



LOCAL
ACCURATE
TRUSTED

**2025
POLICIES & PROCEDURES
MANUAL**

POLICIES & PROCEDURES MANUAL

MISSION STATEMENT

The Coastal Association exists to provide advocacy and services which enhance professionalism and the success of our REALTOR® and Affiliate members.

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GENERAL POLICIES

Rules and policies which have been established by the Board of Directors and from time to time shall be updated and reflect on the date as to when the rule or policy has changed.

DUES AND FEES

APPLICATION FEE

The Brokerage Office Application fee shall be derived by the approved budget annually

REALTOR® Member Application, Secondary Member Application fee shall be derived by the approved budget annually.

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This application fee cannot exceed three times the amount of the REALTOR® dues.

AFFILIATE DUES

Affiliate member and associate affiliate member dues shall be derived by the approved budget annually.

DUES

- a. The dues of each REALTOR® Member shall be in such amount as established annually by the Board of Directors and the Budget Committee.
- b. Member dues are prorated on a quarterly basis.
- c. Member dues are non-refundable.
- d. There will be a \$25.00 charge on all checks returned by the bank for insufficient funds.
- e. The Designated REALTOR® shall be required to pay that portion of the dues which is computed on the basis of the real estate salespersons employed by or affiliated as independent contractors, or who are otherwise directly or indirectly licensed with such firm, partnership, or corporation, and the remaining REALTORS® who are principals of such firm, partnership, or corporation.
- f. REALTOR® dues are due and payable in advance of December 15 of each year. Any dues not paid by the deadline will incur a late fee as determined by the Board of Directors.
- g. There will be a reinstatement fee as determined by the Board of Directors for any REALTOR® member who reactivates their membership within 3 months of canceling.

EMERITUS STATUS

If a member has been a member of the Coastal Association of REALTORS® continuously for forty (40) years, their annual local dues will be waived.

MEMBERSHIP

ORIENTATION

All new members must attend a New Member Orientation Class. Should the member not meet this requirement they will be denied services of the board. Those applicants that have held previous membership in the board are exempt from attending orientation if they have held membership within three years from the date of application.

NOTIFICATION OF NEW, INACTIVE OR TRANSFERRING AGENTS

All Designated REALTORS®/Broker shall notify the Board of any New, Inactive or Transferring agents to their licensed sales staff within 7 days of such changes. All changes must be in writing on form provided and signed by the Designated REALTOR®/Broker.

Cybersecurity Policy

This policy applies to all members, employees, contractors, and third-party vendors who have access, even temporarily, to RLCAR's information systems and data. It covers all digital assets including hardware, software, networks, and data stored or transmitted in any form.

Confidential Data

Confidential data is information for which unauthorized use, access, disclosure, acquisition, modification, loss, or deletion could result in severe damage to the organization, employees, affiliates, and members. Confidential data includes, but is not limited to:

- Unpublished financial information

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- Data of members, partners, and vendors
- Member records and personnel files
- Credit Card Numbers

Data security is the responsibility of all employees.

Securing Personal and Company Devices

- Regularly update operating systems, applications, and antivirus software to patch vulnerabilities and defend against cyber-attacks or threats.
- Set strong, unique passwords for all accounts and devices. Avoid using easily guessable passwords or sharing them with others.
- Activate encryption features on devices to safeguard data in case of theft or unauthorized access. Encrypt hard drives or utilize built-in encryption tools.
- Exercise caution when opening emails from unknown senders or clicking on suspicious links. Report phishing attempts to the IT department immediately.
- Only install company-endorsed antivirus software on personal and company devices to detect and remove malware, ransomware, and other malicious software. Do not download antivirus software that hasn't been approved by the association.
- Enable firewalls on devices to monitor and control incoming and outgoing network traffic, providing an additional layer of defense against cyber threats.
- Connect to secure Wi-Fi networks and avoid using public or unsecured networks whenever possible. Use virtual private networks (VPNs) for added security when accessing company resources remotely.
- Implement two-factor authentication (2FA) on accounts and devices to add an extra layer of security beyond passwords. This helps prevent unauthorized access even if passwords are compromised.
- Regularly back up important data regularly to external drives or secure cloud storage services. In the event of device loss or data corruption, backups ensure data recovery.
- Immediately report lost or stolen personal or association devices to the Association Executive or President to initiate remote wiping procedures and prevent unauthorized access to sensitive information.

Email Security

- Be cautious of emails requesting sensitive information, urging immediate action, or using urgent language. Verify the sender's email address and scrutinize unexpected requests for personal data or financial information.
- Exercise caution when clicking on links or downloading attachments from unknown or unexpected sources or when the content is not adequately explained. Hover over links to verify the URL's legitimacy, and only open attachments from trusted senders. When in doubt, verify with the sender through a separate communication channel.
- Be suspicious of clickbait titles (e.g. offering prices, advice)
- Look for inconsistencies or giveaways (e.g. grammar mistakes, capital letters, excessive number of exclamation marks).
- Enable spam filters and email filtering mechanisms provided by your email service provider to automatically identify and divert suspicious or malicious emails to the spam

or junk folder. Regularly review the spam folder to ensure legitimate emails are not mistakenly flagged.

Password Management

- Use a combination of uppercase and lowercase letters, numbers, and special characters (!, @, #, \$, etc.) to increase the complexity of your password.
- Aim for a minimum password length of 12 characters or more to make it harder for attackers to crack.
- Use a long, nonsensical phrase (not song lyrics or famous quotes), with each word separated by a space.
- Avoid using dictionary words or common phrases, as these are easily guessable by attackers using automated tools.
- Generate random passwords using a mix of characters to enhance security. Avoid using easily guessable patterns or sequences.
- Ensure each password is unique and not reused across multiple accounts. This prevents a single compromised password from compromising multiple accounts.
- While regular password changes were once recommended, recent guidelines suggest focusing more on creating strong, unique passwords rather than frequent changes. However, it's still good practice to change passwords periodically, such as every three to six months, especially for critical accounts or in response to security incidents.
- The association will purchase the services of a password management tool which generates and stores passwords. Employees are obligated to create a secure password for the tool itself, following the abovementioned advice.
- Choose a strong, memorable master password to access your password manager. Avoid using easily guessable information, such as birthdays or common phrases.
- Enable multi-factor authentication where available for an extra layer of security. This typically involves verifying your identity using a second factor, such as a code sent to your mobile device.
- Regularly back up your password manager's vault and enable synchronization across your devices to ensure access to your passwords from anywhere while maintaining security.

Data Transfer Security

Transferring data introduces security risk. Employees must:

- Avoid transferring sensitive data (e.g. customer information, employee records) to other devices or accounts unless necessary.
- Share confidential data over the company network/system and not over public Wi-Fi or private connection.
- Ensure that the recipients of the data are properly authorized people or organizations and have adequate security policies.
- Report scams, privacy breaches and hacking attempts to the Association Executive or President.

Insurance

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Annually review the Association's cybersecurity insurance coverage provided by the National Association of REALTORS® and the availability and applicability of products such as social engineering fraud endorsements and computer and electronic crime riders.

Cybersecurity Tips

- Never click on unknown attachments or links, as doing so can download malware onto your device.
- Use encrypted email, a transaction management platform, or a document-sharing program to share sensitive information.
- Carefully guard login and access credentials to email and other services used in the transaction.
- Regularly purge your email account and archive important emails in a secure location.
- Use long, complicated passwords such as phrases or a combination of letters, numbers, symbols.
- Do not use the same password for multiple accounts.
- Use a password manager.
- Use two-factor authentication whenever it is available.
- Avoid doing business over public, unsecured Wi-Fi.
- Keep antivirus software and firewalls active and up to date.
- Keep your operating system and programs patched and up to date.
- Regularly back up critical data, applications, and systems, and keep backed up data separate from online systems.
- Don't download apps without verifying that they are legitimate and won't install malware or breach privacy.
- Don't click on links in emails and texts from unknown senders.

IT PROVIDER PLAN as of 3/7/2025

Cybersecurity Policy for Data Protection in SharePoint Online Coastal Association of Realtors

Purpose:

The purpose of this policy is to outline the security measures and protocols in place to ensure that data stored, accessed, and shared through SharePoint Online is protected, backed up, and securely managed. Additionally, this policy addresses the use of SentinelOne antivirus software to safeguard endpoints from malware and other cyber threats. The objective is to protect Coastal Association of Realtors' sensitive information, maintain business continuity, and ensure compliance with relevant regulations.

Scope

This policy applies to all employees, contractors, and third-party vendors who access and manage data through SharePoint Online or devices protected by SentinelOne at Coastal Association of Realtors. This policy encompasses document management, collaboration, data protection, backup, antivirus protection, and access controls.

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1. Data Protection in SharePoint Online

- **Encryption:** ○ All data stored in SharePoint Online is encrypted both at rest and in transit. SharePoint utilizes Microsoft's encryption protocols to ensure data confidentiality and integrity, with industry-standard encryption methods such as TLS (Transport Layer Security) for data in transit and BitLocker for data at rest.
- **Access Control and Permissions:** ○ Role-Based Access Control (RBAC) is implemented in SharePoint Online to ensure that employees of Coastal Association of Realtors only have access to the data they need to perform their jobs. Access levels will be granted based on job roles, and permissions will follow the principle of least privilege.
 - Multi-Factor Authentication (MFA): All users accessing SharePoint Online are required to use Multi-Factor Authentication (MFA) for added security.
- **Data Loss Prevention (DLP):** ○ DLP policies will be configured within SharePoint Online to monitor and protect sensitive data such as Personally Identifiable Information (PII), financial data, and other confidential records from accidental exposure or unauthorized sharing. Alerts will be triggered if sensitive information is at risk of being leaked.
- **Audit and Monitoring:** ○ All activities within SharePoint Online, including document access, edits, shares, and deletions, will be logged and monitored. Audit logs will be retained for at least 180 days to ensure traceability in case of a security incident or data breach.

2. Backup and Data Recovery

- **Automated Backup and Redundancy in SharePoint Online:** ○ Coastal Association of Realtors relies on Microsoft's SharePoint Online infrastructure for data backup and redundancy. Microsoft's cloud infrastructure ensures data availability and resilience, storing data across multiple geographic locations to provide high availability and protection against data loss.
 - Version History: SharePoint Online automatically tracks document versions, allowing users to revert to earlier versions of documents if necessary. This version history can assist in recovering data after accidental changes or deletions.
- **Recycle Bin:** ○ Deleted items in SharePoint Online will initially be placed in the Recycle Bin, where they can be restored within 93 days of deletion. After 93 days, deleted items are permanently removed from the Recycle Bin, though Coastal Association of Realtors can contact Microsoft support for assistance with data recovery beyond this period.
- **Retention and Compliance Policies:** ○ Retention policies will be configured to ensure compliance with legal and regulatory requirements. These policies ensure that data is not deleted prematurely and is retained for a defined period, even if users attempt to delete it.
- **Third-Party Backup Solutions:** ○ While Microsoft provides built-in backup and redundancy, Coastal Association of Realtors may choose to implement additional third-party backup solutions for SharePoint Online to provide more granular control over backup frequency, retention, and recovery options.
- **Disaster Recovery and Continuity Plans:** ○ Coastal Association of Realtors will include SharePoint Online as part of the organization's Business Continuity and Disaster Recovery Plans to ensure that data can be recovered quickly in the event of a cyber incident, system failure, or natural disaster.

3. Endpoint Security with SentinelOne Antivirus

- **SentinelOne Antivirus Protection:** ○ Coastal Association of Realtors utilizes SentinelOne antivirus software across all endpoints (desktops, laptops, and mobile devices) to protect against malware, ransomware, viruses, and other types of cyber threats.

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- SentinelOne uses advanced AI-driven threat detection and autonomous response capabilities to detect and neutralize threats in real-time, ensuring continuous protection against evolving cyber threats.

- Endpoint Monitoring and Remediation: ○ SentinelOne provides continuous monitoring of all endpoints for unusual behavior, file integrity, and system vulnerabilities. In case of any identified threats, SentinelOne automatically quarantines the affected files and takes appropriate remediation actions.

- Real-Time Threat Intelligence: SentinelOne integrates with threat intelligence feeds to ensure that Coastal Association of Realtors stays updated with the latest information on emerging threats and vulnerabilities.

- Centralized Management and Reporting: ○ The SentinelOne management console allows Coastal Association of Realtors IT staff to centrally manage antivirus policies, view real-time threat reports, and receive alerts about any detected security incidents.

- Periodic Scans: Regular scans will be scheduled to ensure endpoints remain secure. These scans will include full system scans as well as targeted scans on critical files and applications.

4. Employee Training and Awareness

- Security Awareness Training: ○ All employees of Coastal Association of Realtors will receive ongoing cybersecurity training. This training will cover best practices for using SharePoint Online securely, identifying phishing attempts, safely sharing documents, and understanding data protection policies.

- Phishing Awareness: ○ Employees will be trained to recognize phishing attacks and other social engineering tactics. A proactive approach to identifying and reporting suspicious emails will be encouraged.

5. Incident Response and Reporting

- Incident Response Plan: ○ In the event of a security breach or data compromise, Coastal Association of Realtors will activate its Incident Response Plan (IRP).

The IRP includes the steps for containment, investigation, communication, and remediation of the incident.

- SharePoint Online Data Breaches: Any suspicious activity or potential data breach within SharePoint Online will be reported to the IT security team immediately. The team will follow the IRP to mitigate damage and restore data integrity.

- SentinelOne Response: ○ In the event of an endpoint compromise, SentinelOne will automatically isolate the affected system from the network to prevent the spread of malware or ransomware. The IT team will work to analyze the threat and restore the affected system to a secure state.

6. Compliance and Auditing

- Regulatory Compliance: ○ Coastal Association of Realtors ensures that all data stored and processed in SharePoint Online complies with relevant data protection regulations, including the General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA), and other local or federal regulations.

- Audit and Reporting: ○ Regular audits will be conducted to ensure adherence to data protection practices and security policies. Reports will be generated for compliance monitoring and to identify areas for improvement in data security measures.

7. Policy Review and Updates

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- **Periodic Review:** ○ This cybersecurity policy will be reviewed annually and updated as needed to address emerging threats, regulatory changes, and improvements in security technologies (e.g., SharePoint Online features and SentinelOne updates).
- **Continuous Improvement:** ○ Feedback from security audits, incident reports, and new threat intelligence will be incorporated into the policy to ensure Coastal Association of Realtors maintains a strong security posture.

Conclusion:

By following this cybersecurity policy, Coastal Association of Realtors aims to ensure the protection and secure management of data stored in SharePoint Online, while also

leveraging SentinelOne to safeguard endpoints against cyber threats. Employees are expected to adhere to the guidelines set forth in this policy to ensure the safety, integrity, and availability of organizational data.

Inacom Information Systems 111 Davis Street Salisbury, MD 21804 410-742-8324

From: Dylan Grossmith <dgrossmith@Inacom.us>

Sent: Friday, March 7, 2025 2:36 PM

To: Bernie Flax <bernie@coastalrealtors.org>

Subject: Cyber Security Policy

FINANCIAL POLICY

- a. To maintain compliance with NAR Core Standards, Coastal Association of REALTORS® must ensure the fiscal integrity of its financial operations.
- b. Coastal Association of REALTORS® shall have a CPA to prepare a year-end financial statement, fiscal year-end tax reports, personal property tax report and an annual Accountant's Audit or Review Report of the books at the end of each fiscal year.

CAPITALIZATION POLICY

Purpose

This accounting policy establishes the minimum cost (capitalization amount) that shall be used to determine the capital assets that are to be recorded in the Association's annual financial statements.

Definitions

Materials and supplies – A material or supply is generally considered to be goods or property that are used or consumed in the business within twelve months of acquisition and are not inventory. Materials and supplies that meet this definition may be expensed.

Repair and maintenance costs – Expenditures that keep the property or equipment in ordinary efficient operating condition, restore property to previous condition, and routine maintenance costs. Repair and maintenance costs are reported as operating expenses and are not capitalized. Examples are: reconditioning or replacing parts, painting, paving an existing surface, or recurring maintenance costs.

Improvements – Expenditures that prolong the life of the equipment or property or increase the value, efficiency, safety, or capacity of the equipment or property. Improvements of this nature are capitalized.

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Capital assets – Assets meeting the following criteria should be capitalized:

- Purchased, built, or leased assets with a useful life of one year or more.
- Cost of the asset exceeds established threshold.
- Improvements to the assets increase the value of the asset or significantly prolong its useful life.

Thresholds

The following thresholds will be used for different types of assets. Amounts under these thresholds will be considered repairs and will not be capitalized.

| | |
|-------------------------------------|-----------|
| Furniture and equipment | \$ 1,000 |
| Vehicles | \$ 5,000 |
| Buildings and building improvements | \$ 20,000 |
| Land improvements | \$ 15,000 |
| Land | Any |

Estimated Useful Lives

The following guidelines are to be used to estimate the remaining useful lives of fixed assets.

| | |
|-------------------------------------|----------------|
| Furniture and equipment | 5 to 7 years |
| Vehicles | 5 to 10 years |
| Buildings and building improvements | 40 years |
| Land improvements | 10 to 20 years |

Capitalization method and procedures

All capital assets are recorded at their acquisition or construction cost as of the date acquired or date placed in service.

Donated equipment is recorded at the fair market value on the date of the gift.

When capital assets are sold or otherwise disposed of, the cost and accumulated depreciation will be removed from the capital asset listing.

For financial statement purposes, capital assets are depreciated using the straight-line method over the estimated useful life of the asset.

FINANCIAL PLANNING, REPORTING & FLOW OF OFFICE ACCOUNTING PROCEDURES

- a. Board accounts must be updated each year for bank account signatures to reflect current President, President-Elect, Vice President, Secretary, Treasurer, Chief Executive Officer and CAR Office Manager.
- b. The Treasurer provides the Financial Report to the Board of Directors as their monthly meeting.

BUDGETING

The Chief Executive Officer shall work with the Treasurer and Budget Committee to prepare the fiscal year budget to present to the Board of Directors for approval no later than the October meeting of the Board of Directors.

FINANCIAL INFORMATION DISCLOSURE

If any member other than a current member of the Board of Directors requests any financial information of the Coastal Association of REALTORS®, they may request a meeting at the Association Office to review the financial information.

INVESTMENT POLICY

STATEMENT OF INVESTMENT POLICY AND GUIDELINES

RESPONSIBILITIES

1. The Board of Directors is responsible for approving the Statement of Investment Policy and Guidelines.
2. The Finance Committee is responsible for overseeing the implementation of the Investment Policy. The Finance Committee is responsible for obtaining for negotiation/timeliness purposes a disbursement pre-approval from the Board of Directors for funds and terms contingent on feasibility studies of any real property purchases.
3. The Investment Advisor (an outside firm) is responsible for advising the Finance Committee in developing a long-term investment plan and appropriate investments to reach its goals.
4. The Investment Task Force is responsible for advising the Finance Committee and the Board of Directors of investment opportunities for real property and implementing the action plan to purchase based on the Permitted Real Estate Investment range.

PROCEDURES

1. The Finance Committee will meet annually with the Investment Advisor to review the investment policy and review investment performance.
2. The Finance Committee will recommend any changes in the investment policy to the Board of Directors.
3. The Investment Advisor will have discretion over changing investments in the portfolio within investment policy guidelines.
4. The Investment Advisor will provide regular written reports to the Finance Committee.
5. The Finance Committee Chair, on behalf of the Finance Committee, will report to the Executive Committee and the Board of Directors on the status of investments and investment performance.

INVESTMENT GOALS – LONG TERM RESERVES

The goals for investment of CAR's long-term (non-operating funds) reserves are:

1. Long-term Growth of capital
2. Preservation of principal
3. Prudent quality investments
4. Maximum return within the limits of the policy

PERMITTED INVESTMENTS/RANGES

Long-term reserves will be invested within the following parameters:

Equities: 40-70%

Assets are to be placed with individual money managers or mutual funds. These managers may invest in individual securities, including growth, value, blend, international, large-cap, mid-cap, small-cap, exchange traded funds/ETFs and non-leveraged closed end funds.

Fixed Income: 30-50%

Assets are to be placed with individual money managers or mutual funds. The assets can be invested in US Government securities, corporate bonds, Agencies of the US Government, federally insured Certificates of Deposit and exchange traded securities. Emerging debt, high yield bonds and Senior Bank notes are also allowed but may only comprise up to 5% of the total allocation to Fixed Income. Individual money managers will be required to build bond ladders to mitigate interest rate risk. Special

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attention will be paid to mutual fund managers and their duration risk. Anything over 8 years in average duration will not be acceptable.

Real Estate: 20-30% (excluding the Association's offices located at 314 Franklin Avenue unit 105 & 106 Berlin MD 21811)

- Pricing guidelines: Investment property up to 70%LTV based on maximum cash investment of \$500,000.00
- Property type: Any type of non-residential multi-tenant property will be considered
- Geography: Within 200 miles of the CAR office
- Minimum return on investment: To be considered on a case-by-case basis
- Holding period: To be considered on a case-by-case basis
- Management: Preferably a low management intensive property, one that can be managed in-house
- Risk Profile: Low to Medium
- Opportunities outside of these guidelines can be considered on a case-by-case basis

Cash 0-10%

Cash shall be managed in an Insured Deposits Money Market Program.

OPERATING FUNDS

Operating Funds are those funds expected to be spent in the normal course of business during the current budget cycle in accounts liquid enough to meet the Association's cash needs for the current year.

Operating Funds shall be maintained in federally insured institutions in amounts not to exceed the insured limit, or in U.S. or agency obligations, or in money market funds which are invested exclusively in U.S. government and agency obligations, including mortgage-backed securities and related purchase agreements.

PROHIBITED INVESTMENTS

Private Placements

Letter Stock

Derivatives

Commodities

Short Sales

Margin Transactions

****REMOVE Real Estate (except the Association's holdings)**

ACCOUNTS PAYABLE – Office Manager/CEO Daily Activities

1. All Mail is picked up at the box on premises by Member Services Coordinator and given to the CEO. The Office Manager receives all invoices, reviews accuracy, marks received date, initials ok to pay and forwards to CEO for payment
2. CEO reviews and approves. If there is an unauthorized expense, notifies the Board Treasurer of any unauthorized charges prior to payment.
3. CEO enters all correct invoices into QuickBooks to process payment and print checks, ALL Checks in amount of \$5,000.00 require two signatures.
4. Board Treasurer comes to office and reviews invoices and payments with EVP and initials invoices.
5. CEO files all invoices appropriately.

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6. All checks are kept in a locked drawer in EVP office with only access for EVP or OM.

ACCOUNTS RECEIVABLE – Office Manager/CEO Daily Activities

ECOMMERCE Daily Deposits as received.
BOC Ck and Cash Deposits every Friday
Review QB adding attachments to journal entries as required
Review QB vs GZ and EXCEL Event Budgets Weekly to ensure accuracy

MONTHLY ACCOUNTING DUTIES - Office Manager/CEO

Make Cash Deposits of Concessions Income
Reconcile receipts and request Reimburse Cash Drawer \$300 Boot
Review P&L Line items to ensure proper account coding monthly
Reconcile Sales Tax Payables from GZ to QB give to Bernie
Reconcile NAR/MAR/MR/RPAC Payables from GZ to QB give to Bernie
Reconcile ECOMMERCE Daily Deposits to BOC OA
Review Reconciled Bank Accounts & Initial
Conduct Product Inventory

MONTHLY ACCOUNTING CLOSING PROCEDURES- CEO/Treasurer

Reimburse Cash Drawer to \$300 Boot
Reconcile ECOMMERCE monthly Income to BOC OA
Reconcile All Bank Accounts
PAY Sales Tax Payables
Pay NAR/MAR/MR/RPAC Payables from Tiffany
Review QB vs GZ and EXCEL Event Budgets Weekly to ensure accuracy
Review P&L Line items to ensure proper account coding monthly
Provide Profit & Loss Statement and Balance Sheet to BOD for monthly review.
Review and Attach ADP files to Truist Payroll Account

TRAVEL POLICY AND PROCEDURES

CAR DELEGATES FOR NAR MEETINGS

The voting delegate from the Coastal Association of REALTORS®, for the NATIONAL ASSOCIATION OF REALTORS® annual meeting will be the President. If the President is unable to the annual convention, the Board of Directors will elect an alternate. The President shall be the voting delegate at all other NAR meetings. If in the event the President is unable to attend the NAR delegate body meeting, an alternate will be appointed.

TRAVEL POLICY

For the members traveling on behalf of CAR, the following policy has been adopted by the Board of Directors. It is the intent to be fair to CAR members and staff by reimbursing them for expenditures when they are requested to attend meetings, if necessary, as part of their responsibilities in fulfilling their office and position. This policy will be reviewed every three years.

Funded travelers will be allowed to travel one day prior to the start of the respective meeting if more than 250 miles away. CAR will pay allowable expenses through the final day of the meeting. If a funded traveler must stay over additional nights, those additional expenses will be reimbursed.

APPROVED MEETING AND FUNDED TRAVELERS

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President: Mid-Year, MAR Convention, and NAR Annual Meeting
President-Elect: Mid-Year, NAR Leadership Conference, MAR Conventions and NAR Annual Meeting
CEO: Mid-Year, NAR Leadership Conference, AE Institute/Trainings, NAR Annual Meeting, AE Regional Meetings, GAD Institute, and others at the Board of Director's discretion.
GAD/ADVOCACY Chair: Mid-Year, GAD Institute
Membership Scholarships: As directed by budget and finance committees with Board approval.

TRANSPORTATION

Air: In order to take full advantage of volume discounts, efficient scheduling and other potential savings, all travel shall be ordered through the CAR Chief Executive Officer.

- Coach class only (unless traveler wants to pay difference of upgrade prior to scheduled departure.
- Advance purchase (supersaver, etc.)

Ground: Airport limo, taxis, bus, etc.

- Actual cost (receipts required)

Personal Automobile: Out-of-state meetings for funded travelers (4/8/09)

- Mileage at IRS Charitable Allowable rate
- Parking (receipts required, except for meters)
- Tolls (receipts required, except for exact change)

Personal Automobile: In-state meetings

- Staff members are reimbursable, if mileage is for business purposes
- Mileage is at allowable IRS rate
- Mileage for President will be reimbursed for the following meetings – MAR Board of Directors meetings, President's and EO meetings for MAR

Rental Car: Only refundable when approved by the Board of Directors. When rental car is used, the following will apply:

- Collision damage waiver must be purchased
- Parking (receipts required, except meters)
- Tolls (receipts required, except for exact change booths)

AT THE MEETINGS

Lodging: The Executive Vice President will make arrangements for all hotel reservations. When possible, all rooms will be pre-paid by CAR for those funded travelers. Room rates will be paid at the lowest convention rate available either at the headquarters hotel for the President and Executive Vice President and second choice hotel for all other funded travelers.

If funded traveler requests upgraded accommodations at a higher rate CAR will only reimburse for the lowest rate available. Room taxes will be reimbursed.

Travel – Taxi's and buses: Reimbursed to and from the airport only, receipts required. Any other transportation will be considered incidental expenses with a \$100.00 per day limit.

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Tips: Actual cost up to \$3.00 per bag for skycap, doorman and bellman.

Meals: Traveler will be reimbursed for all meals, including tips (receipts required) not to exceed \$150.00 per day times the number of approved travel days.

Incidentals: Of personal nature (ride-share, taxi's, laundry, valet, mini-bars, bar bills, and incidental transportation) are reimbursable at \$100.00 per day maximum with receipts.

Telephone/Communications

- Travelers are permitted to create internet access not to exceed \$25.00 per day.
- Business calls only are reimbursable.
- Air to ground calls are not reimbursable

Travel advances, Staff: Funded staff travelers may be given a maximum advance of \$200.00 no sooner than 5 days prior to departure. Amount may be increased at the discretion of the Chief Executive Officer or President of CAR.

Funded members: Funded travelers will use their personal credit cards or funds for miscellaneous travel expenses. Airfare, when applicable, room rate and room taxes will be paid by CAR in advance. Traveler must request reimbursement through the approved travel expense report within 30 days of completion of travel. Those funded travelers in need of special assistance may request a travel advance not to exceed \$200.00 per trip. Funded traveler advances must be approved by the Chief Executive Officer or President of CAR.

CAR Credit cards: The Chief Executive Officer, GAD, Office Manager will have access to the Association credit card. The Association credit card can be used to guarantee the funded travelers hotel, airline reservations and Chief Executive Officer /Staff budgeted expenses.

If funded travelers request incidental expenses to be put on Association credit card, the Chief Executive Officer will include those expenses on the funded travelers' expense report. These expenses will not be in addition to the dollar limits set forth in this policy.

RECEIPTS

CAR requires receipts for any allowable expenses over \$10.00. If there is no receipt accompanying the approved expenditure report, CAR may not reimburse those expenses without the Board of Directors' or CEO approval. Travelers reporting expenses that were pre-paid and do not have valid receipts, will be invoiced for said expenses.

CANCELLATIONS

If a funded traveler wishes to cancel a trip and fails to contact the Association in time and the Association must pay costs due to lack of notice from the traveler, those expenses will be billed to the traveler.

GENERAL POLICY

- All requests for reimbursement must be made on the approved CAR expense report form.
- The Chief Executive Officer will set up funded travelers' hotel expenses, room and taxes only, on a master bill if the member desires.

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- Funded travelers will not be allowed to charge any incidentals/meals to their CAR master bill.
- All funded travelers submitting expense reports must do so within 30 days from the last date of the funded meeting.
- All reimbursements will be made to the funded travelers within 10 days from approval of expense reports.
- A written report must be submitted to CAR for the funded meeting, or no reimbursements will be made. A copy of all funded travelers and staff expense reports and written approvals shall be maintained at CAR for review by the Finance Committee.

Crisis Management Plan

Purpose:

The purpose of a Crisis Management Plan is to ensure the continuation of operations of the association in the event of a major disaster affecting the association office or the area where the office is located.

Goal:

The goal of the Crisis Management Plan is to keep the association running at full capacity immediately following any major disaster that befalls the association or the area the association is located in. Should full and immediate operations not be possible the goal becomes to provide as many services as possible as quickly as possible.

Plan activation:

1. Notification of the Chief Executive Officer (CEO) & CAR President
2. Inspection of premises immediately by Chief Executive Officer (CEO) & CAR President when possible
3. Obtain assessment from emergency personnel when needed (i.e. Fire Dept., Police Dept., etc.)

If Board Office is habitable:

1. CEO will complete a damage report and provide to the BODs.
2. CEO will contact legal counsels and all vendors/providers to alert them to the problem.
3. CEO will arrange for clean-up and all other services needed as a result of the crisis.
4. General membership will be notified of the crisis and the alteration of services until clean-up and repairs take place.
5. CEO will keep the BODs apprised of the situation.
6. CEO will alert Maryland REALTORS® & National Association of REALTORS®.
7. CEO & President or a member of the BOD as selected will act as spokesperson.

If Board Office is NOT habitable:

1. CEO will complete a damage report and provide to BODs.
2. CEO will contact legal counsels and all vendors/providers to discontinue or change services temporarily.
3. CEO will arrange for removal of pertinent paperwork and information as soon as possible.
4. General membership will be notified of the crisis and the alteration of services.
5. CEO will keep the BODs apprised of the situation.
6. CEO will alert Maryland REALTORS® & National Association of REALTORS®.

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7. CEO/staff will operate from home until a new or temporary location can be found and set up.
8. CAR President will appoint a taskforce to work with CEO to get Board Office fully functional again including a location and all services.
9. CEO & President or a member of the BOD as selected will act as spokesperson.

Precautions taken:

Fire extinguishers placed in the office

Storing documents electronically via our IT Inacom Solutions stored in Cloud

Emergency Access to Board office:

This section is triggered should the CEO and staff be unable to access the Board office for more than three business days due to illness, quarantine, or travel and the BOD needs to conduct business on behalf of the Association. This does not apply when CEO or staff is working remotely but not in quarantine.

- Access will be limited to the BOD and the attorney, if needed.
- At least two people of the following (President, President-Elect, Attorney, Treasurer) must access the office together.
- The first step would be for two of the above-named office holders to try to obtain a key from CEO or staff member. President and President Elect will be given the electronic door pad code upon their election.
- The two members will gather the materials needed and secure the office.

Decision Making Standards ensure business continuity and delivery of first-class member services while demonstrating care for staff and member welfare, reducing the risk of exposure to and spread of any pandemic disease, and fulfilling our mission and vision.

Telework Contingency Plan in case of a pandemic or other natural disaster, staff, at the CEO's direction, will work remotely until further notice.

This policy becomes effective when a pandemic or emergency decree is declared within the state or county where the association office is located or where the employee's residence is located.

In the case of a pandemic current CDC pandemic guidelines will be followed.

Plan to Address Staff Reports of pandemic disease

1. Steps to follow IF a staff member has a confirmed case of any pandemic disease: (Do not reveal the individual's identity in any communications.)
 - a. Immediately remove the infected individual from the building. Ask for, but don't require, a doctor's note.
 - b. Report on situation to Chief Executive Officer and building property managers. [CEO to inform leadership team executive committee or board of directors, as appropriate].
2. Ask infected employees to identify who they came in contact within the building within CDC prescribed infection period. Require all individuals who work in the same office as infected employees to work remotely for CDC prescribed infection period. Encourage exposed individuals to be tested. Deep clean and sterilize the building using current cleaning staff or another company able to sanitize in a timely manner. Discreetly contact individuals identified by employees not located in the office and recommend them to work remotely for CDC

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prescribed infection period. Do not disclose employees' identity. Encourage exposed individual to be tested. (This would apply to any members that the staff came in contact with also.)

3. CEO to contact building property managers and insurance company to engage company to perform deep cleaning of affected spaces. CEO to send message to members regarding Association's response to the situation.

4. Follow CDC, state, and local guidelines for the restrictions during the pandemic.

WHISTLEBLOWER POLICY

A whistleblower as defined by this policy is an officer, director, employee or member of the Coastal Association of REALTORS® who, in good faith, reports an activity which he/she considers to be illegal or dishonest by one or more of the officers, directors or employees of the Association. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an officer, director, employee or member has knowledge of or a concern of illegal or dishonest fraudulent activity by an officer, director or employee, the officer, director, employee or the whistleblower is to contact the Chief Executive Officer or the President of the Board. Any employee who intentionally files a false report of wrongdoing will be subject to disciplinary action including termination of employment. Officers, directors and members will be subject to removal from office and/or a potential REALTOR® Code of Ethics violation.

Whistleblower protections are provided in two important areas – confidentiality and a shield from retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, the identity of the whistleblower may have to be disclosed in order to conduct a thorough investigation; to comply with the law; and to provide accused individuals with due process of law. The Association will not retaliate against whistleblowers. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Chief Executive Officer or President of the Board immediately. If the perceived retaliation is by the Executive Vice President, the whistleblower must contact the President of the Association. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities shall be promptly submitted, in writing, to the Chief Executive Officer of the Board who is responsible for investigating and coordinating corrective action, unless the whistleblower is reporting on the activities of the Chief Executive Officer, in which case the written report shall be promptly submitted to the President who shall be responsible for investigating and coordinating corrective action.

Officers, directors, employees or members with any questions regarding this policy should contact the Chief Executive Officer of the Association.

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DOCUMENT RETENTION POLICY

| I. Corporate/Organizational Records | | |
|--|--|--|
| Incorporation documents including articles of incorporation, bylaws amendments and related documents | Store in corporate record book | <u>Permanent</u> |
| Tax-exemption documents including application for tax exemption (IRS Form 1023), IRS determination letter, and any related documents | Store in corporate record book | <u>Permanent</u> Federal law requires copies of these documents to be held at organization's headquarters office. These records must be made available for public inspection upon request. |
| Board of Directors and Committee meeting documents including agendas, minutes and related documents | Compile and file records on a yearly basis. Store in corporate record book | <u>Permanent</u> Care should be taken to include only necessary information in these documents |
| II. Financial Records | | |
| Year-end Treasurer's financial report/statement | Store in corporate record book | <u>Permanent</u> |
| Treasurer's reports, periodic | Compile and file records On yearly basis | <u>Three Years</u> Store with financial records. Destroy after three years. |
| Bank Statements, canceled checks, check registers, investment statements, and related documents | Compile and file records on a yearly basis | <u>Seven Years</u> Store with financial records. Destroy after seven years. |
| Annual information returns (IRS Forms 990) | Federal law requires that the three most recent years returns be kept in the organization's headquarters office and be made available for public inspection upon request | <u>Seven Years</u> Store with financial records. Destroy after seven years. |
| III. Professional Standards and Code of Ethics | | |
| See attached separate document | | |

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| IV. Membership Records | | |
|--|--|---|
| Membership application forms and code of ethics violations | Store in secure file area either on site or off site | Three Years after membership lapses or since the last ethics violation |

DOCUMENT RETENTION POLICY CODE OF ETHICS & ARBITRATION PROCEEDINGS

The NAR Code of Ethics and Arbitration Manual provides question-and-answer number 6, as it appears on Page 237 of the 2008 Edition of the Manual, provides as follows:

“The National Association has no policy governing retention of professional standards records. Boards are encouraged to consult legal counsel in determining how long professional standards records should be kept. NAR recommends that records related to ethics hearings be retained for one year after any discipline has been complied with, absent a threat of litigation. In arbitration cases, records should be retained for one year after the award has been paid, absent a threat of litigation. Minimally, all professional standards records should be retained until the appeal or procedural review period has expired, and it is recommended that the final decision of the arbitration Hearing Panels and Board of Directors related to ethics proceedings be retained permanently in the respondent’s membership file.”

A. Ethics Proceedings: The original signed Decision of the Ethics Hearing Panel (Form #E-11), signed by the members of the Hearing Panel and the original Action of the Board of Directors (Form #E-12), if applicable, shall be retained permanently.

All remaining documents, audiotape recordings, correspondence and exhibits pertaining to the case shall be destroyed one (1) year following the closing of the file except in the event of any pending litigation of which the Board or Association has actual knowledge.

For the purpose of the above-recommended policy, in an ethics proceeding where the Respondent has not been found in violation of the Code of Ethics, the term “closing of the file” shall mean thirty (30) days following the final action of the Board of Directors and dissemination of the Decision of Ethics Hearing Panel as provided for in the Code of Ethics and Arbitration Manual (the “Manual”), provided no appeal has been filed. In the event an appeal has been filed, the file shall be deemed closed thirty (30) days following the final action by the Board of Directors with respect to such an appeal. In the case where a Respondent has been found in violation of the Code of Ethics and a sanction is imposed involving the payment of a fine, attendance at a specified course or seminar or membership is suspended, the file shall be deemed closed on the date the Respondent pays the fine, presents satisfactory evidence of completion of the required course or seminar, or upon the expiration of the suspension period.

In the event an ethics complaint is dismissed by the Grievance Committee, the file shall be deemed closed thirty (30) days following the notice to the parties of such dismissal or thirty (30) days following the action by the Board of Directors with respect to any appeal filed by the Complainant concerning such dismissal. If a Respondent resigns or terminates membership in the Association during the pendency of an ethics complaint, the file shall not be deemed closed but

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shall be held in abeyance pursuant to the Code of Ethics and Arbitration Manual of the National Association of REALTORS® (the “Manual”).

B. Arbitration Proceedings: The original signed Request and Agreement to Arbitrate (Form #A-1); the original signed Response and Agreement to Arbitrate (Form #A-4); the original signed Award of Arbitrators (Form #A-12); the original signed Action of the Board of Directors (Form #A-14 modified), if applicable, shall be retained permanently.

All remaining documents, audiotape recordings, correspondence and exhibits pertaining to the case shall be destroyed one (1) year following the closing of the file except in the event of any pending litigation of which the Board or Association has actual knowledge.

For the purpose of the above-recommended policy, in an arbitration proceeding, the term “closing of the file” shall mean thirty (30) days following the mailing of the Award of Arbitrators or, if applicable, thirty (30) days following the final action of the Board of Directors with respect to any appeal based upon procedural error filed pursuant to the Manual.

In the event an arbitration request is dismissed by the Grievance Committee or determined and classified to be voluntary rather than mandatory, the file shall be deemed closed thirty (30) days following the notice to the parties of such dismissal or classification or thirty (30) days following the action by the Board of Directors with respect to any appeal filed concerning such dismissal or classification.

C. Limitation on Destruction of Documents: Under no circumstances shall the contents of any file in an ethics or arbitration proceeding be destroyed where the Board or Association has knowledge of any actual or threatened claim, litigation, administrative proceeding, including a pending complaint before the Maryland Real Estate Commission, or investigation and arising out of such ethics or arbitration proceeding, or where the Board or Association has been duly served with a subpoena to produce documents or audiotapes contained in such files.

**STATEMENT OF POLICY REGARDING CONFLICTS OF INTEREST AND DUTY OF
CONFIDENTIALITY**

**CONFIDENTIALITY AGREEMENT AND
CONFLICT OF INTEREST DECLARATION**

COASTAL ASSOCIATION OF REALTORS®

I understand that I will have access to valuable, proprietary information during such time as I act as a member of the Board of Directors of the Coastal Association of REALTORS®, Inc. (CAR) or any committee or task force appointed by the Board of Directors or President of the Board. I agree that I will neither use for my own personal benefit without the prior written consent of CAR or disclose to any other person or entity (other than in the conduct of business on behalf of CAR), any proprietary information, not generally known, concerning CAR or its operations, including but not limited to programs, products, services or personnel, or such other information either about CAR which could, with reasonable probability, materially and adversely affect the business of CAR.

1. I certify that, to the best of my knowledge:

- I have **no** conflict of interest with respect to any of CAR's business activities
OR
- I have or may have conflicts of interest with respect to the following of CAR's business activities as described below:

2. I certify that, to the best of my knowledge:

- Neither I nor my spouse or any member of my immediate family have **an** ownership interest, financial interest or other interest in any entity offering competing products and services as those offered by CAR,
OR
- I hereby disclose the following entities in which I or my spouse or any member of my immediate family has an ownership interest, financial interest or other interest requiring (or potentially requiring) disclosure:

Signature

Date: _____

(Print Name)

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CONFLICT OF INTEREST POLICY Coastal Association of REALTORS®, Inc.

Sec. 1

A member of any CAR decision making body such as the Board of Directors, the Executive Committee, the Budget and Finance Committee, the Professional Standards Committee or any other ad hoc committee or task force appointed by the Board of Directors or President will be considered to have a conflict of interest whenever that member or the spouse or any immediate family of member:

- A. is a principal or corporate officer of a business providing products or services to CAR or in a business being considered as a provider of products or services; or
- B. holds a seat on the Board of Directors of the business unless the person's only relationship to the business is the service on such Board of Directors as CAR's representative; or
- C. holds an ownership interest of more than one (1) percent of the business.

Members with a conflict of interest must immediately disclose their interest at the outset of any discussions by a decision-making body pertaining to the business or any of its products or services. Such members may not participate in the discussion relating to that business other than respond to questions asked of them by other members of the body. Furthermore, no member with a conflict of interest may vote on any matter in which the member has a conflict of interest, including votes to block or alter the actions of the body in order to benefit the business in which they have an interest.

Sec. 2

Ownership Disclosure Policy

- A. Whenever CAR has an ownership interest in an entity and a member or the spouse or any immediate family member has an ownership interest in that same entity, such a member must disclose the existence of such ownership interest prior to speaking to a decision-making body on any matter involving the entity.
- B. If a member has personal knowledge that CAR is considering doing business with an entity in which a member or the spouse or any immediate family of member has a financial interest, then such member must disclose the existence of his or her financial interest prior to speaking to a decision-making body about the entity.
- C. If a member or the spouse of any immediate family member has a financial interest in an entity that the member knows is offering competing product(s) and service(s) as those offered by CAR, then such member must disclose the existence of such financial interest prior to speaking to a decision-making body about an issue involving such competing product(s) and/or service(s).

After making the necessary disclosure, a member may participate in the discussion and vote on the matter unless that member has a conflict of interest as defined in Section 1, above.

Date: _____

Signature _____

_____(Print Name)

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CORPORATE DOCUMENTS

To maintain compliance with NAR Core Standards, the Coastal Association of REALTORS® shall have all necessary filing of state and federal tax returns completed and filed on or before the due date.

- a. The Resident Agent for the Corporation is the attorney on retainer and any changes to the Resident Agent must be filed with the State Department of Assessments and Taxation, Charter Division with the filing fee.

STRATEGIC PLAN

To maintain compliance with NAR Core Standards, Coastal Association of REALTORS® shall have a 2-Year Strategic Plan in place in accordance with NAR requirements containing areas of Consumer Outreach, Advocacy, Professionalism and Technology.

- a. The plan shall be reviewed, revised, and approved by the Board of Directors every two years and amended as needed.

COASTAL WEBSITE

- a. To maintain compliance with NAR Core Standards the Coastal Association must maintain an interactive website, which is defined as the ability to move between websites and create active links
- b. Must provide a link (How to File a Complaint) for access to professional standards enforcement resources which include arbitration filing processes.
- c. Must maintain links to the websites of the other levels of the association for promotion of member programs, products and services
- d. An active link for the public to search for homes for sale.
- e. An active link to the Maryland and National Associations of REALTORS®

MEMBER COMMUNICATION

- a. To maintain compliance with NAR Core Standards, Coastal Association of REALTORS® must utilize an email and/or internet-based means for member communication.

EDUCATION

Course Cancellation Policy

- A written request must be received at least three (3) business days prior to the session date, cancelling attendance and requesting a refund.
- Notice given less than three (3) days prior to session date, no refund will be issued
- No refunds will be issued for no shows
- Full refund will be given for classes rescheduled by the Association

CE Class Proctor/Monitor

- The Education Director will appoint a proctor/monitor for CAR sponsored CE classes and will give the class proctor/monitor the class for free.

HARASSMENT

Procedures to be followed by associations when considering complaints alleging harassment of association employees by members.

Harassment of Association Staff

Harassment is illegal conduct and is contrary to the policy of the association.

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As used in association policy, harassment means any verbal or physical conduct including threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks or other similar physical contact, or threats to do the same, or any other conduct with the purpose or effect of unreasonably interfering with an individual's work performance by creating a hostile, intimidating or offensive work environment.

Complaint Procedure

Any employee who believes he/she has suffered harassment by any member of the association must bring the problem to the attention of the President or Executive Vice President. The complaint does not have to be in writing; however, it is helpful if details of dates, times, places, and witnesses, if any, to the harassment alleged can be provided.

All complaints will be investigated promptly and with strictest confidentiality by an investigatory team comprised of the President, President-Elect and/or Vice President and one member of the Board of Directors selected by the highest-ranking officer not named in the complaint after consultation with legal counsel for the association. If the complaint involves the President, President-Elect and/or Vice President, they shall be replaced on the investigatory team by the immediate Past President or, alternatively, by another member of the Board of Directors selected by the highest-ranking officer not named in the complaint.

Both the complainant and the accused will be provided with 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 member found to have harassed an association or MLS may consist of any sanction authorized in the *Code of Ethics and Arbitration Manual*, such as verbal or written warning, probation, suspension or expulsion depending on the gravity of the incident. Prior incidents of similar behavior shall be taken into consideration when determining the appropriate disciplinary action. Such a decision shall be made by the investigatory team.

Clear, strong, and convincing shall be the standard of proof by which alleged allegations of harassment is determined. Clear, strong, and convincing shall be defined as that 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 association for a member to retaliate against any employee who files a charge of 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 is found to be totally and completely without basis, appropriate disciplinary measures may be taken against the employee who brought the complaint. While this is in no way intended to discourage employees who believe they have been the victim of harassment from bringing a complaint, the association recognizes that a charge of harassment can cause serious damage to the personal reputation and professional career of the accused.

Inclement Weather Policy (*Effective 2016*)

CAR's primary concern is the safety of our members and staff. In the event that our area is affected by inclement weather, the following inclement weather policy will be in effect:

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- A. If Worcester County Government offices are closed for inclement weather, the CAR office will be closed, and staff will not report to CAR. Classes and meetings scheduled for the affected date will be cancelled and/or rescheduled.
- B. If the above (A.) does not apply and there is a class or meeting scheduled during inclement weather, please contact the association office for possible closure announcements.
- C. If early office closure is deemed necessary, the Executive Vice President will make the determination.

The EVP holds final decision-making authority regarding office closures and staff attendance. When in doubt, call the CAR office at 410-641-4409 or see Web site and Facebook for announcements.

CAR Condolences Notice Policy *(Effective 2016)*

CAR Staff will make condolence announcements for current members and/or their immediate families (parents and children) and past members (not their families). The request to announce should come from the member or the broker w/ permission from the member as some members do not want us to make these announcements. Condolence cards will be sent to the family of active members only.

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PUBLIC POLICY STATEMENT *Adopted by the Coastal Association of REALTORS® Board of Directors – January 10th, 2023*

The Coastal Association of REALTORS® (CAR) believes that property ownership is the basis of economic stability and strong communities. The glue that holds a community together is made of the collective desire of homeowners, business owners, and renters to lead productive and meaningful lives, and interact in a positive manner. REALTORS® and affiliated real estate professionals are at the forefront of community stabilization and growth, as they work to encourage people to establish their roots on Maryland's Lower Eastern Shore. The focus of CAR's efforts are as follows.

Private Property Rights: The protection of private property rights is the cornerstone of the real estate industry, and CAR supports initiatives that are designed to protect these rights. CAR opposes any legislation and regulatory efforts to unnecessarily hinder these rights, which are inherent to all property owners.

Affordability: The cost and availability of housing is directly related to supply and accessibility of financing. CAR supports legislation and programs that assist in removing financial barriers to property ownership. CAR also supports the ability of a property owner to maintain their investment in the most affordable and appropriate way possible.

Community Outreach: A community is only as strong as the bond between its people, and as residents of the Lower Eastern Shore, REALTORS® and affiliated real estate professionals care about their neighbors. The Coastal REALTORS® Foundation provides grant funding for local organizations supported by our members. CAR and its members also work to make our communities a better place for current and future residents through Placemaking projects and Habitat for Humanity builds, and our commitment to financial literacy through our partnership with Junior Achievement of the Eastern Shore.

Diversity: The Coastal Association of REALTORS® represents many members in diverse communities throughout the eastern shore. We celebrate the difference in not only our members but the communities we serve. We strive to foster an environment where the recognition of diversity and inclusion are integrated into our core values. By championing fair housing standards and encouraging home ownership and financial literacy we hope to create communities free from bias and exclusion for any reason.

Political Support: CAR supports local political candidates who support the real estate industry. These candidates are advocates for a successful real estate industry that is conducive to a high quality of life, as well as economic stability and growth. They know that if REALTORS® are successful, a community is successful, and vice versa.

The Coastal Association of REALTORS® is fortunate enough to represent over 1,000 real estate professionals in Somerset, Wicomico, and Worcester Counties. These members are engaged, informed, and active in their communities. They support the American dream of homeownership, as well as the purchase and use of all types of real property. They are local. They are accurate. They are trusted. They are REALTORS® and affiliate members.

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