

OPERATIONAL AND POLICY MANUAL

CATAWBA VALLEY ASSOCIATION OF REALTORS®

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PREAMBLE

The Catawba Valley Association of REALTORS®, INC (CVAR) Policy Manual serves as an administrative guide and an expansion of the terms of operation of CVAR in accordance with CVAR's articles of incorporation and bylaws.

The Executive Committee may refer policy proposals for consideration and recommendation. The Executive Committee consists of the President, President-Elect, Immediate Past President, Treasurer and Executive Vice President.

The members of the Catawba Valley Association of REALTORS®, INC. are dedicated to the protection and preservation of the free enterprise system and right of all people to own, use, enjoy and transfer real property. We continue to hold fast to a basic belief and confidence in the American system. We will continue to adhere to and govern ourselves according to the Code of Ethics of the National Association of REALTORS®, which establishes fair, honest and professional service in all real estate transactions.

We will support any and all efforts seeking legislation and/or regulations to preserve mortgage interest deduction and seek favorable changes to capital gains and homestead exemption legislation. The Association will continue to actively oppose any land transfer taxes, impact taxes and impact fees that directly affect the affordability of housing and economic development.

We support a Strategic Plan for the Association that is both timely and reflective of current business trends. We promote the fiscal responsibility of the Association and urge that all necessary measures be taken to insure the long-term viability of our Association.

The Catawba Valley Association of REALTORS®, INC. recognizes private ownership of property as a cornerstone of free enterprise, and we commit ourselves to that end.

SECTION I

AFFILIATE MEMBERSHIP

Affiliate members shall be real estate owners and other individuals or firms. This includes the fee for one luncheon each month. Affiliate dues are nonrefundable. Affiliates must pay only current local dues. Affiliate membership is subject to BOD approval.

Affiliate members do not have the right to vote on Association matters or to hold elective office or use the term REALTOR®. Affiliate members are listed equally within the organization with the exception of paid advertising and sponsorship opportunities that are available equally to all Affiliate members.

Catawba Valley Association of REALTORS® reserves the right to terminate the membership of an Affiliate member who fails to abide by the Policies and Bylaws of the Association as stated in Article VI, Section 2 of the Association's Bylaws.

Affiliate Dues are pro-rated on a 12-month basis based on the Association's calendar year. Affiliate members who fail to pay their annual dues, as stated in the Bylaws, will be dropped from membership, and will be required to re-apply in order to be reinstated to full Affiliate membership.

DUES & REFUNDING

Catawba Valley Association of REALTORS® participates in NAR eCommerce for collection of annual national, state, and local dues. Annual dues payment received after January 13th will incur a \$75.00 late fee, after February 13th will incur \$150.00 late fee and membership in CVAR will be suspended, after March 30th will incur a \$300.00 late fee and membership in CVAR will be terminated.

No refund of dues shall be made for any reason.

Checks returned by the bank for non-sufficient funds will incur a \$35.00 NSF fee.

SECTION II

REIMBURSEMENT OF EXPENSES

CVAR recognizes that our REALTOR® volunteer members are a valuable resource, and CVAR utilizes such volunteer member leaders to deliver many services and sincerely appreciates their talents and abilities.

Volunteers contribute their time to CVAR, without expectation of wages, salary or other monetary reward.

Volunteer leaders may be reimbursed for some out of pocket cash expenses. Volunteer leaders understand that there is a possibility that not all their expenses will be reimbursed.

The Board of Directors annually adopts a budget, which defines the limits to which volunteer leaders will be reimbursed.

DEFINITIONS:

“Automobile travel expense” is paid at the current IRS permissible rate per mile.

“Airfare” is the Coach Class round-trip non-refundable, airfare that is booked at least 30 days in advance of departure. In lieu of airfare, CVAR will reimburse for automobile travel expense not to exceed the cost of the airfare as defined herein. Member must submit proof of cost of a 30-day advance purchase airline ticket when submitting reimbursement request.

The “number of nights” authorized for reimbursement will be the number of nights required for full event attendance. No extra nights before or after the event will be reimbursed without approval by the CVAR Board of Directors.

“Per Diem” is an amount per day that will be disbursed in lieu of actual expenses.

“Actual Expenses” means that receipts must be submitted to be reimbursed. Use of this term

means that only those expenses actually incurred will be reimbursed. No “in lieu” expenses will be reimbursed if the policy refers to “actual expenses.”

“Travel, lodging, and meals” reimbursement is limited to reasonable expenses of these three types. Reimbursement under this provision does not include other miscellaneous expenses such as alcohol, daily newspapers, magazines, formal dress attire and/or flowers. A detailed explanation is required for lodging if the member lives within 120 miles of the meeting site for a one-day meeting or within 100 miles of the meeting site for a multiple day meeting.

LIMITATIONS & OTHER PROVISIONS (applicable to all positions):

All parties subject to reimbursement are encouraged to exercise care and discretion, especially as to hotel and meal costs. The Treasurer may question any expense and require additional explanation, documentation, support and/or justification.

Actual receipts are required in all cases for any reimbursable expenses.

All requests for reimbursement must be submitted within 30 days after the date the bill is incurred or received, whichever comes later.

All requests for reimbursement and the supporting documents must either be the original bill or an accurate photocopy of the original bill.

Reimbursable hotel costs do not include alcohol, food, beverages, in-room movies, valet parking and laundry or valet services.

Reimbursement will not be paid for attending any meeting unless the member is present at all required meetings for which he/she is reimbursed expenses to attend. In addition, attendance must be for the entire meeting(s) unless excused by the presiding officer.

Credit cards will only be used by the Association Executive of CVAR unless otherwise authorized and instructed by the Association Executive.

If by virtue of positions held, a CVAR member qualifies for reimbursement under two or more categories, they will be reimbursed in accordance with the category that results in the greater reimbursement.

Any expense that is reimbursable under this Policy will not be reimbursed by CVAR if another party such as NCR, NAR or firm reimburses the expense.

REIMBURSEMENT OF EXPENSES BY POSITION

CVAR PRESIDENT (IN YEAR AS PRESIDENT)

NCR Convention Early Bird Registration Fee.

Automobile travel expenses at current IRS rate.

NCR Inaugural.

Lodging for NCR Inaugural Meetings (2 nights), Legislative Meetings (2 nights) NCAR Convention (3 nights). Receipts required for reimbursement.

Meal Expense maximum \$60.00 per day. Receipts required for reimbursement.

CVAR PRESIDENT-ELECT (IN YEAR AS PRES-ELECT)

NAR Convention Registration, coach air fare, 4 nights lodging, & meals (\$1500.00 Maximum reimbursement)

Automobile travel expenses at current IRS rate.

NAR Leadership Summit. Coach air fare, cab/uber/shuttle expenses reimbursed. Meals reimbursed at \$60 per day, maximum. Hotel is 2 nights stay, provided by NAR.

Inaugural, 2 nights lodging. Receipts required for reimbursement.

Meal Expense on any travel, maximum \$60.00 per day. Receipts required for reimbursement.

CVAR PROFESSIONAL STANDARDS WORKSHOP (BOARD OF DIRECTORS, PROFESSIONAL STANDARDS & GRIEVANCE COMMITTEE)

Automobile travel expenses at current IRS rate, to and from Hickory location

Lunch meal if not provided at your meeting

**CVAR will not reimburse for CE Credit.

AWARDS AND RECOGNITION

REALTOR®-of-the-Year

The REALTOR® OF THE YEAR (ROTY) award is to recognize the one chosen by his/her peers who has provided outstanding service to his/her profession and community during the year. Every REALTOR® member of the Catawba Valley Association of REALTORS® is eligible for this award except the current Board President.

Nomination forms will be sent out in September and returned to the Association Office. Then a committee of consisting of 5 previous REALTOR® of the Year recipients still in good standing with the Catawba Valley Association of REALTORS® will vote to determine the REALTOR® of the Year. The REALTOR® OF THE YEAR will be announced at the December meeting of the Catawba Valley Association of REALTORS®

The following guidelines are suggested in making your nomination:

Candidate must be an active REALTOR® in the Association.

The candidate must have served the Association, enhanced the image of the real estate profession, and be prominent and successful in his/her field.

The candidate must have made contributions to church, community, and civic organizations.

The current President of the Catawba Valley Association of REALTORS®, Inc. is not eligible.

The award does not have to be given each year.

The selection committee shall be past recipients of the award.

AFFILIATE OF THE YEAR

To recognize that Affiliate who has contributed to the Catawba Valley Association of REALTORS® in the past and who continues to serve this Association and our communities.

Nomination forms will be sent out in September and returned to the Association Office. Then a committee of consisting of 5 previous REALTOR® of the Year recipients still in good standing with the Catawba Valley Association of REALTORS® will vote to determine the Affiliate of the Year. The AFFILIATE OF THE YEAR will be announced at the December meeting of the Catawba Valley Association of REALTORS®. The award does not have to be given each year.

The following guidelines are suggested in making your nomination:

Must be an Affiliate Member

Must have been and continue to be active on committee(s), attending Association Luncheons, and/or sponsoring seminars or training sessions

Must have provided services and support to REALTORS®

Must have been active in promoting the REALTOR® image

COMMITTEE CHAIRPERSON OF THE YEAR

The Committee Chair of the Year Award is presented to that chairperson who the Board of Directors feel has gone above and beyond the call of duty, keeping a clear perspective on his/her committee's goals and responsibilities. This person has shown initiative and dependability in organizing committee meetings, contacting committee members to attend the meetings, planning, and overseeing committee responsibilities and completing tasks in an organized and timely manner.

The Board of Directors review committee activity and will vote to determine the Committee Chairperson of the Year. The COMMITTEE CHAIRPERSON OF THE YEAR will be announced at the December meeting of the Catawba Valley Association of REALTORS®.

SECTION III

FINANCIAL

All financial records stay in the Association Office. Anyone may view the financial records by making an appointment with the Treasurer and the Association Executive.

BUDGET LIMITATION

Persons responsible for expending funds from the CVAR budget, including but not limited to any officer, director, or chairperson of any committee, subcommittee, task force, advisory group, work group or other interim group, shall be apprised that they must adhere to the budgeted amount approved by the CVAR Board of Directors. If additional funding is required, a formal request must be made in writing and referred to the Treasurer for their recommendation to the Board of Directors for appropriate action by the Board of Directors of the Catawba Valley Association of REALTORS®, INC.

DISBURSEMENTS/AUTHORIZED SIGNATURE

Disbursements and payments of accounts payable shall be made in accordance with general accounting/bookkeeping procedures. The President, President-Elect, Secretary/Treasurer and Association Executive are authorized to sign checks. 2 signatures required on all checks.

The Board of Directors must approve all expenditures which are not a part of the approved annual budget.

The Association Executive has the authority to authorize payment/s for repairs that are imperative to the daily operation of the Association and pay all expenditures that are part of the approved annual budget.

Drawing out funds in reserve accounts must be approved by the Executive Committee or Budget and Finance Committee. Also, reserve funds are not to be used for operating accounts without approval by the Board of Directors. Two signatures are required on all CDs for withdrawals or closing accounts.

CREDIT CARDS

Personal use of any CATAWBA VALLEY ASSOCIATION OF REALTORS® credit card is strictly prohibited. The credit card is used for approved expenses of the annual budget or expenditures approved by the Board of Directors.

RESERVES AND INVESTMENTS

The reserves of the Association may be invested in savings accounts, insured money market accounts, certificates of deposit, or other interest-bearing paper, as recommended by the Budget Committee and as approved by the Board of Directors.

INVESTMENT POLICY

INVESTMENT OBJECTIVE

The overall investment objective is to maximize the return on invested assets while minimizing risk and expenses with the Growth & Income model.

GENERAL PROVISIONS

The primary objective of the investment account is to create non-dues revenue as well as award four college scholarships, as reviewed and recommended by the CVAR Scholarship Committee.

The Board of Directors has the ultimate fiduciary responsibility for the investments and will hire outside experts and investment managers.

The Board of Directors will conduct a bi-annual review of the investment assets with current Investment firm/s. The Board will review all statements quarterly and as received. Annually, the board will have discretion over the proceeds from investing as to re-invest or depositing into the general operating account as needed.

The Board of Directors will operate the investments in compliance with all applicable state, federal and local laws and regulations concerning management of investment assets.

The Board of Directors will consider updating the investment policy on an annual basis if needed.

The cash operating account will be maintained with a zero to very low risk tolerance to keep cash available.

SECTION IV

DUTIES OF OFFICERS AND DIRECTORS

Duties Common to All Officers and Directors

1. Be thoroughly familiar with the Bylaws of the Catawba Valley Association of REALTORS®, Policy and Procedure Handbook for the Catawba Valley Association of REALTORS® and the Code of Ethics of the National Association of REALTORS®.
2. Be familiar with Robert's Rules of Order and basic parliamentary procedure.
3. Attend any provided Association sponsored Leadership Retreats.
4. Complete the Professional Standards Training every three (3) years.
5. Attends General Membership meetings.
6. Supports and/or attends Association functions.

EXECUTIVE COMMITTEE EDUCATIONAL REQUIREMENT

As a condition of service on the Board of Directors, Grievance Committee, and Professional Standards Committee all members shall be required, during the first full calendar year of their term and every 3rd year following on the Committee, to complete a workshop on Professional Standards procedures offered by NCAR or NCREEF (or a program determined to be comparable in the opinion of the Chairperson of the Committee).

LIMITATION ON SERVING IN MULTIPLE LEADERSHIP POSITIONS

A volunteer member serving as a CVAR committee chair may not, during his or her tenure as chair also serve as the chair of any other CVAR committee.

PRESIDENT

- Presides at all meetings of the Association, including the Board of Directors and the

Executive Committee;

- Determines and prepares the substance of the agenda for meetings of the Board of Directors, Executive Committee, and General Membership Meetings;
- Appoints committees and selects chairpersons for all Association Committees and task forces, outlines the purposes and duties of the committees and monitors their progress. A list of the committee members will be submitted to the Board of Directors for approval;
- Ex-officio member of all committees;
- Keeps the membership and the Board of Directors informed on the conditions and operations of the Association and the real estate industry, and encourages their involvements in the Association;
- Serves as spokesperson for the Association in all matters before general membership and/or the public;
- Directs the Board of Directors in formulating policies and programs that will further the goals and objectives of Association;
- Conducts an annual review of organizational performance and Association effectiveness, including a review of the Association Executive's performance, in conjunction with the Executive Committee;
- Represents the Association at State and National functions;
- Prepares and presents reports of State and National meetings to the Board of Directors and to the membership at General Membership meetings.
- Attends meetings of the Catawba and Caldwell County Chamber of Commerce or appoints a designee

PRESIDENT-ELECT

The President-Elect position calls for a three (3) year commitment of service. The President-Elect is responsible for the duties of the President when the President is unavailable; serves as a member of the Executive Committee. The President-Elect arranges for the speakers for Association Luncheons. Travel is required for this position.

SECRETARY-TREASURER

The Secretary/Treasurer is responsible for primary oversight of the Association's finances in conjunction with the Budget and Finance Committee, which the Treasurer chairs. The Secretary/Treasurer serves as a member of the Executive Committee, and is responsible for reporting to the Board of Directors and Membership the status of the Association's finances. The Secretary/Treasurer is also responsible for reviewing and signing off on the reconciled accounts on a monthly basis.

DIRECTORS

Attend all Board of Director meetings to weigh all recommendations coming to the Board of Directors from operating committees and to vote on those recommendations in the best interest of all Association members. Attend General Membership meetings. Supports and/or attends Association functions. Knows and upholds the Code of Ethics and is up to date on arbitration issues. Understands how to read the budget of the Association and asks questions, if necessary. Knows and sees the big picture - how the Association fits in with NCR, NAR, and the changing real estate environment.

Absence from three (3) regular meetings without an excuse deemed valid by the Board of Directors shall be construed as resignation.

COMMITTEE CHAIRPERSON

Basic Function: Consistent with the Association’s policy and strategic plan, the Committee Chairguides the committee in its work as outlined by the scope of work and charge from the Boardof Directors.

- Attends General Membership meetings;
- Is sufficiently informed to interact knowledgeably with other committee members;
- Supports and/or attends Association functions;
- Develops a work plan that will allow the committee to effectively and efficiently discharge its responsibilities for the year;
- Coordinate all meetings through CVAR staff if held at the Association office;
- Conducts meetings - keeping control while allowing all members to make decisions;
- Approves reports of committee meetings before their distribution;
- Ensures that the work of the committee is being carried out between meetings;
- Prepares and submits reports at least quarterly on committee activities, including requests to the Board of Directors for action;
- Give report to during general membership meeting regarding activities of committeeand/or education relevant to committee;
- Reports to the committee on decisions of the Board of Directors or ExecutiveCommittee that affect the committee’s work or activities.

SECTION V

OFFICE HOURS

Standard office hours are 8:30 AM-until 4:30 PM Monday-Friday.

HOLIDAYS

The office will observe the following holidays: New Year's Day, Martin Luther King Day, Presidents Day, Easter Monday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran’s Day, Thanksgiving Day and the Friday following Thanksgiving Day.

For the Christmas holidays, the following schedule will be observed:

If Christmas Day is:

Monday
Tuesday
Wednesday
Thursday
Friday
Saturday or Sunday

The Office will be closed:

Friday and Monday
Monday and Tuesday
Tuesday and Wednesday
Wednesday and Thursday
Thursday and Friday
Friday & Monday

If a holiday falls on Saturday or Sunday, then the office will follow the same schedules as the banks. *Members of other faiths may observe alternate holidays in lieu of Christmas and Easter upon notice to the AE.

GENERAL OFFICE PROCEDURE/POLICIES

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

Daily collection and sending of mail. Copies will be forwarded appropriately. Originals will be retained in the office.

Financial accounting maintenance including payment of all bills, sending of statements and preparation of income statements and balance sheets for the Association.

Correspondence to and from the membership, committees, and the Officers and Directors of CVAR.

Correspondence to and from NAR and NCR.

There shall be no smoking in the building.

Employees must remain impartial in all matters pertaining to the Association. Unwarranted requests for information must be promptly referred to the AE.

All employee suggestions are both encouraged and appreciated.

Wages are **NOT** to be discussed among office personnel. Discussion of wages is grounds for dismissal.

Personal use of office supplies is prohibited.

EMPLOYEE POLICY GUIDELINES

The Association proclaims that it 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, creed, religion, national origin, age, sex, marital status, or physical handicap, sexual orientation or gender identity.

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 over-time work (over 40 hours per week). All overtime work must be approved, in advance, by the Association Executive.

TELEPHONE and PERSONAL VISITS

The telephone should be answered on the first ring whenever possible, saying: "Catawba Valley Association of REALTORS® this is "(state your name)", how may I help you?" All phones are for business use. Personal calls, via cell phone or company phone, should be kept to a minimum in both number and length.

It is understood that from time-to-time family and friends may stop to discuss a matter. It is very important that if after a short conversation it appears that a more extended time is needed to discuss a matter, you must make it clear that you are working and that the matter will need to be postponed until after working hours.

PERSONAL APPEARANCE

Your personal attire and hygiene help set the atmosphere as well as the image of the office.

Employees are expected to **dress** in [casual, business casual, smart casual, business] attire unless the day's tasks require otherwise. Employees must always present a clean, professional appearance. Clothing with offensive or inappropriate designs [including ripped or cutoff jeans] or stamps are not allowed. Clothing should not be too revealing.

Employees shall at all times maintain a pleasant and helpful manner toward members, affiliates and the public. No matter what your position is, good manners and a pleasant attitude will advance your personal image as well as that of the association. A professional and appropriate business relationship **must** be maintained at all times. Poor manners and inappropriate behavior will negatively impact on your job evaluation because they project an image which adversely reflects on the association.

CONFLICT OF INTEREST AND CONFIDENTIALITY

While employed by CVAR as a full-time employee, it is expected that your position here is your primary employment. Any outside activity, including self-employment, must not interfere with your ability to properly perform your job duties with the Association nor create or appear to create a conflict of interest. All employees are strictly prohibited from engaging in any conduct or activities which conflict, or which appear to conflict, with the Association's legitimate business interests. It is possible for such a conflict of interest or appearance of a conflict of interest to arise between an employee and any person or entity with which the Association transact business. Examples of such a conflict of interest or appearance of a conflict of interest include, but are not limited to working with, or employment by, any member of the Association for personal gain, engaging in any activity for profit or gain while on the Association's time; or borrowing from or lending money to fellow employees, customers, or other individuals with whom the Association conducts business. Conduct which creates a conflict of interest, or which appears to create a conflict of interest, with the Association's business constitutes grounds for discipline, up to and including termination. Employees are urged to disclose, any situation that may present a possible conflict of interest and submit it to the AE for review. The Association's business information and records are strictly confidential and shall not be disclosed to any person or entity except as reasonably necessary to further the Association's business.

ELECTRONIC MAIL/INTERNET ACCEPTABLE USE POLICY (AUP)

The Association provide Internet access to employees to assist and facilitate business communications and productivity. It is provided for legitimate business use and needs in the course of your assigned duties only. Inappropriate use may result in loss of access privileges and/or disciplinary action, up to and including termination.

The AE may, without notice, monitor use of the Internet and electronic mail systems or review the contents of Internet or electronic mail records stored on any of the Association's computers or network equipment.

All users of the Association's provided Internet services, including electronic mail, must comply with the following standards of acceptable use:

The Association's computer resources, including the hardware, the software, and all the computer files, are Corporation property. Additionally, all messages and files composed, sent, or received on the electronic mail system are and shall remain the property of the Corporations. No message or file composed, sent, or received on the electronic mail system shall at any time be the private property of any employee, nor shall any employee have any expectation of privacy in or to any message or file composed, sent or received on the electronic mail system or created and stored on the Association's computer system. CVAR reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages and files created, received or sent over the electronic mail system for any purpose. The contents of electronic mail properly obtained for legitimate business purposes may be disclosed within CVAR without the permission of the employee.

Users of the Association's computers shall not damage or alter the hardware, software, or other components, or install unauthorized software or hardware peripherals.

Users must abide by all applicable law, including, but not limited to copyright laws, contract law, and other local, state and federal laws, as well as CVAR's policies and procedures.

Intentional use of Internet resources to access, process, view, store, download or forward pornographic or obscene images, text, graphic files, or other material is prohibited. Transmitting or forwarding electronic mail that is obscene, racist, harassing, intimidating, or otherwise offensive is prohibited. Among those which are considered offensive include any messages which contain sexual implications, racial slurs, gender-specific derogatory comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability. This is grounds for dismissal

Users are prohibited from engaging in any form of hacking, including, but not limited to: attempting to gain access to restricted resources inside or outside the Association's network; impersonating another user; and damaging or deleting the files of another user.

Intentionally disrupting network resources or system use by others, either by introducing worms or viruses into the network, Internet, or computer systems, or by any other means, is prohibited.

Using electronic mail or Internet web pages to promote enterprises unrelated to the Association's legitimate business purposes and activities is prohibited. The electronic mail system may not be used to solicit or proselytize for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitation.

Any other illegal or unethical activity regarding Internet or computer use which could adversely affect CVAR and its reputation is prohibited.

The confidentiality of any message should not be assumed. Even when a message is erased, it is still possible to retrieve and read that message. Further, the use of passwords for security does not guarantee confidentiality. All passwords must be disclosed to the Association Executive.

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 lateness must be explained to the AE. A pattern of tardiness could affect salary increases or even continued employment.

ATTENDANCE

PERSONAL ABSENCES: Any personal absences must be approved by the Association Executive.

ENFORCED ABSENCES: If you are called for jury duty, or as a court witness, you will be paid by CVAR during your absence.

PERSONAL HOSPITALIZATION: Employees will be granted full salary for ten working days due to personal hospitalization. Such benefits are not cumulative, but are available on a calendar year basis, and do not count against annual leave allocations.

INCLEMENT WEATHER

In the event of inclement weather, the office schedule will be based on the schedule of the Catawba County Public Schools unless otherwise determined by the AE.

GRIEVANCES

A grievance is any problem resulting from work requirements or the conditions under which work is performed. All grievances must first be submitted to the AE for investigation and resolution and must be submitted within 10 business days of the occurrence giving rise to the grievance.

In the event the employee does not agree with the resolution of the matter by the AE, or if the matter is not resolved within 30 days from the date the employee first presented the grievance, the employee may, within 10 days of the AE's determination or expiration of the 30-day period, present the grievance only to the Association President. The Association President will then present the grievance to the Board of Directors for its investigation and recommendation. The Board's determination regarding any grievance will be final.

If the grievance is directed against the AE, the employee need not submit the grievance first to the AE but may first submit the grievance to the Association President for investigation and recommendation by the Board of Directors.

The AE, Association President, or the Board of Directors need not consider grievances not submitted in accordance with these procedures. Failure to follow these procedures or bringing frivolous complaints against any person can result in disciplinary action against the complaining employee, up to and including termination.

All grievance records will be kept in the employee's file, confidentially.

PAID ANNUAL LEAVE FOR FULL-TIME EMPLOYEES

* Under 90 days	Probational period, no paid time off will be available
During First Year (after 90 days), and up to 2 years	Five Days
3-5 Years	Ten Days
6-10 Years	Fifteen Days
After 10 Years	Twenty Days

Scheduling of all personal leave days must be approved, in advance, by the AE. After 20 years of employment, the number of annual leave days will be determined by the Board of Directors.

In honor of each employee and following their initial *probationary period, employees may have their birthday off. This day will not count toward their annual leave time.

*All new employees will be hired with a probationary period of employment of ninety (90) days. Upon satisfactory completion of the probationary period an employee shall be entitled to Paid Annual Leave days.

PAID ANNUAL LEAVE--AE
Refer to Employment Agreement/Contract

BEREAVEMENT LEAVE

When a spouse, father or father-in-law, mother or mother-in-law, grandparent, sibling, or child dies, the employee is granted three (3) days of paid leave.

PREGNANCY LEAVE

The Association fully subscribes to the Pregnancy Discrimination Act Amendment to Title VII of the Civil Rights Act of 1964. The pregnant 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 Association President. Upon such written notification the employee will be offered a leave of absence. If she accepts, a written statement will be signed by the AE the Association President and the pregnant employee, stating the following:

You have sixty (60) days from the birth of your child to reapply for employment. Your Paid Annual Leave days will not be affected by this pregnancy leave of absence. If you do not reapply within this sixty-day period you forfeit your reemployment rights.

Further "the Equal Employment Opportunity Commission has established the principle 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 reinstatement 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 Association 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, they may be justified in offering her a temporary job in a lower job classification until such time as she can be restored to her original position. If that is not possible, they 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 rights of employees returning from pregnancy leave upon a review of all the circumstances in each individual case".

LUNCH

Lunch periods may vary daily depending on the workload. The AE and the other staff will coordinate lunch in order to assure that each employee has a lunch period of one hour.

PERFORMANCE REVIEWS

Performance reviews are conducted in order to evaluate the execution of the job description. They are also an opportunity for employees to provide a response to praise and criticism as well as helping to establish additional or lessened responsibilities for their job description. All reviews will be documented in writing and signed by the employee and the Association Executive. Performance reviews do not necessarily require wage or salary adjustments.

Newly-employed office personnel will have a performance review on the 30th, 60th and 90th day of their employment during their probationary period.

Annually, during the month of August, there will be a performance review of all office personnel.

DISCIPLINARY ACTION

"Progressive" discipline is not required. This means your employment may be terminated with or without first having received a verbal warning or suspension, and with or without cause.

VERBAL WARNING

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

1. A private meeting between the employee and the Association Executive.
2. Explain the violation or performance problem. Discuss the problem and the resolution. An evaluation of how to handle a similar situation in the future will be discussed.
3. A note of the day, time and content of the conversation will be placed in the employee's file.

WRITTEN WARNING

Written warnings are used if the employee repeats minor violations for which they have 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 Association Executive 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 is not 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

Suspensions without pay are appropriate and may be used if a disciplinary period fails to correct the problem. The Association is not under any obligation to provide this prior to termination. Under certain conditions, an employee may be suspended without pay, pending an investigation.

TERMINATION

There are three broad reasons for termination of employment:

- a. Voluntary resignation.
 - b. Dismissal.
 - c. Elimination of job.
-
- A. When an employee voluntarily resigns the AE will conduct an interview in order to determine why the employee is leaving. A written statement signed by the employee and AE will be placed in the employee's file.*
 - B. When an employee is dismissed the AE 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.*

All dissatisfactions of employment must be discussed with the Board of Directors. Written documentation shall be signed by the employee and the AE setting forth the reasons for dissatisfaction and the resolution, if any, to the problem(s). Discussions of dissatisfaction to any other person may result in dismissal.

- C. When a job is eliminated the Association Executive, under direction of the Board of Directors will conduct an interview giving notice of termination to the employee, explaining why the job was eliminated, and review the BOD decision of payment of vacation/severance pay, if any.

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

When an exempt employee is dismissed for cause then vacation will be paid on a monthly pro rata basis from January 1st through December 31st except any employee with more than five (5) years will be paid for all annual unused vacation days if employed for a minimum of three months in that calendar year. Severance pay will be paid at the discretion of the Board of Directors.

- * When the dismissal under "A" or "B" involves the AE then the Association President and the Board of Directors will conduct the interviews.

HARASSMENT POLICY

The members of the CATAWBA VALLEY ASSOCIATION OF REALTORS® (“CVAR”) uphold to a high standard of ethics. No type of harassment shall be tolerated between members and staff. Therefore, any member of CVAR may be reprimanded, placed on probation, suspended, or

expelled for harassment of an employee.

HARASSMENT/SEXUAL HARASSMENT POLICY STATEMENT

Harassment/Sexual Harassment and other types of harassment are illegal conduct and are contrary to the policy of the CATAWBA VALLEY ASSOCIATION OF REALTORS® (“CVAR”). Each and every employee and/or member of CVAR is responsible for assuring that they do not engage in harassment/sexual harassment or any other form of harassment.

For purposes of this policy statement, Harassment/Sexual Harassment is defined as all forms of harassment, including sexual harassment, and is defined below as:

- 1) Unwelcome sexual advances.
- 2) Unwelcome requests for sexual acts or favors.
- 3) Other verbal or physical conduct that has the purpose or effect of unreasonably interfering with an individual’s work performance by creating an intimidating, hostile or offensive working environment.
- 4) Offensive actions, text messages, videos, words, jokes or comments regarding an individual’s race, color, religion, sex, handicap, familial status, national origin, sexual orientation, gender identity, citizenship, and any other legally protected right.

COMPLAINT PROCEDURE

Any employee or member who believes he/she has suffered Harassment/Sexual Harassment by any other employee or member, including supervisors and coworkers, or by any member of CVAR, or by any guest or visitor of CVAR, must bring the problem to the attention to the first of the following individuals (then to the next named person, if the name person is the alleged accused):

- 1) Association Executive of CVAR
- 2) President of CVAR
- 3) President-Elect of CVAR
- 4) The attorney for CVAR

The complaint does not have to be in writing, although a written complaint is preferred. It is helpful if details of a general description of the harassment along with the dates, times, places and witnesses, if any, to the harassment can be provided.

COMPLAINT INVESTIGATION AND CONFIDENTIALITY

All complaints will be investigated promptly by the Executive Committee for CVAR. Any member of the Executive Committee will be disqualified to serve if any of them are the alleged accused individual; in which case, the directors of CVAR shall select a person to serve in the place of the disqualified individual. Depending on the nature of the complaint and at the discretion of the Executive committee, legal counsel for CVAR may be included on the investigation team.

The identity of the employee or member making the complaint, as well as the identity of the individual accused of Harassment/Sexual Harassment, will be kept strictly confidential.

Information regarding the charge of Harassment/Sexual Harassment and the investigation of that charge will not be made known to anyone who is not directly involved either as a party, a witness or a member of the investigatory team. Witnesses interviewed will be provided only such information as is necessary to elicit from them their observations and other relevant information. This Harassment/Sexual Harassment policy does not apply to a member of CVAR who files a complaint over an incident which arises directly or indirectly related to their workplace and does not involve an incident of Harassment/Sexual Harassment which occurred while the member is performing duties or using the services of CVAR.

During the investigation, both the complainant and the accused will be provided a full opportunity to tell their side of the story. Witnesses identified by the complainant, or the accused will also be interviewed. Upon completion of the investigation, the investigatory team will prepare a written report of its findings and recommendations for the Directors (no Officers) of CVAR. Authority for the final resolution of all charges and the determination of appropriate sanctions rests with the five (5) Directors of CVAR. If any Director is the accused, then they must recuse themselves from the meetings and the remaining four (4) Directors will proceed in the final resolution.

DISCIPLINE

Harassment/Sexual Harassment is serious offense and any employee or member found to have engaged in such conduct is subject to severe discipline, up to and including termination of employment or termination of membership. If a member of CVAR is found to have engaged in such conduct, then his/her right to membership may be subject to such disciplinary action as provided by said entity's rules and regulations.

It is contrary to this policy for a supervisor to retaliate against any employee or member who files a charge of Harassment/Sexual Harassment. All possible steps will be taken to eliminate the possibility of retaliation resulting from the filing of a complaint.

In the event a complaint of Harassment/Sexual Harassment is found to be totally and completely without basis, appropriate disciplinary measures may be taken against the employee or member who brought the complaint. While this is not intended to discourage any employee or member who believes they have been the victim of Harassment/Sexual Harassment from bringing a complaint, this policy recognizes that a charge of Harassment/Sexual Harassment can cause serious damage to the accused's personal reputation and professional career.

FOLLOW-UP

In instances in which Harassment/Sexual Harassment is found to have occurred, a member of the investigatory team will remain in communication with the complainant to find out whether the harassment has ceased or if any retaliation has occurred.

VOLUNTARY OFFICE ROMANCES

It is not contrary to the policy of CVAR for employees and members to date, except in circumstances where one of the employees or members reports either directly or indirectly to the other employee or member. No dating is permitted in such circumstances and a violation of this policy will result in immediate termination.

HARASSMENT CODE OF CONDUCT POLICY

The CATAWBA VALLEY ASSOCIATION OF REALTORS® (“CVAR”) fully support the rights and opportunities of all its directors, committee members, affiliate members, members and employees to work in an environment free from discrimination and without subjugation to harassment/sexual harassment.

The employees and members must work together effectively as a team to accomplish a code of conduct that creates an environment of courtesy and mutual respect. Offensive behavior not only impedes the effectiveness of the joint efforts but can also create exposure to legal liability.

Harassment/Sexual harassment may be overt or subtle. It includes behavior that is not welcome, that is personally offensive, that fails to respect the rights of others, that lowers morale and that, therefore, interferes with the effectiveness of work. Harassment/Sexual harassment may take different forms. One specific form is a demand for sexual favors. Other forms of harassment include:

- Verbal** Sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, threats.
- Non-verbal** Sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sounds, leering, whistling, obscene gestures.
- Physical** Unwanted physical contact, including touching, pinching, brushing the body, coerced sexual intercourse, assault.

Harassment/Sexual harassment does not include occasional compliments or voluntary relationships between members and staff.

Whatever form it takes – verbal, non-verbal or physical, - harassment/sexual harassment is insulting and demeaning to the recipient and will not be tolerated. Harassment/Sexual harassment of any employee or member, by any employee or member, will not be tolerated. All employees and members will be expected to behave accordingly and take appropriate measures to ensure that such conduct does not occur. Appropriate disciplinary action will be taken against any employee or member who engages in harassment/sexual harassment.

EQUAL OPPORTUNITY IN HOUSING LOGO

The Equal Opportunity in Housing Logo is to be used on all administrative publications of general circulation to the CVAR membership.

MEDIA SPOKESPERSON

All news media requests seeking interviews with or comment by CVAR that are received by CVAR staff members, or volunteers (including, but not limited to, members of any CVAR Committee) must immediately be referred to the CVAR President. The President is responsible for providing prompt response to those inquiries. Whenever possible, special care will be given to making the CVAR President available for media interviews or comment.

Other CVAR volunteer leaders may be asked to speak on behalf of the Association, but only on the agreement of the President.

No CVAR staff members or volunteers are authorized to speak to the media on behalf of CVAR, unless they have secured the prior, express permission of the President in accordance with this policy.

The President may designate a staff member to carry out the President's responsibilities under this policy. Executive Committee members and all Committee Chairs and Vice-Chairs must acknowledge and agree to this policy in writing prior to serving.

MEMBER NAMES, NRDS NUMBERS AND RECORDS

CVAR is required to provide members' names to the National REALTOR® Database System(NRDS) numbers. CVAR is responsible for maintaining accurate NRDS records for their members.

MEMBERSHIP LIST DISTRIBUTION

The Catawba Valley Association of REALTORS®, INC maintains a current electronic and written list of all members by name, company/firm name, mailing address, telephone number, facsimile machine number and electronic mail address, as well as special membership lists. Due to the Privacy of our members, it is the Association Policy that list will **NOT** be given to anyone outside of CVAR members. CVAR Affiliate members in good standing may request and be furnished a list for their communications with CVAR members.

CONFLICT OF INTEREST POLICY

See Bylaws and Handbook

PROFESSIONAL STANDARDS POLICIES:

See Bylaws.

NC PAC REFUND POLICY

****The NC RPAC Trustees also suggest that you adopt the RPAC Refund Policy to your local board/association policies. The policy is noted below. ****

A refund request made by a contributor within 45 days of the date his or her RPAC contribution is received will be considered on a case-by-case basis. The National Association of REALTORS® and the North Carolina Association of REALTORS® are required by law to report your contribution to federal and North Carolina campaign finance agencies. Refunds made after your contribution is reported require filing an amended report noting the refund. We appreciate your understanding of the legal rules and regulations we must follow regarding the acceptance, reporting and refunding of RPAC contributions.

A contributor seeking a refund or partial credit for an unintended over-payment must provide the following information:

Contributor Name

Contributor NRDS

Number

Email address used to process the contribution

Transaction or EC Control number found on contributor's email

receiptAmount of contribution

Amount requested to be refunded/credited

Send all requests to rpac@ncrealtors.org. Once the credit/refund request has been processed, the contributor will receive a confirmation of the credit/refund via email used to process the initial contribution. (Adopted 9/23/2014)