)	Permanently
Duplicate deposit slips	7 years and schedules
Employee personnel records (after Termination)	3 years and schedules
Employment applications	3 years
Expense analyses and expense distribution schedules	7 years
Financial Statements (end of year, other month optional)	Permanently
General and private ledgers (end of year trial balances)	Permanently
Insurance policies (expired)	3 years
Insurance records current accident, reports claims, policies and so forth	Permanently
Internal audit reports	7 years
Inventories of products, materials, and supplies	7 years
Invoices to customers	7 years
Invoices from vendors	7 years
Journals	Permanently

Minute books of directors including bylaws and charter ..... Permanently
Notes receivable ledgers and schedules ..... 7 years
Occupational injury and all illness records ..... 5 years
Payroll records and summaries including payments to pensioners ..... 7 years
Petty cash vouchers ..... 7 years
Professional Standards/Ethics, original decisions in permanent ethics file with a copy of a member's file. Remainder of file destroyed after the appeal period is ended. Arbitration, destroy entire file after appeal period is over ..... Permanently
Property records including costs, depreciation reserves, end of year trial balances, blue prints, plans ..... Permanently
Reorganization records ..... Permanently
Sales Records ..... Permanently
Stenographer's Notebook ..... 1 year
Stock and bond certificates (cancelled) ..... 6 years
Subsidiary ledgers ..... 7 years
Tax returns and worksheets, revenue agents' reports, and documents relating to determination of income tax liability ..... Permanently
Tax records (affiliated group) ..... Permanently
Tax Records (bad debts or losses on securities) ..... Permanently
Time Books ..... 7 years
Trademark registrations ..... Permanently
Voucher register and schedules ..... 7 years
Vouchers for payments to vendors, employees, and so forth, (includes allowances and reimbursements of employees, Officers, and so forth for travel and entertainment expenses) ..... 7 years

COMMITTEES OF THE BOARD

STANDING COMMITTEES

The standing committees of the Board shall be:

- Executive,
- Multiple Listing Service (MLS),
- Bylaws,
- Finance.

STANDING COMMITTEE DESCRIPTIONS

EXECUTIVE COMMITTEE

Handles the overall administration, structure, staffing and documentation that guides the organization and will make emergency decisions and take care of issues that arise between board meetings. It serves as the advisory to the President and is composed of elected officers and past president.

FINANCE COMMITTEE

Oversees the treasury of the organization, as well as its financial instruments, budgets, controls and reports. It is chaired by the elected treasurer. It should submit a proposed annual budget for board approval.

MULTIPLE LISTING SERVICE (MLS) COMMITTEE

Oversees the organizations Multiple Listing Service, which shall be subject to the Bylaws and Policy and Procedure manual of the organization, and such rules and regulations as may be adopted.

BYLAWS COMMITTEE

Responsible for reviewing and maintaining the governing documents of the organization, and for recommending proposed changes when necessary.

SPECIAL COMMITTEES

Special Committees of the Board shall be:

- REALTOR® Image and Community Relations,
- Membership,
- Education,
- TREPAC/Governmental Affairs,
- Scholarship,
- Luncheon and Events
- Investment Committee.

Other committees or sub-committees may be formed by the board on an as needed basis, and all meetings must be held at the Laredo Association of REALTORS® offices during business hours. Meetings may be held at alternate locations in extenuating circumstances.

With the exception of the Immediate Past President, the committee chair may not serve on the current BOD, except for Finance committee as prescribed in the bylaws and/or policy and procedures. Committees may not have more than 2 members from the same office. Each committee will have a liaison that serves on the BOD appointed by the President. The liaison is a

non-voting member of the committee. Liaison will be reporting the results of the meeting to the BOD. All committee reports and/or communications must be submitted in writing to the AE & Secretary via email by the Friday before the Executive Committee meeting. All committee meeting minutes should be turned in to the Secretary and the AE in writing within 48 hours of the meeting adjournment.

SPECIAL COMMITTEE DESCRIPTIONS

MEMBERSHIP COMMITTEE

Targets audiences for membership, successfully enrolling new members while retaining current members and coordinates tangible and intangible organization benefits. It should establish that there is a member need for the service and that the service is unique and available to the member only.

EDUCATION COMMITTEE

Should plan cost effective, profitable events that further the professional goals of the organization's membership.

REALTOR® Image and Community Relations Committee *(Added November 2020)*

The committee assists in promoting the value, professionalism, and use of a REALTOR® including use of the REALTOR® "R" trademark; assists in the planning and implementation of community service projects with LAR's Organizations of Choice which increase member involvement and strengthen LAR's connection to the community; and refers to the communication network developed by the organization to keep members and prospects abreast of the organization's activities. It maintains the website and any and all social media pages, public & private facing groups, etc. and but not limited to other communication tools including an active contact list of news and social media.

LUNCHEON/SPEAKER COMMITTEE

Selects venue, menu, and speakers for membership meetings or special events.

SCHOLARSHIP COMMITTEE

May raise funds and award scholarships on behalf of the organization.

INVESTMENT COMMITTEE

Creates, implements, reviews and revises Investment policy and how these objectives support the organization's goals. It will monitor and review the performance of the investment funds, investment manager, reports and fees. It will reaffirm or revise the Investment Policy statement each year, note in the annual investment review and report to the Board. A Past President will

be appointed Chair of the committee. The committee will consist of two to five volunteers, including the chair. Except for the Immediate Past President, Finance committee members cannot volunteer on this committee. The committee will meet at least twice a year, once in January and July, or as necessary during the year.

NOMINATING COMMITTEE

Shall select one candidate for each office and one candidate for each place to be filled on the Board of Directors, as specified in the Bylaws of the LAR.

GOVERNMENTAL AFFAIRS/TREPAC

Reviews proposed laws and rules, taking timely action to support or oppose issues that affect the organization and the profession. It organizes efforts to block unfavorable regulations and support favorable laws in the local and state agencies and in the legislature. In addition, the TREPAC committee educates members about TREPAC benefits and philosophy of strong property rights and raises funds to meet our TREPAC goals.

BOARD COMMITTEE PRINCIPLES AND GUIDELINES

1. Board committees are to help the board do its job, not to help the staff do its jobs. Committees ordinarily will assist the board by preparing policy alternatives and implications for board deliberation. Board committees are not to be created by the board to advise staff.
2. Board committees may not speak or act for the board except when formally given such authority for specific and time-limited purposes. Expectations and authority will be carefully stated in order not to conflict with authority delegated to the President.
3. Board committees cannot exercise authority over staff. Because the Association Executive works for the full board, the AE will not be required to obtain approval of a board committee before an executive action.
4. Board committees are to avoid over-identification with organizational parts rather than the whole. Therefore, a board committee which has helped the board create policy on some topic will not be used to monitor organizational performance on that same subject.
5. The committee must follow the policies and values of the organization.
6. The standing committee members must be REALTORS®. Special Committee members may also include Affiliate member(s) of the Laredo Association of REALTORS®.
7. The committee cannot conduct business without a quorum of committee members present.
8. Absence from three (3) regular meetings without an excuse deemed valid by the committee shall be construed as resignation.
9. All members subject to censure or removal at the direction of the Board of Directors, under the Confidentiality Agreement.

COMMITTEE EXPENSES

1. Committee receives budget from Finance Committee (FC).
2. All committee expenses must be first approved by FC.
3. Committee submits its meeting minutes requesting expenses to FC.
4. FC recommends action on expenses to Board of Directors (BOD).
5. BOD approves/denies motion for expense from committee.
6. Unapproved expenses submitted for reimbursement are subject to BOD approval. All requests for reimbursements must be submitted in writing using the BOD approved reimbursement form with original receipts within 10 calendar days at the LAR office with the AE.

ASSOCIATION FINANCIALS

FINANCIAL OBJECTIVES

1. The Association's desire to sustain basic operations and core member services during a short-term economic downturn. Therefore, staff should keep the Board informed of the progress toward setting aside a "Restricted Reserve Fund" equal to 8 months operating expenses. Any remaining funds available to be invested by the investment committee.
2. To continue the operation of those activities designed as "fee for service" maintaining a strong income over expense. Staff should recommend to FC ways to charge a fee for each service offered and an appropriate profit for each service.
3. Staff shall make recommendations to FC for cutting expenditures. If necessary, staff shall recommend additional revenue generating fees.
4. All expenses regardless of origin shall be budgeted and approved by the BOD.
5. To cover unbudgeted and extraordinary expenditures brought about by unanticipated challenges or opportunities for emergency funding, such as critical activities. The Reserve Account will address this objective to cover both the unanticipated circumstances and one-time or episodic situations (such as all of the extra expenses incurred as the result of lobbying or monitoring these necessities additional member and staff travel expenses, hurricane damage not covered by insurance, etc.)
6. To maximize investment returns to fund reserves and current services.
7. To maintain a Reserve account with a minimum level of 8 months operating expenses.

OPERATING RESERVES

The assets are placed into an Operating Reserve account and are maintained at a minimum level of 8 months operating expenses.

RESTRICTED FUNDS

These assets are placed into a Certificate of Deposit accounts as Restricted Reserve Funds.

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IN-HOME INVESTMENT BY THE BOARD OF DIRECTORS

1. U.S. Treasury bills, notes, and bonds;
2. Fannie Mae;
3. Ginny Mae;
4. Freddie Mac;
5. Student Loan Association;
6. Certificate of Accrual on Treasury Securities;
7. Separate Trading of Registered Interest & Principal of (Treasury) Securities (STRIPS);
8. Mutual & Money Market Funds that invest solely in the U.S. Government Securities;
9. Certificated of Deposit insured by FDIC or FSLIC;
10. Banker's Acceptances (U.S. Bank);
11. An "A" or better rated Corporate Bonds (U.S. Corporations);
12. Commercial Money Market Funds as overnight "sweeps" or investments of otherwise idle funds; and/or
13. Indexed securities with principal protection.

IMPLEMENTATION OF INVESTMENTS

1. Investments must be in one or more of the above listed approved investments, and may be

   (A) direct or;

   (B) indirect through an intermediary that is explicitly recommended by the BOD. All investments through intermediaries must be fully collateralized with investments from listed categories.
2. Investments nine through thirteen (listed above) inclusive can only be made with the explicit recommendation of the Finance Committee based on the committees' preferred lists.
3. Brokered CD's and Multiple CD's in a given institution are subject to the $250,000.00 cap on FDIC/FSLIC insurance coverage and must therefore be limited to that amount.
4. Approved investment advisors may directly execute transactions in accordance with this policy based on written instructions from the BOD. To this end, each approved investment advisor will be provided with a copy of this policy. The copy shall be acknowledged by signature with a copy retained by the BOD at the LAR Office.
5. Portfolios in authorized investments are not constrained by concentration ratios or maturity lengths expect for overnight investments in Commercial Money Markets or better Corporate Bonds means a rating due to (a) individual financial strength of the issuer as assessed by Moody's Standard or Standard and Poor's or (b) collaterization of the issue by U.S. Government securities with the face value equal to at least 100% of the principal amount of the issue.
6. This policy establishes the "outer boundaries" of acceptable investments; the BOD is free to choose any mix within these boundaries.

ACCOUNTABILITY

1. A copy of the quarterly statements provided by the institution(s) shall be made available to the BOD at their first meeting following the close of the quarter.
2. The Finance Committee shall annually review the investments and the institutions authorized and make their report to the BOD at the December BOD meeting.

SIGNATORIES

The signatories for the checking, savings and certificates of deposit accounts shall be the current President, President-Elect, Treasurer, and the Association Executive. When checks are written, two signatures are required on each check. The party to the check may not be one of the signatures. The AE must be one of the signatures. See Financial – Office Procedures #1.

DONATIONS

When another organization makes a request for a donation from the LAR, staff shall explain that all requests will be submitted in writing and submitted for approval by the BOD. All requests must be submitted on or before August 1st to the finance committee for consideration in the upcoming year by the BOD.

FINANCIAL - Office Procedures:

1. Dual signatures are required on all LAR checks that are written. The President and AE must sign all checks. In the event that neither the President nor AE are available within 24-hour period, then the President-Elect (1) or Treasurer (2) may sign checks; in the pre-stated line of succession (denoted by the number in parenthesis). The AE is always the second signature.
2. The Treasurer and any other officer may review any financial statements, bank statements and bank accounts, accounts payable and receivable.
3. Termination of services shall be enforced as prescribed in the bylaws.
4. The BOD shall have the authority to write off outstanding invoices up to $100.00. Such write-offs shall be either on the sales journals as credit invoice or in write-off batch. All such entries shall be maintained in the monthly key reconciliation provided to the Finance Committee.
5. Bad debt write-off shall be maintained alphabetically by the member's last name. All applications and reapplications for membership shall be conditional upon the write-off paid in full by the applicant. Staff shall check each application against the list.
6. The Finance Committee shall be comprised of the incoming Executive Committee and any other members deemed useful or necessary by the President, with the incoming Treasurer as chair. It shall meet and prepare a budget for LAR for the approval of the entire BOD.

7. All requests for reimbursements must be submitted in writing using the BOD approved reimbursement form with original receipts within 10 calendar days at the LAR office with the AE. All expenses must be approved by the FC prior to the purchase.
8. All office expenses above $500.00, other than standard operating expenses, require prior approval of the Finance Committee. Office expenses under $500.00 will be at the discretion of the AE, not to exceed $1,000.00 in one calendar month. All committee expenses require prior approval of the FC; submission must be in writing prior to the scheduled FC meeting.
9. An office inventory must be completed by the office staff every year not earlier than December 26th and no later than December 30th. This inventory should be presented to the BOD at January BOD meeting. LAR property cannot be moved from the office or used by unauthorized individuals. Office property shall not be used for personal purposes.
10. MLS dues are payable the month the member joins. These dues are not prorated by the day.
11. All MLS and annual Membership Dues invoices will include a $3.00 service fee.

RETURNED CHECKS

There will be a $50.00 service charge on all checks returned by the bank for any reason.

PCI POLICY STATEMENT

All card processing activities and related technologies must comply with the Payment Card Industry Data Security Standard (PCI-DSS). Card processing activities must be conducted as described herein and in accordance with the standards and procedures listed in this section of this Policy. No activity may be conducted, nor any technology employed that might obstruct compliance with any portion of the PCI-DSS.

This policy shall be reviewed at least annually and updated as needed to reflect changes to business objectives or the risk environment.

Standards and Procedures

Applicability and Availability

This policy applies to all employees: full-time and part-time, temporary and personnel, and contractors and consultants who are “resident” on site. This policy also applies to vendors, off-site contractors, and business partners.

Handling of Cardholder Data

Procedures for data retention and disposal of cardholder data must be maintained and include the following:

- legal, regulatory, and business requirements for data retention, including specific requirements for retention of cardholder data
- provisions for disposal of data when no longer needed for legal, regulatory, or business

reasons, including disposal of cardholder data

- destruction of media/data when it is no longer needed for business or legal reasons as follows:
  1. cross-cut shred, incinerate, or pulp hardcopy materials, and/or
  2. purge, degauss, shred, or otherwise destroy electronic media such that data cannot be reconstructed.

DELINQUENT OFFICE ACCOUNTS

All Multiple Listing Service (MLS) accounts are due payable on or before the last day of the month before the quarter begins and are paid for by each subscriber. MLS Rules and Regulations Section 7, paragraph A states for failure to pay any service charge or fee within 10 days of the date due, and provided that at least 7 days' notice has been given, via email, the service shall be suspended until service charges or fees are paid in full plus an administrative fee of $25.00.

CONTRACTS

All obligations, financial or otherwise, or to initiate contracts and purchases for the Association must be done through the President of the Association or the Association Executive acting on behalf of the Board. When obtaining a bid, minimum of three (3) quotes from different providers must be obtained.

GENERAL ASSOCIATION INFORMATION

MEMBERSHIP INTO ORGANIZATIONS

LAR BOD shall vote on a yearly basis whether to be a member of the Chambers of Commerce, Laredo Builders Association, Sam's Club and any other association/club that falls within the jurisdiction of the LAR.

CERTIFICATION OF DESIGNATED REALTOR®

Staff shall send a certified letter to the designated REALTOR® stating that if there is no response within thirty (30) days to the Association's request for the certification form required under Article VI, Section 9 of the LAR Bylaws, then a fine of $100.00 will be levied immediately.

INSTALLATION BANQUET

The installation banquet will be held in December and combined with a short business meeting. The time will be at the discretion of the BOD and Events Committee.

Complimentary tickets:

1. Guests of the Board and incoming President;
2. Any TR and NAR officials attending.

RESERVATIONS

It is the policy of the Laredo Association of REALTORS® to charge all individuals making reservations for an event that involves food and/or speaker, unless a cancellation is received in the Association office within the published cancellation time frame before the event. The Association office is required to notify the facility manager or caterer of the number of attendees. The LAR is required to pay for the number contracted regardless of whether all attend. No invoicing will be allowed.

SPONSORSHIPS

See Addendum

ADVERTISING

Staff may pursue additional advertising revenue. Real estate ads may only be accepted from members of the National, State, and/or Local Association of REALTORS®. No contract may exceed one year, and no advertising will be a solicitation for real estate licensees to work for another member or company.

WEB site Advertising/Linking:

The President and the AE, with the Board of Directors approval, may agree jointly to enter into any contract for products and services with a term that does not exceed one year provided the product to service:

1. Is compatible with the Mission of the Board;
2. That does not require exclusivity;
3. Provides either a revenue stream or a discount to the members;
4. Falls into one of the following categories:
   A. Promoted by the National Association of REALTORS®,
   B. Promoted by Texas REALTORS®,
   C. Promoted by a member, and
5. The Board of Directors must approve all contracts.

FREE ADVERTISING

Upon the BOD approval, the AE shall be permitted to place information into a newsletter, MLS Bulletin Board, and in such other places when requested by any organization when such information may help the members of the Association increases their knowledge, skill, or ability.

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MEMORIALS

In the event of death of a REALTOR® member or the death of an immediate family member of REALTOR® member (spouse, child, parent, or sibling) staff shall send flowers to the service or food donation from the LAR to the family of the member in an amount not to exceed $100.00.

1. Every effort shall be made by the following to represent the Association either at the visitation, the funeral, or the grave site services by the President and/or Association Executive. The guest book shall be signed as: "Laredo Association of Realtors" and then the name of the person attending and their title with the Board.
2. Staff will notify all members of the death and service schedule.

INQUIRIES

If a member of the public wants the name(s) of REALTORS ® and/or any of its services, department, divisions or subsidiaries that may be deemed confidential, request shall be made to the AE and/or the President in writing. The request should include the following:

1. The purpose of the information;
2. A non-disclosure clause;
3. The costs of the service;

Staff cost for visual inspections shall be the same as for written requests except that where the time is normal (5 to 10 minutes), staff may waive the costs. All such requests whether in writing or visual shall be made at such time as is convenient for the staff. The person making such request shall fill out the form provided by the LAR Office.

Inquires made by a REALTOR® member or an affiliate member that may be deemed confidential including but not limited to, minutes, financial reports, tax returns, etc. shall be made to the AE and/or the President in writing. The request should include the following:

1. The purpose of the information;
2. A non-disclosure clause;
3. The costs of the service;
4. The date of request to inspect the record(s)at least 5 business days prior notice must be given for inspection of Association records.

The Laredo Association of REALTORS® reserves the right to deny any and all inquiries.

MEETINGS

All meetings, BOD, General Membership, Committees, etc., will follow Robert's Rules of Order.

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LEGAL PREVENTIVE MAINTENANCE

Minutes of meetings should only reflect action taken with such minimum explanation as is absolutely necessary to make the action clear. Retention and disposal of all documents is essential:

1. The disposal on a systematic basis of all documents and records which are no longer necessary to Board operations;
2. The prohibition of personnel files by any member;
3. The recovery of all records and correspondence in the possession of officers and committee members at the expiration of their terms.

MEMBERSHIP ISSUES

MEMBERSHIP MEETING

General membership meeting is hosted on a monthly basis and combined with a business meeting. The BOD may revise the format or the frequency of the meeting at any time. The LAR does not pay for the officers and the directors or the staff to attend this meeting. Each attendee is responsible for his/her own payment for the lunch. Guest speaker(s) lunches are paid by the LAR. Events/Luncheons Committee makes arrangements for the meeting. It is required that the members who wish to attend, pay in advance for the mean. Also, all items being auctioned as part of a fundraiser during the event, must be paid before being handed over. No invoicing will be done for either meals or auction items. Members may attend the meeting without eating lunch, in that case no fees are collected but a timely RSVP is required. The AE, together with the luncheon committee members, hosts the meeting and is in charge of all details.

MEMBERS STATUS

REALTORS® transferring from another association within one year of the date that their resignation was approved and who left as members in good standing without pending ethics or arbitration hearings must attend Orientation and pay application fee. Membership dues shall not be prorated if the licensee held REALTOR or REALTOR-ASSOCIATE membership during the preceding calendar year.

Licensees that have never held REALTOR or REALTOR- Associate membership, or Past Realtor or Realtor –Associate members that have not held membership for over one calendar year, shall be considered New Members. Membership dues shall be prorated for new members as stated in the dues chart and application/office fee shall be charged accordingly.

The application fee for a REALTOR®, affiliate and institute affiliate members shall be $100.00 and $250.00 for brokers. Yearly dues for a REALTOR® member for LAR are $150.00. Yearly dues for an affiliate member for LAR are $150.00. The office fee is $500.00.

All REALTOR® licensees shall be billed directly to the designated REALTOR® member for any and all monies owed to the LAR and/or to any subsidiary corporation, division, or any of its services, departments, divisions, or subsidiaries. When the staff is notified of a new non-member sales licensee, Brokers/Designated REALTORS® are assessed LAR dues times the number of non-member salespersons, if any, in their office.

Annual billing of membership dues is due on the last day of November. Dues not paid after 30 days past due will incur a late fee of $50.00. An additional late fee of $50 will be assessed if payment not received after 60 days past due.

All assessments shall be in accordance with the LAR Bylaws, Article X, Section 4.

When questions arise in regard to a members' license status, the following steps will be taken:

a. First call TR and verify.
b. Follow recommendation that TR states.

DEFINITION OF MLS ONLY PARTICIPANTS AND SUBSCRIBERS:

Individuals who are only participants and/or subscribers of the Multiple Listing Service and do not hold primary or secondary REALTOR membership with the local Board.

Dues and Application Fee: Application fee of $400.00 and Quarterly dues of $130.00 per applicant.

Benefits: MLS Only Participants/subscribers are only entitled to the special benefits associated with the Multiple Listing Service. Current MLS benefits include the following:

Access to the Paragon 5 MLS System
Access to the Paragon Support Hotline.
Eligibility to participate in the Supra Lockbox System

Note: The Designated REALTOR® (Broker of Record) must be a Participant in the Multiple Listing Service in order for licensees to subscribe to the Multiple Listing Service *(*7/28/2010).

BRANCH OFFICES

The Laredo Association of REALTORS® requires the appointment of a broker-in-charge for a branch office and the firm shall pay $100.00 processing fee and $100.00 for MLS service set up to LAR. An office of a firm which is located somewhere other than the firm's main office location is considered “Branch Office”. A branch office is simply another location thus shall carry the exact same name of the main office.

LOCK BOX SYSTEM

Staff shall issue Supra eKey app to members. Member must complete and sign a system lease agreement and pay the required fees. The member should be given a user's guide and quick reference guide for each eKey.

There is a $15.00 eKey setup fee.

Fines for violations concerning the lockbox system are covered in the member orientation and are outlined in the MLS Rules and Regulations.

NOTE: All written reprimands will be filed in the member's permanent file.

EMPLOYMENT POLICIES

ASSOCIATION EMPLOYEES

This ***Manual*** does not constitute an employment contract in whole or in part, and the corporation reserves the right to add, amend, or delete any policy or procedure stated herein at any time. Further, employment may be terminated at any time without any notice by either the employer or the employee. Further, all other policies and procedures previously adopted are hereby declared null and void as of July 2016. All additions will be indicated by referencing the Laredo Association of REALTORS® Board of Directors Minutes where actions were taken to add to the Policies and Procedures. Any deletions will be accomplished by striking through the language until such time as the ***Manual*** is revised in its entirety. (Revised on January 2018)

EMPLOYMENT ISSUES

EXEMPT AND NON-EXEMPT EMPLOYEE STATUS

This classification of employment status is defined and administered under provisions in accord with the Fair Labor Standards Act. Non exempt employees shall be paid one and one half times their hourly wage for overtime work. Compensatory time off for work in excess of the normal working hours as described in each job description may be granted to exempt employees when requested in writing and signed approval given by the AE. (Exempt=Salary, non-exempt=paid hourly)

COMPENSATION

The LAR's Board of Directors determines the total amount of wages annually. Individual salaries or wages are set by the Board of Directors. In addition to salaries or wages:

a. A $90 monthly gas allowance will be paid to AE.

PROBATIONARY PERIOD OF EMPLOYMENT

New full-time employees are hired for a probationary period of (90) days in which Ninety days is mandatory for each newly hired employee. Prior to the one hundred eightieth day the AE under the direction of the Board shall inform the new employee as to whether their employment will end at close of business on the one hundred eightieth day or whether they will be hired. When hiring a new AE, a performance evaluation will be conducted within (90) days of employment or at the discretion of the Board, conducted by the Executive Committee and the second evaluation at the completion of (120) days or at the discretion of the Board. The President and the President Elect/Vice President will notify the AE regarding his/her employment status on the 120th day. After 120 days, a third evaluation will be conducted at the completion of six (6) months of employment or at the discretion of the Board; annually thereafter. All employees will be under probation during the first six (6) months and such probation may be extended should it be deemed necessary by the Executive Committee. All applicants will submit to a background check when applying for employment.

PERFORMANCE REVIEWS

The President will annually review the AE. The AE will annually review staff.

ATTENDANCE REQUIREMENTS

TARDINESS

Punctuality is expected not only as a matter of efficiency, but also because tardiness is thoroughly unfair to others who report to work on time. Unavoidable tardiness must be explained in writing to the President.

ABSENCES

Employees are hired because they are needed. As with tardiness, absences are unfair to fellow employees and affect the performance of the entire staff as a team. Advance notice must be given. A pattern of absences will affect salary increases or even continued employment. Any absence or time off request, will be submitted in writing to the President, with copy to the Board, 15 Days Prior to date and time requested. Failure to do so will result in reprimand or termination of employment.

SPECIAL CASES

Personal Absences: Full-time employees are given 16 hours for attending or participating in activities at their child's(children's') school, on a calendar year bases in which to schedule nonbusiness appointments including doctor, dentist, therapists, etc.

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Enforced Absences: If a full-time employee is called for jury duty or as a witness, the employee will be paid during his/her absence. Employee will submit notice in writing to the President, 15 days prior to Absence.

Personal Hospitalization: Full time employee(s) will be granted full salary for (8) working days due to personal hospitalization. Such benefits are not cumulative, but are available on calendar year basis, and do not count against sick leave benefits.

GENERAL OFFICE PROCEDURE

Scheduling for the following activities takes priority over all other employee time:

- All incoming mail must be sorted and given to the appropriate staff person. Mail will be opened, and copies forwarded to the appropriate officer or committee chairman with all original documents being retained in the office.
- Financial accounting including maintaining inventory, billing appropriate parties, payment of all bills and the mailing of statements must be handled in a timely manner in order that the Board Income statements, and Balance sheets may be prepared monthly.
- Assuring the board travel arrangements are made for all TR and NAR meetings as directed by the President and/or BOD.
- Maintaining the functions of the MLS software including those necessary to assure that the printing of MLS materials occurs timely.
- Correspondence to and from the membership, the MLS Participants, committees and Officers and Directors of the Board.
- Correspondence to and from NAR and TR.
- It is the responsibility of the AE and each employee using the office or conference rooms to keep clean and maintained after a committee or Board of Directors meeting or any educational function or event. There shall be no smoking in the LAR office and the LAR Meeting Room.
- Employees must remain impartial in all matters pertaining to the Board. Unwarranted request for information must be promptly denied then referred to the AE, with copy to the President.
- All member payables/purchases will be made by cash, credit card, check or money order. The method of payment accepted for all transactions is Cash, Credit Card, Check or Money Order.

PERSONAL APPEARANCE

Personal attire and hygiene of the staff help set the atmosphere as well as the image of the office. Clothing should be such as would be considered appropriate for a business environment. Refer specific questions to the AE for final arbitrage of all dress decisions.

Employee(s) shall at all times maintain a pleasant and helpful manner toward members, other staff and the public. No matter what position the employee holds, good manners and a pleasant attitude will advance the employee's personal image as well as that of the association. A professional and appropriate business relationship must be maintained at all times. Poor manners

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and inappropriate behavior will negatively impact the employee's evaluation because these project an image that adversely reflects on the association.

WORKING HOURS

The office will open by 8:30 a.m. each business day and remain open until 5:30 p.m.

A one hour lunch period will be given to each employee. The hours of the employees are supervised by the AE. At no time shall the office be left unattended unless due to emergency AE will notify the President if there is an emergency prior to leaving the office unattended.

LUNCH

Lunch will be staggered between employees, for a period of one hour between the hours of 12:00 p.m. and 2:00 p.m. At no time will the office be closed or left unattended, unless it is for Association functions.

HOLIDAYS

The office will observe the following holidays: New Year's Eve, New Year's Day, Martin Luther King Jr. Day, President's Day, Good Friday, Easter, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve, and Christmas Day. Should holiday fall on Saturday, the previous Friday will be observed. Should holiday fall on Sunday, the following Monday will be observed.

OTHER TIME OFF

SICK LEAVE

All full-time employees will be provided sick leave. Sick leave does not accumulate. Employees are entitled to (10) days sick leave during each calendar year or portion thereof based upon the schedule below. These benefits are provided for personal illness or care for the illness of an immediate family member. When sick leave benefits have been exhausted, the employee will not receive wages thereafter.

VACATIONS

Unless otherwise approved in writing by the Board, full- time employees are granted paid vacation according to the schedule below:

1. After the first calendar year (10) working days;
2. After the fifth calendar year (15) working days;

Any unused vacation days will expire at the end of the calendar year. Requests for Vacations will be submitted to the President 15 days prior to date requested, failure to submit written request

will result in reprimand or termination of employment. Submittal of any written request does not assure acceptance until written approval is issued.

BEREAVEMENT LEAVE

A full time employee is granted three (3) days of paid leave upon the death of a spouse, sibling, child, father, mother, the primary care giver or legal guardian where the father or mother was not the primary care giver. The employee may then use up to two additional days of sick leave to which he/she is entitled.

PREGNANCY LEAVE

The board fully subscribes to the Pregnancy Discrimination Act Amendment to Title VII of the Civil Rights Act of 1964. The pregnant full-time employee must remain at her job until she is unable to efficiently perform her work or until her continued employment poses a hazard to her health as determined by her physician. Such determination must be submitted in writing immediately to the AE and/or President. Upon such written notification the employee will be offered a leave of absence without pay. If she accepts, a written statement will be signed by the AE and/or President and the pregnant employee stating the following:
Employee has (45) days from childbirth to reapply for employment. Your vacation and sick leave days will not be affected by this pregnancy leave of absence. IF YOU DO NOT REAPPLY WITHIN THIS FORTY-FIVE-DAY PERIOD, EMPLOYEE WILL FORFEIT RE-EMPLOYMENT RIGHTS.

Further, the Equal Employment Opportunity Commission has established the principal that, as a general rule, an employer may not terminate an employee who is compelled to cease work because of pregnancy without offering her alternatively a leave of absence with the right of re-instatement to the position vacated at no loss of seniority or any of the other benefits and privileges of employment while the employee is out on maternity leave.

The Board will attempt to keep her job open or filled on a temporary basis. If it is not possible to keep the employee's job open or filled on a temporary basis, the employer would be justified in replacing her. In such a case, upon the employee's return to work, the employer should attempt to place her in an equivalent position. Where this is not possible, the employer may be justified in offering her a permanent position in a lower job classification.

If it is impossible to place the employee in any position upon her return, fairness might require that she receive preferential consideration for future openings. The commission determines whether or not the employer has made a sufficient effort to satisfy the right of employees returning from pregnancy leave upon a review of all the circumstances in each individual case.

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STAFF POLICIES

TELEPHONE, PASSWORDS AND PERSONAL VISITS

The telephone should be answered as promptly as possible. Personal calls should be kept to a minimum in both number and length. If it becomes necessary to make a personal long-distance call, compensation will be settled with AE and/or President.

No one may password protect any files on any computer at any time. The AE shall use the same password for all such files and furnish such password to the Board's legal counsel and President or President Elect/Vice President.

Personal visits are not acceptable and will be considered for emergencies only.

KEYS TO BUILDING & ALARM CODES

All staff may hold keys and the security access code to the Board office.

OFFICE EQUIPMENT

Office equipment is for official use only. Personal use of any office equipment is not allowed and any violation will result in a written reprimand or termination of employment. All equipment shall remain on the premises at all times. Use of office equipment at other locations must be pre-authorized by the President and/or AE.

BEHAVIORAL POLICIES

SUGGESTIONS AND COMPLAINTS

All employee suggestions and complaints are to be directed to the President in writing. The President shall date each document received. The President shall write an explanation of how each complaint was handled and the employee and the President shall sign the explanation or if the employee refuses, the President will make a notation showing the employee refusal to sign it. Failure to follow these procedures will result in suspension or termination.

DISRUPTIVE OR ILLEGAL ACTS

Employees are prohibited from engaging in any disruptive or illegal acts, including but not limited to:

- Stealing, deliberately damaging or defacing corporate property, or the personal property of another employee or member;
- Possessing dangerous weapons or explosives;
- Violating criminal laws or being convicted of a felony;
- Fighting, throwing objects, participating in horseplay, practical jokes, or other disorderly conduct that may endanger the self-being of an employee;

- Wages are not to be discussed among office personnel. Discussion of wages is grounds for dismissal-see section on Disciplinary Action;
- All dissatisfactions with employment must be discussed with the President. Written documentation shall be signed by both parties setting forth the reasons for dissatisfaction and the resolution, if any, to the problem(s). Discussions of dissatisfaction to others may result in dismissal-see section on Disciplinary Action;
- Using profane or obscene language or gestures;
- Engaging or posting in Social Media sites during working hours;
- Being absent or tardy to an excessive degree;
- Participating in any act that may be considered immoral, indecent, or inappropriate and that reflects negatively on the association;
- Engaging in insubordinate behavior, including refusing to carry out or comply with reasonable directives or assignments;
- Willfully falsifying information on employment application time sheets, expense reports, mileage reports, or other corporate documents;
- Participating in other practices that may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the association and its employees;
- Violating any policy put forth in this **Manual** or other association governing document will result in written reprimand and/or termination of employment.

ALCOHOL AND DRUG POLICY

Illegal and controlled substances: Drugs include, but are not limited to, marijuana, cocaine, crack, phencyclidine (PCP), heroin, LSD, amphetamines, and other stimulants, barbiturates, and other depressants. Controlled substances include, but are not limited to alcohol and prescription medication.

Possession, distribution, or sale of illegal drugs or controlled substances is strictly prohibited and will result in immediate termination of employment. Disciplinary action will start with a written warning and a probationary period.

Alcohol: Alcohol may be present and/or consumed during REALTOR® functions but employees must conduct themselves in such a manner that they do not represent a danger to themselves, other employees, the general public, or the corporation's reputation.

Prescription Drugs: Employees must inform the AE, or if the AE, the Board, if they are taking prescribed medications that may cause side effects that could impact on vigilance, judgment, coordination, or job performance.

Right to search: The President, under the direction of the Board maintains the right to search an employee's belongings and work areas for drugs and alcohol. A refusal of such a search will justify a presumption that the search would have disclosed drug or alcohol use and may subject the employee to disciplinary action, including the possibility of termination.

Right to test: The Board maintains the right to test employees if a reasonable cause exists. A refusal of such a test will justify a presumption that the test would disclose drugs or alcohol use and may subject the employee to disciplinary action, including the possibility of termination.

SEXUAL HARASSMENT

Definition: Sexual harassment includes unwelcome sexual advances, unwelcome physical conduct, display of sexually explicit or suggestive materials, and other verbal or physical conduct that has the purpose or effect of unreasonably interfering with an individual's work performance by creating and intimidating, hostile, or offensive working environment.

Sexual harassment in all forms is strictly prohibited and will result in termination of employment.

Filing complaint: Any employee who believes that he or she has suffered sexual harassment by another employee or any member of the Association or user of the MLS must bring the problem to the attention of the AE and/or to the President. The complaint has to be in writing; to include details of dates, times, places and witnesses, if any, to the harassment alleged are provided.

All complaints will be investigated promptly and with the strictest confidentiality by an investigatory team comprised of the president, president-elect, one member of the Board of Directors selected by the highest-ranking officer not named in the complaint, following consultation with legal counsel, and the AE. If the complaint involves the president, president-elect, or AE, he or she shall be replaced on the investigatory team by the immediate past president or, if not available, by another member of the Board of Directors selected by the highest ranking officer not named in the complaint.

Both the complainant and the accused will be provided a full opportunity to present their cases. Witnesses interviewed will be provided only such information as is necessary to elicit from them their observations and other relevant information.

Disciplinary action against any employee found to have sexually harassed another employee or member will include verbal or written warning, probation, or suspension. Prior incidents of similar behavior shall automatically result in suspension and possible termination depending on the gravity of the incident. The investigatory team shall make such decision.

Clear, strong, and convincing proof shall be the standard by which alleged allegations of sexual harassment are determined. Clear, strong, and convincing shall be defined as the measure or degree of proof which will produce a firm belief as to the validity of the allegations sought to be

established. It is contrary to the policy of the board for a member or employee to retaliate against any employee who files a charge of sexual harassment. All possible steps will be taken to eliminate the possibility of retaliation resulting from the filing of a complaint.

In the event that a complaint of sexual harassment is found to be totally and completely without basis, appropriate disciplinary action may be taken against the employee or member who brought forth the complaint. While this is in no way intended to discourage employees, who believe they have been the victim of sexual harassment from bringing a complaint, the board recognizes that a charge of sexual harassment can cause serious damage to the personal reputation and professional career of the accused.

CONFLICT OF INTEREST AND CONFIDENTIALITY

Employees shall not engage in any activity that conflicts with their employment by the Association. Employees shall not hold a real estate or mortgage license. Prior to taking a second or part-time job, employees must discuss the employment with the President. Employees who accept jobs that would negatively impact the image of the association may face termination. Association business is strictly confidential and shall not be discussed except as necessary to further corporate business.

DISCIPLINARY ACTION

VERBAL WARNING

This procedure will be used for minor infractions and performance problems.

1. A private meeting between the employee and their supervisor.*
2. The violation or performance problem will be explained. The problem and the resolution will be discussed. An evaluation of how to handle a similar situation in the future will be discussed.
3. A memorandum of the day, time and content of the conversation will be placed in the employee's file and signed by all parties present.

WRITTEN WARNING

Written warnings are used if the employee repeats minor violations for which he/she has received a verbal warning; violates more serious standards of conduct or performance.

1. A written statement will be given to the employee stating the facts as they are known and setting a date and time for a discussion of the statement at which time the employee will give a written response to the statement.
2. After discussion with the employee a written memorandum will be prepared outlining the proposed Resolution which the employee and the supervisor will sign. Copies of the statement and response will be attached to the memorandum and placed in the employee's file.
3. If after a written warning the problem has not been corrected, a disciplinary period will

be mandatory. The purpose of this disciplinary period is to notify the employee that if the problem is not corrected within the disciplinary period, then employment may be terminated.

SUSPENSION

Suspension without pay is appropriate and may be used if a disciplinary period fails to correct the problem. The Board is not under any obligation to provide this prior to termination. Under certain conditions, however, such as: suspected embezzlement, theft etc. pending an investigation.

TERMINATION

There are three board reasons for termination of employment:

1. Voluntary resignation: When an employee voluntarily resigns the supervisor will conduct an interview in order to determine why the employee is leaving. A written statement signed by the employee and supervisor will then be placed in the employee's file.*

2. Dismissal: When an employee is dismissed, the supervisor will conduct an interview outlining why the employee is being discharged, review the policy for payment of vacation/severance pay, if any, and obtain the employee signature on the written interview.*

3. Elimination of job: When a job is eliminated the supervisor will conduct an interview giving notice of termination to the employee, explaining why the job was eliminated, and to review the policy for payment of vacation/severance pay, if any.

When a full-time employee leaves for any reason other than dismissal for cause, then unused vacation will be paid on a monthly prorated basis from January 1st. through December 31st except any full time employee with more than five (5) years of service will be paid for all annual unused days if employed for a minimum of three months in that calendar year.

When a full time employee is dismissed for cause then vacation will be paid on a monthly pro rata basis from January 1st through December 31st.

Severance pay will be paid at the discretion of the Board of Directors or as stated in any contract for employment.

* The Board of Directors shall direct the President and the Vice-President to hold the meeting.

STAFF JOB DESCRIPTIONS

The following have been designated as the job responsibilities and descriptions for staff:

Association Executive Responsibilities

This section covers what is the Association Executive's responsibilities. The Association Executive reports directly to the President.

Governance of Association Structures and Organizational Operations

Is the chief executive officer of the organization. Collaborates with volunteers to determine the organization's vision. Works with volunteers on the development and implementation of the strategic vision as developed by the Board. Manages the operations of the organization based on the parameters set by the Board of Directors. Recommends implements and manages comprehensive association policies and programs. Provides administrative support to association committees. Updates governing documents and policies on a routine basis, to match the association's mission and manage goals.

Physical and Financial Resources

Maintains a dedicated office location with up to date office equipment that is analyzed or updated on a routine basis. Maintains the associations accounting and payroll records in the current accounting software and reconciles all bank statements each month.

Ensures strong financial position and revenue sources to operate the association at optimum and future levels with suitable funding available to act quickly on opportunities, threats, and new initiatives. Works with volunteer leadership to develop a detailed budget. Ensures that financial reserves are maintained and a solid investment policy is in place with available funds for programmatic functions and program/project development (i.e. legal, technology, building, etc.).

Staff Competencies

Is responsible, along with the Board of Directors for administration and management of the association. Is a visionary leader that can spot trends and their impact on the industry. Plays a proactive role in analyzing, addressing, and impacting legal and regulatory issues.

Recommends to the Board of Directors leadership-oriented professional development opportunities that enhance leadership skills and knowledge of industry issues and trends for all staff levels. Is responsible for all administration and management of the association, based on member needs; will, in conjunction with the President, act as a spokesperson for the association.

Member Services

Maintains targeted internal and external communications systems and delivery vehicles focused on enhancing current knowledge and discussion of future trends. Enhances and

implements new member recruitment and retention programs and provides new member orientation programs based on programs at the local, state and national REALTOR® associations. Provides leadership in professional standards enforcement and certification efforts; provides service to other REALTOR® organizations via co-op enforcement agreements; fosters industry-wide ethical standards with other allied real estate groups effecting members' businesses. Develops, offers, and promotes access to required and optional education offerings based on analysis of current needs and future trends to include the most current technology. Identifies and implements new strategic initiatives based on member needs and ongoing trends analysis. Administers networking and social opportunities that are planned, organized and implemented predominantly through committees.

Internal and External Relations

Manages key programs and delegates management functions to other management and clerical functions to support staff. Helps identify and recruit volunteer leaders; works with volunteer leaders to forge strong partnerships. Collaborates with local, state, and national associations; participates in state and national meetings. Works with an accounting firm and attorney to support association operations, as directed by the Board of Directors to ensure the legal integrity of the Association. Participates with volunteer leaders in effective and synergistic relationships with local government leaders and legislators; service providers, vendors, consultants, and contractors; influential and market share members/industry leaders, and allied real estate groups; media and community groups. Ensures that leading brokers view the association, volunteer leadership, and the chief staff executive as valued resources and industry leaders. Supports efforts to impact legal and regulatory issues. Provides administrative support for fundraising efforts and member mobilization efforts. Implements political awareness plans developed in collaboration with volunteer leadership and staff.

Supports state and national advocacy efforts and works with volunteers on issues advocacy at the association level.

Exhibits a constant positive and visible presence in the community as a representative of the association.

Association Executive Job Duties

This section covers duties that apply to the Association Executive as per the Job Description responsibilities.

Membership

It is important to maintain current knowledge of and answer questions concerning membership policies and procedures.

Process new member applications and dues and send to appropriate association.

Responsible for data input and maintenance of all National, State and local membership records via the software available (LAMPS).

Write letters to Designated REALTORS regarding Unreported Licensees and follow procedures outlined in the LAR By-Laws.

Prepare membership report each month for the Board of Directors.

Financial

Maintain the Association's accounting and payroll records in the current accounting software (QuickBooks) and reconcile all bank statements each month (see Monthly Bank Account Reconciliation).

Insure approval of all invoices and accounts payable prior to payment. Prepare checks as needed and have signed as instructed in the LAR Policy & Procedures.
Prepare and distribute payroll checks. Prepare payroll taxes and write checks for taxes and submit to the IRS by the 10th day of each month. These are submitted via the QuickBooks software.

Accountant will prepare and process IRS quarterly reports, Federal Unemployment Tax annual report and annual W-2 and 1099 forms. Forms must be mailed to the IRS when received from the accountant.

Prepare bank deposits when necessary.

Assist the Treasurer in preparing monthly financial reports to be presented to Board of Directors. Financial reports should include, but not be limited to, Profit and Loss Statement, Balance Sheet and Budget.

Provides CPA with year-end financials to aid in audit or review.

File Form 802 - NonProfit Periodic Report with the Secretary of State every two (2) years.

Board of Directors

Prepare Board of Directors agenda and packets and have ready for them for scheduled meeting. Packets should include agenda, previous minutes, reports and any information on agenda items.

Provides monthly reports to the Board of Directors regarding LAR administrative activities.

Suggests and implements procedures for better office performance with the approval of

Board of Directors.
Complete other tasks as assigned by the President/Board of Directors.

New Member Orientation

Prepare and revise as needed, the New Member Orientation packets. Schedule and teach the Orientation in accordance with the LAR Bylaws.

Travel Arrangements

Make all travel arrangements for approved Association travel in accordance with the LAR Travel Policies.

Prepare Expense reports and reimbursement checks for each approved officer and/or directors that attend approved meetings.

Attend all National, State and local meetings as directed by President/Board of Directors.

Education

Work with the Education Committee to schedule all Education classes hosted and held by the Association.

Work with the Education Committee to make arrangements with and for instructors as needed.

Prepare flyers and help promote the classes to the membership and other Associations.

Legal

Contracts binding upon LAR will be signed by the Association Executive with approval of the Executive Committee and/or the Board of Directors.

Ensures the association is operated in accordance with state & federal laws and regulations.

Association Calendar

Prepare the Association's yearly calendar. Work with the Social & Special Events Committee to schedule all meetings, luncheons and Association events.

Responsible for adequate staffing of all functions, conducts/hosts all functions and make sure everything runs smoothly. AE will meet and greet members as well as perform all necessary duties as requested by President/Directors during events.

Committees

The Association Executive is the liaison between the committees and the Board of Directors.

Help guide the Committee Chairs and members in their duties to the Association.

Responsible for keeping track of all meeting minutes, along with the Secretary. Suggest administrative language revisions to committee chair as needed.

Community Involvement

Have a positive, visible presence while being engaged in community activities.

Serve as a knowledgeable resource and spokesperson for the Association in conjunction with the President.

Government and Political Involvement

Participates with local volunteer leaders in effective and synergistic relationships with local government leaders and legislators.

Creates and implements political awareness campaigns when necessary.
Supports efforts to impact legal and regulatory issues that affect the real estate profession and local communities.

Actively supports and promotes the work of the TREPAC Committee.

Office

Overall charge of office operations under direction of President/Board of Directors.

Employs or dismisses staff as needed for positions authorized by the Board of Directors, conducts employee interviews and performance reviews, and establishes staff rate of pay as directed by Board of Directors.

Direct staff in duties not specifically assigned by job descriptions or Policy & Procedures manual.

Ensures Association meets all criteria and mandated policies of the National and State Associations. Responsible for maintenance of all governing documents.

Multiple Listing Service

Maintains current and relevant knowledge of the Multiple Listing Service provider (Paragon) as well as the LAR MLS Policies and Procedures.
Serves as a resource of information and assists members with questions, concerns or

problems with the MLS.

Must be informed about the listings in the MLS and document/record violations by members/companies, handle the disconnection/reconnection from the MLS, and collect applicable fines according to the MLS Rules and Regulations.
Updates MLS Rules & Regulations and Policies on a routine basis.

Supervises the operation of the MLS that is operated as a committee of the board in accordance with the Bylaws and policies as outlined by the Board of Directors.

Website

Is responsible for the administration of the association's website.

MLS Administrator

The MLS Administrator oversees the Multiple Listing Service for the Laredo Association of REALTORS® and reports to the AE. Administrator is also the staff liaison to the MLS committee.

1. Learn and be able to instruct new members of our realtor organization on how to correctly use the MLS Paragon System.
   a. Take the Paragon Academy Certification Course and get certified on the system.
   b. Go over all the instructional videos and quick start instruction information and be able to direct members to the correct areas of paragon instruction so that they can utilize the MLS System to its maximum potential.

2. Review all new listings to ensure that they contain all necessary information and that the information adheres with the MLS Rules and Regulations.
   a. Be knowledgeable on the types of listings that may be introduced into the system.
   b. Be familiar with the information that is required by the system and learn how to verify that the information is correct.

3. Be familiar with the MLS Rules and Regulations
   a. Know that we have the NAR Model Rules for the MLS and that our Local rules and regulations conform to the NAR guidelines.
   b. Keep updated copies of the NAR regulations and have them available at MLS Committee meetings and at Board of Directors meetings.
   c. Be sensitive to local needs for the MLS and the concerns of the local membership.
   d. Be able to effectively use the enforcement section of our MLS Rules and Regulations and to apply disciplinary action without exception or favoritism.
   e. Be familiar with the common terminology used by the realtor community in dealing with the MLS System.
   f. Prepare all information needed for the MLS Committee and Board of directors meetings in order to make their job easier when reviewing and making decisions on pertinent matters.
   g. Alert the MLS Committee and the Board of Directors of any important changes that come from NAR and TAR.
   h. Alert the MLS committee and the board of directors of any local membership disputes, concerns or violations that need to be addressed in a timely manner.
   i. Keep the membership informed at all times of pertinent information that is required to make our MLS system a better one.

4. Other Association Duties:
   a. Cross train in the duties of the Association Executive.
   b. Assist the Association Executive in her duties when necessary.
   c. Fulfill the duties of the Association Executive in her absence.

EMPLOYEE RECEIPT

I hereby acknowledge that I have read the Laredo Association of Realtors® "Policy and Procedures Manual" and that I fully understand the policies, guidelines, and disclaimers stated therein.

I acknowledge and agree that my employment is for no definite period of time and may be terminated at any time, without any prior notice, and without cause. These and any other employment policies communicated to me by the Laredo Association of Realtors are not intended to and do not create contract rights in me or any other person. I further understand that no promises to the contrary are binding on the Laredo Association of Realtors® unless in writing and signed by the President in office at the signing.

Further this manual is information in nature and used by the Laredo Association of REALTORS® to guide in its discretion. The Board may revoke, modify, or amend the manual at any time and without prior notice.

Signed: _____ Date: _____

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POLICIES

LAREDO ASSOCIATION OF REALTORS®

Confidentiality Policy and Acknowledgement

Laredo Association of REALTORS®
Confidentiality Policy

Purpose

This Confidentiality Policy (Policy) is adopted in order to ensure matters which are to remain known only to certain persons affiliated with the Association are kept that way. Association members are frequently involved in proceedings or actions that involve information that should be kept private. The purpose of this Policy is to define and set forth what information that is and to inform members and staff of procedures to be followed to ensure confidentiality.

Scope

This Policy is applicable to all members of the Association who serve in voluntary governance positions. Voluntary governance positions include all members of the Board of Directors, Executive Committee, Standing Committees and Special Committees (Task Forces).

Confidential Information

Confidential Information includes but is not limited to any information pertaining to The Association's current or anticipated operations, procedures, 3rd party relationships and agreements, work product, and personal identification information. Some examples of Confidential Information are:

- Identifying personal or financial information related to any Association employee or member (e.g. driver's license number, address, phone number, credit card number, etc.)
- Information related to any previous, current, or anticipated Professional Standards proceedings (including the Ombudsman, Mediation, Ethics, and Arbitration programs)
- Information related to Professional Development programs and the creation of such programs that is specifically identified as confidential
- Information related to the development and creation of any artwork, marketing material, graphic design, and other printed material to be used by the Association, its staff and members

- Information concerning the process used to create and publish the Association magazine, newsletters, podcasts and any other communications tool utilized by the Association

- Information related to vendor contracts and any proprietary information learned by the Association in obtaining and fulfilling its obligations pursuant to vendor contracts

- Any information related to government affairs and political involvement programming of the Association not otherwise required to be made public (e.g. process used to determine campaign contributions, discussions surrounding decisions for campaign contributions and endorsements, and membership data, etc.)

- Information pertaining to the process used to create and publish the Association Forms Library that is specifically identified as confidential

- Information related to personnel decisions (e.g. hiring, firing, promotion, reprimand, salary increases, etc.)

- Information obtained pursuant to closed meetings of Association committees, Board of Directors, Executive Committee

- Any other information not generally known that if disseminated could be reasonably expected to adversely affect the Association

General Non-Disclosure of Confidential Information

At no time shall an Association member disclose Confidential Information unless expressly permitted to do so at the discretion or direction of the President of the Association. Further, unless expressly permitted to do so, at no time shall an Association member make copies of Confidential Information except as may be required in the performance of the person's job duties or voluntary governance position duties.

Association Governance

From time to time, it may be necessary or required for meetings of Association's Board of Directors (certain committees, etc.) to be held in executive session. The proceedings of these meetings are confidential in nature and shall not be disclosed to individuals who were not present at the meeting.

Any information discussed at a meeting held in executive session or documents that are disseminated are to remain confidential and may not be shared with anyone not in attendance.

Member Information

Members of the Association frequently provide information to the Association related to their membership requirements, contributions to the Texas Real Estate Political Action Committee, or other reasons. Any information provided to the Association for these limited purposes shall be deemed confidential and may not

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be shared with any other member of the Association or with Association staff holding positions to which the information would not be relevant.

Acknowledgment

By agreeing to serve in an Association voluntary governance position, each Applicable Person agrees to abide by the terms in this Policy. Applicable Persons also acknowledge that Confidential Information learned or discovered during the course of the person's affiliation with the Association is the sole property of the Association and further agrees to leave any hard copies containing Confidential Information in the possession of the Association upon either the end of the Applicable Person's affiliation with the Association or the end of the person's service in a voluntary governance position.

I, _____, agree to abide by the terms and conditions stipulated in the Confidentiality Policy. I acknowledge that I have received a copy of the Policy and have read its terms very carefully. I understand that my failure to abide by the terms of the Policy may result in my immediate dismissal from my volunteer governance position with the Association.

Signature: _____

Printed Name: _____

Date: _____

Social Media Policy for Association Leaders

Laredo Association of REALTORS® ("Association")
Social Media Policy

Social media includes, but is not limited to websites, blogs, social networking sites, discussion groups, and listservs. Social media is a powerful and effective communication and engagement tool and the Association encourages Association leaders to utilize social media to help raise awareness of the Association's work and issues of interest to Texas REALTORS® and consumers. These Social Media Guidelines for Association Leaders ("Guidelines") are intended to enable Association leaders to maintain their ability to express themselves personally on social media, while also ensuring that the reputation and work of the Association is protected. In furtherance of these objectives, Association leaders should follow these Guidelines:

1. All Association leaders are encouraged to use social media to promote the Association's mission, policy positions, advocacy efforts, and other association news.

2. It is always acceptable to repost or share any Association published communications and established policy positions.

3. Always be professional, respectful, and ethical when engaging in social media and avoid making statements or posting photographs that could reasonably harm the Association.

4. In the capacity of an Association leader, avoid making statements contrary to NAR's public positions on federal issues, TR's public positions on state issues, and the Association's public positions on local issues, including but not limited to contrary statements about appointees, elected officials or candidates, and legislative or regulatory matters.
5. When reasonably necessary or useful, include a disclaimer that views expressed by the Association leader are personal to the individual and do not represent the official views of the Association.

6. Do not disclose any confidential information.

7. Do not call for a boycott of a product, service, or company.

8. Avoid any connection to the Association when making personal statements of endorsement or opposition to particular products, services, or companies.

9. Avoid and/or remove statements or content that create undue opposition or controversy.

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10. Avoid making statements or posting photographs that are inappropriate including, but not limited to discriminatory remarks, demeaning or defamatory comments, offensive material, and comments that might constitute harassment.

11. Respect third-party intellectual property, and always use NAR's trademarks in accordance with NAR's Membership Marks Manual. REALTOR® means member of the National Association of REALTORS® and must not be used generically as a synonym for the occupation of "real estate agent" or "broker".

Association leaders who do not adhere to these Guidelines or who otherwise act inappropriately when engaging in social media, may be contacted by the Association's President to resolve the situation, which may include withdrawing, correcting, or revising the communication at issue. Please be aware that social media presence is a significant factor for the Association's Nominating Committee in determining one's fitness for an Association leadership position. Social media presence may also be a factor when applying for local and state government positions.

As used in these Guidelines, "Association leaders" includes elected and appointed officers, directors, committee chairs and vice chairs, and other members appointed to positions of leadership.

The undersigned hereby acknowledges receipt of and agrees to adhere to these Guidelines.

_____
Signature

_____
Printed Name

_____
Date

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LAREDO ASSOCIATION OF REALTORS®

Anti-Harassment Policy

Laredo Association of REALTORS®
Anti-Harassment Policy

Harassment Prohibited.
The Association prohibits and will not tolerate harassment of any kind by Association staff, Association volunteer leaders, or Association members on the basis of race, color, physical, or mental disability, religion, creed, national origin, ancestry, sex (including pregnancy), sexual orientation, gender/gender identity, age (40 or over), citizenship, genetic information, past, current, or prospective service in the uniformed services, or any other characteristic protected under applicable federal, state, or local law. Harassment is prohibited on the Association property and at all Association-related or Association-sponsored events. This policy further extends to harassment on social media platforms.

All Association staff, Association volunteer leaders, and Association members are expected to behave accordingly and take appropriate measures to ensure that the conduct described herein does not occur. Appropriate disciplinary action will be taken against any Association staff, Association volunteer leader, or Association member who violates this policy. The Association is committed to enforcing this policy against all forms of harassment.

Harassment Defined.
Sexual harassment means any harassment based on someone's sex or gender. It is not limited to interactions between members of the opposite sex. It includes harassment that is not sexual in nature (for example, offensive remarks about an individual's sex or gender), as well as any unwelcome sexual advances or requests for sexual favors or any other conduct of a sexual nature.

Sexual harassment includes:

- Verbal (for example, epithets, derogatory statements, threating or obscene language, slurs, sexually-related comments or jokes, sexual innuendoes, unwelcome sexual advances, or requests for sexual favors).
- Non-Verbal (for example, suggestive or insulting sounds, or whistling).
- Physical (for example, assault or inappropriate or unwanted physical contact, such as touching, pinching, brushing the body).
- Visual (for example, displaying sexually suggestive posters, cartoons, or drawings, sending inappropriate adult-themed gifts, leering, or making obscene or sexual gestures).
- Online (for example, derogatory statements, threating or obscene language, or sexually suggestive postings in any social media platform including Facebook, Twitter, Instagram, Snapchat, etc.).

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Other types of harassment often take a similar form to sexual harassment and include harassment that is:

- Verbal (for example, epithets, derogatory statements, threating or obscene language, slurs, derogatory comments, or jokes).
- Physical (for example, assault or inappropriate physical contact).
- Visual (for example, displaying derogatory posters, cartoons, or drawings, or making derogatory gestures).
- Online (for example, derogatory statements, threating or obscene language, or sexually suggestive postings in any social media platform including Facebook, Twitter, Instagram, Snapchat, etc.).

This list is illustrative only, and not exhaustive. It is impossible to list every type of behavior that can be considered harassment. Any conduct that could create an offensive environment will be considered harassment in violation of this policy.

Reporting Harassment.

The Association will take each complaint seriously and conduct a thorough and impartial investigation. The Association will maintain a complete written record of each complaint and will maintain communication with the alleged harasser and the victim throughout the proceedings. Confidentiality will be maintained throughout the process to the extent practical and appropriate under the circumstances. The Association will take prompt and proportionate action when a violation of this policy has occurred.

Association staff:

If you are Association staff and are subjected to any conduct that you believe violates this policy or witness any such conduct, you may speak to, write, or otherwise contact your direct supervisor or, if the conduct involves your direct supervisor, the next level above your direct supervisor. Although not mandatory, a Complaint Form is available on the Association's website to make your complaint if you wish to use it. Follow the procedures set forth in the Association's Employee Handbook.

Once a report has been received, a prompt and thorough investigation will be conducted by your direct supervisor (or next level above your supervisor) upon consultation with Association's Legal Counsel.

Association volunteer leaders and members:

If you are an Association volunteer leader or member and are subjected to any conduct that you believe violates this policy or witness any such conduct, you may speak to, write, or otherwise contact the President of the Association. Although not mandatory, a Complaint Form is available on the Association's website to make your complaint if you wish to use it.

Once a report has been received, a prompt and thorough investigation will be conducted by the President upon consultation with the Association's Legal Counsel. If the report names the President, that individual is precluded from participating in the investigation and disciplinary action and shall be replaced by the Association's President-elect.

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No Retaliation.
No one will be subject to, and the Association prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reporting of incidents of harassment of any kind, pursuing any harassment claim or cooperating in related investigations.

Violations.
Any Association staff, Association volunteer leader, or Association member, regardless of position or title, who has subjected an individual to harassment or retaliation in violation of this policy, will be subject to discipline, up to and including termination of employment (for Association staff) or removal from any office or committee position the Association volunteer leader holds. A violation of this policy may be a factor in determining an Association member's fitness for future Association volunteer leader positions.

Appeal Process.
Association staff found in violation will have a right to appeal the decision to the Association's President. Any Association volunteer leader or Association member found in violation will have a right to appeal the decision to the Association's Board of Directors. A written request for appeal must be submitted no more than thirty (30) days after the individual receives notice of a violation of this policy.

The Association's Legal Counsel is responsible for the administration of this policy. If you have any questions regarding this policy or questions about harassment that are not addressed in this policy, please contact the Association's General Counsel.

Acknowledgment of Receipt and Review

I, _____ (name), acknowledge that on _____ (date), I received and read a copy of the Association's Anti-Harassment Policy, and understand that it is my responsibility to be familiar with and abide by its terms. This policy is not promissory and does not set terms or conditions of employment or create an employment contract.

_____

Signature

_____

Printed Name

_____

Date

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LAREDO ASSOCIATION OF REALTORS®

Whistleblower Policy

Laredo Association of REALTORS® ("Association")
Whistleblower Policy

Whistleblower Policy Purpose.

The purpose of this Whistleblower Policy is to: (1) encourage staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of the Association; (2) specify that the Association will protect the person from retaliation; and (3) identify where such information can be reported.

Encouragement of reporting.

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

Protection from retaliation.

The Association prohibits retaliation by or on behalf of the Association 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 Association prohibits retaliation against staff and volunteers for refusal to participate in an activity that would result in a violation of local, state or federal law. The Association will not retaliate against a staff member or volunteer who discloses or threatens to disclose to a supervisor, director, vice-president, the chief executive officer, or law enforcement agency or other governmental agency, any activity, policy, or practice of the Association that the person reasonably believes is in violation of a local, state or federal law. The Association reserves the right to discipline staff or volunteers who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

Where to report.

A complaint, report or inquiry may be made under this policy on a confidential or anonymous basis and will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. The complaint, report or inquiry should describe in detail the specific facts demonstrating its basis. A complaint, report or inquiry by staff should be directed to a direct supervisor; if this person is implicated in the complaint, report, or inquiry, it should be directed to the next level above the direct supervisor. A complaint, report, or

inquiry by a volunteer should be directed to the Association's Chairman ("Chairman") and; if the Chairman is implicated in the complaint, report or inquiry, it should be directed to the Association's Chairman-elect or Chief Executive Officer. The Association will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the Association may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

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POLITICAL CANDIDATE ENDORSEMENT CANDIDATE ADDENDUM

The Membership of the LAR will endorse candidates/issues favorable to the real estate industry and to preserving private property rights. The LAR Governmental Affairs Committee (GAC) or a taskforce appointed by the LAR BOD composed of 2 BOD members, 2 GAC members, 2 At-large members and members as determined by the BOD, shall recommend to the BOD which candidates/issues to endorse and funding (optional) for each.

1. Candidates for the offices listed below, which fall within the jurisdiction of the LAR may be considered for endorsement:
   A. U.S. Representative/Senator,
   B. Texas State Representative/Senator,
   C. County commissioner candidates,
   D. County Judge (03/10/2020), and / or
   E. Mayor and City Council Candidates.

2. The LAR recognizes that, to have the most positive impact for a candidate, membership endorsements and funding are needed as early as practicable in a campaign. Thus, after the filling period closes for an office, the GAC or BOD taskforce will promptly begin its endorsement procedures. Those procedures are as follows:

   A. The GAC or BOD taskforce will determine if an endorsement for a specific position should be made.
   B. For those positions in which the GAC or BOD taskforce determines that an endorsement is in the Association's interest, information with regard to the candidate's past voting record and support of the real estate industry/LAR(if applicable) shall be provided by the GAC chairperson.
   C. The GAC Chair and Vice-chair, the TREPAC committee Chair, and the Government Affairs Director (GAD) or the BOD taskforce, whichever is most applicable shall formulate questions to be asked of all candidates who have filed for that specific position.
   D. The full GAC or BOD taskforce shall review the proposed question, adding, deleting or changing of any of them by a majority vote and shall determine which shall be mailed out in a questionnaire and /or which shall be used for the interview process, if such interview process is employed. All candidates who have filed for a specific office shall be given the same questions. All questions shall be held confidential pending their release to all candidates in writing or verbally.
   E. The GAD will prepare and send out the questionnaires and/or arrange interview times with candidates based on guidelines set by the GAC or BOD taskforce.
   F. GAC or BOD taskforce members may not ask questions of candidate that have not been previously approved by the GAC or BOD taskforce. An exception would allow follow up questions if the candidate's initial response needs clarification.
   G. A timekeeper/doorkeeper may be appointed.
   H. GAD will introduce the candidate and may ask follow up or previously approved

questions, but may not vote on endorsement.

I. The LAR BOD may send up to three observers during the interview process, but may not ask candidates questions or participate in the committee' deliberations.
J. As time allows following each candidate interview, the GAC or BOD taskforce will allot time for a discussion of that candidate based on the candidate's verbal responses to the questionnaire. Every effort should be made to interview all candidates for a specific office during the same time period, so direct comparisons can be made.
K. The GAC or BOD taskforce will make its endorsements decision upon the completion of all the interviews for a specific office.
L. Upon the completion of all interviews, the GAC or BOD taskforce may participate in an endorsement vote unless he/she was present for all interviews for that specific office.
M. All LAR members wishing to share pertinent information with the GAC or BOD taskforce regarding any candidate or issue may do so and such information may be considered by the GAC or BOD taskforce during its deliberations.

3. The GAC's or BOD's taskforce's recommended list of candidate endorsements and funding recommendations will remain confidential until its presentation to and adoption by the LAR BOD.

4. Upon the approval of the BOD, LAR shall limit endorsement of candidates to the following activities:
   A. Inviting endorsed candidates to Association meetings to receive TREPAC checks, speak, participate in photo opportunities and are introduced to the LAR membership;
   B. Publicizing endorsements in voicemail broadcasts, fax messages, broadcast the MLS news board;
   C. Issuing news releases to the area media announcing TREPAC endorsements; and
   D. Additional activities on behalf of any endorsed candidate must first be approved by the LAR BOD.

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