



Greater Erie
Board of REALTORS[®], Inc.

POLICY & PROCEDURES MANUAL

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GREATER ERIE BOARD OF REALTORS®
POLICY & PROCEDURES MANUAL
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MISSION STATEMENT

"The purpose of the Greater Erie Board of REALTORS® is to enhance the ability of its members to conduct their business successfully and ethically, and to promote the preservation of the right to own, transfer and use real property."

GENERAL OPERATING POLICY

Updated 07/2015

This manual exists to reference existing policies and procedures (P&P) which have come to be used by the Greater Erie Board of REALTORS® in the conduct of its business.

The P&P are to give direction for the conduct of the business and decision-making process of the Greater Erie Board of REALTORS®, but never to prevail in the event of a conflict with the Greater Erie Board of REALTORS' Bylaws or MLS Rules and Regulations.

It is also the intent that these P&P be evolutionary in nature as changing circumstances dictate. These P&P should be adjusted to account for these changes. Any such changes should be noted in this manual and its history should follow the previous standard with a revision date so that future leaders and decision makers of the Greater Erie Board of REALTORS® may be able to understand these evolutions.

Such changes must have the approval of the Board of Directors and should be made only after careful thought and consideration to the seriousness of the matter.

OFFICE HOURS AND HOLIDAYS

The Association office hours are Monday through Friday 8:30am-5:00pm. The Association office is closed on the following holidays, or the date of their observance if they fall on a weekend:

- New Year's Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

OFFICE CLOSURE POLICY

The Association Executive shall have discretion and authority to temporarily close or delay opening the association office for reasons which include, but are not limited to, inclement weather, public safety, and building maintenance. The Association Executive or assigned staff shall notify the membership of all closures as soon as reasonably possible once a closure or delay has been determined necessary.

AGENT TRANSFER POLICY

Updated 01/2020

Brokers and office managers are required to submit a GEBOR Personnel Change Form when an agent transfers to their firm. Once the form has been received, the association staff shall proceed to transfer the agent to the new firm immediately.

The new firm is responsible for remitting a \$15 transfer fee. This transfer fee does not need to be remitted with the Personnel Change form for the transfer to take place, however, if it is not received within a reasonable amount of time, it shall be reported to the Board of Directors for further action.

All active listings that an agent has when they depart their old firm for a new firm will be associated with their former broker or office manager by GEBOR transfer. It is each firm's responsibility to make additional changes if needed.

ASSET CAPITALIZATION POLICY

Updated 11/2018

OBJECTIVE: This policy establishes the minimum cost value (capitalization amount) used to determine the capital assets, including infrastructure assets, recoded on the Greater Erie Board of REALTORS® financial statements.

Capital Asset Definition: Capital assets are defined as tangible and intangible assets that have initial useful lives extending beyond a single reporting period.

Capitalization Method: All capital assets are recorded at historical cost as the date acquired or constructed.

Capitalization Thresholds: All equipment, materials and supplies purchased that cost or exceed \$500 are capitalized. Assets purchased for less than \$500 are claimed as an expense in the period purchased. These rules apply only for expenditures not charged to a client's job. Certain equipment, materials and supplies purchases that cost less than \$500 may be capitalized at the discretion of the Board of Directors of the Greater Erie Board of REALTORS® based upon the facts and circumstances of the particular item.

Depreciation and Useful Life: The accountant of the Greater Erie Board of REALTORS® will assign an estimated useful life to all assets for the purposes of recording depreciation. Asset lives will be adjusted as necessary depending on the present condition and use of the asset and based on how long the asset is expected to meet current service demands. Adjustments should be properly documented. Depreciation is recorded based on the straight-line and accelerated methods using mid-year convention and depreciated down to the asset's salvage value.

BUDGET POLICY

Updated 11/2018

OBJECTIVE: The budget of the Greater Erie Board of REALTORS® shall be established each year by the Board of Directors with the approval of the voting members. The budget shall include the dues, fees, and finances for the coming fiscal year.

BUDGET COMMITTEE: The Budget Committee of the Greater Erie Board of REALTORS® shall be comprised of the same complement of the Finance Committee.

CHIEF STAFF EXECUTIVE OBLIGATION: Prior to the Budget Committee commencing their first meeting to start the budget process, the chief staff executive shall prepare and furnish to the committee all materials and necessary data to be reviewed.

BUDGET APPROVAL PROCEDURE

1. The final budget will be presented to the Finance Committee, the Multiple Listing Service Council and the Board of Directors prior to the October Regular Business meeting. A copy of the budget will be sent to every member not less than one week before the final vote is taken at the Regular Business meeting. This policy is set forth in the Greater Erie Board of REALTORS® By Laws.
2. Once approved by the aforementioned bodies, the final budget will be presented to the membership for approval at the October Regular Business meeting.
3. After an affirmative vote by the membership has been recorded, the budget becomes the official operating budget of the Greater Erie Board of REALTORS®.

BUDGET EXPENDITURE AMENDMENTS: The Board of Directors shall administer the finances in accordance with the budget and shall not incur an obligation, not budgeted, in excess of \$3,800.00 without authorization by a vote of a majority of all members. This policy was ratified by the voting members at the regular business meeting of September 30, 1997.

CREDIT CARD USAGE POLICY

Updated 03/2023

OBJECTIVE: To expeditiously carry out the business of the Greater Erie Board of REALTORS®, a credit card policy has been instituted for purchases related to the work of the association. This policy takes effect in January 2019 after approval of the Board of Directors.

Corporate Credit Card Type: The credit card type for the Greater Erie Board of REALTORS® shall be a company payment card, whereby the association shall be the name on the card, along with the chief staff executive as the authorized signature for purchases. The type of card and company shall be evaluated by the chief staff executive and the executive committee and shall be re-evaluated from time to time.

Eligibility for Access to Corporate Credit Card: The chief staff executive shall be the only staff member of the Greater Erie Board of REALTORS® responsible for utilizing the credit card on behalf of the association. The president and treasurer of the board of directors shall have access to the card and monitor its use. The chief staff executive shall supply the president and treasurer with all passwords, security question answers and any other credentials providing them access to the credit card account.

Credit Limit: The corporate credit card limit shall be set at no more than \$5,000. This limit may be increased or decreased at the discretion of the board directors only.

Expense Report Requirement: The credit card company shall send an end month report to the association and the chief staff executive shall be required to sign for all purchases, keep a record of the statement, provide it to the treasurer of the association, and submit it to the Board of Directors for their review at each regularly scheduled meeting.

Credit Card Violations and Consequences: Any violations of this policy can and shall be investigated by the Board of Directors. Violations include but are not limited to misuse of the company credit card for erroneous spending, use for the purchase of personal effects, and spending over the set limit. Any investigation that concludes the corporate credit card

has been used in any fashion that the Board of Directors sees unfit, the chief staff executive shall be disciplined appropriately, either through the loss of credit card privileges and/or relieved of their duties.

COMPENSATION POLICY

Updated 11/2018

OBJECTIVE: Employment with the Greater Erie Board of REALTORS® is meant to be an experience dedicated to providing quality services to the real estate professionals that use the board's services. As such, the members in turn recognize the work of association staff and offer up the following policies regarding compensation for excellence in the performance of duties and for years of service to the organization:

ANNIVERSARY DATE: All employees' evaluations and salaries will be based on the fiscal year of the Greater Erie Board of REALTORS®. Time worked with the Greater Erie Board of REALTORS® is to be included in the probationary period when hired through an employment agency as a temp to hire.

EMPLOYEE EVALUATIONS: Performance reviews are continuous and ongoing between employees and the chief staff executive. However, employees will be evaluated formally every fiscal year. All performance reviews shall be documented in writing and signed by the employee and a copy provided for their records. At this annual meeting, the chief staff executive and the employee shall:

- Evaluate the employee's performance and discuss that individual's strengths and weaknesses from the past year.
- Communicate future expectations and set goals to be met by the next performance review.
- Discuss adjustments that will be needed in work habits and/or efficiency.
- Discuss the potential increase of salary and paid time off based on merit.

COMPLIANCE REPORTING POLICY

Updated 11/2018

OBJECTIVE: The Greater Erie Board of REALTORS®, as a 501(c) (6) organization, commits to conform to all local, state, and federal compliance reporting laws. As such, the following forms are submitted to adhere to all tax reporting regulations.

PAYROLL TAXATION: Payroll taxes are submitted by the company responsible for completing payroll for the employees of the Greater Erie Board of REALTORS®.

ALL OTHER METHODS OF TAXATION: All other taxes are calculated and submitted by the accounting firm on retainer for the association unless the Greater Erie Board of REALTORS® is directed to electronically file the accounting firm's calculated tax amount due. An explanation of taxation methods are disclosed below:

IRS Form 990- Federally tax-exempt organizations, including charitable non-profits, file this each year with the IRS.

IRS Form 990T- IRA holders use this form to report their retirement account assets.

IRS Form 990W- Tax-exempt corporations, tax-exempt trusts, and domestic private foundations use this form to figure their organization's estimated tax liability.

IRS Form 941 940 UC-2-The annual Federal Unemployment Tax Act (FUTA) tax.

Pennsylvania Withholding- Pennsylvania law requires employers to withhold Pennsylvania personal income tax from employees' compensation.

EMST- Local taxes in Pennsylvania related to the counties, municipalities, and school districts.

Pennsylvania Sales Tax- Pennsylvania taxes on all goods and services with limitations at six percent for every dollar.

Pennsylvania Use Tax- Pennsylvania law requires the payment of use tax by any person who purchases taxable goods or services delivered into or used in Pennsylvania if sales tax is not collected by the vendor. Use tax is the counterpart of the state and local sales taxes.

DEATH OF A MEMBER POLICY

Updated 08/2021

Upon the passing of a current member of the Greater Erie Board of REALTORS®, the membership at large shall be notified after a public death announcement (i.e., an obituary) has been published in a newspaper of general circulation. After such time that the public has been made aware, that death notice shall be shared with the membership for their consumption. Current members may have their MLS fees refunded to their estate only if they would be due a refund had they resigned their membership in the MLS after pre-payment of their fees. Dues from NAR, PAR, and GEBOR are non-refundable in all circumstances.

This policy shall not extend to former members of the association unless they served as an officer, director, or committee chair, or had served as an officer of the National Association of REALTORS® or the Pennsylvania Association of REALTORS®. Former members' estates are not due a refund of any kind under any circumstances.

DISASTER PREVENTION AND RECOVERY POLICY

Updated 11/2018

OBJECTIVE: Associations in today's world must be proactive in readying for disasters and put procedures in place for getting back into business as rapidly as possible. The Greater Erie Board of REALTORS® strives to be the place for REALTOR® members in an emergency. There are three basic components to the disaster prevention and recovery policy:

1. Protection of staff and clients from personal injury and illness.
2. Protection of business assets.
3. Planning for business continuity.

Protection of Staff and Clients from Personal Injury and Illness: As a means of protecting staff and others that visit the facilities of the Greater Erie Board of REALTORS®, the association maintains:

- An emergency kit accessible to office staff.
- An evacuation plan, highlighting emergency escape routes. (*Evacuation plan in Appendix*)
- An emergency contact list complete with contact information for staff and members of the Board of Directors.
- Safety equipment and training.

Protection of Business Assets: As a means of safeguarding business assets for the Greater Erie Board of REALTORS®, the association shall commit to:

- Make back-up copies of computer data and critical records and store them off-site and in a virtual cloud.
- Keep copies of important documents, such as lease and insurance policies at a different location.

- Install of surge protectors for all computers and phones and use battery back-up systems.
- Maintain critical information, access passwords, and login credentials in secure locations.

Planning for Business Continuity: The association commits to implementing methods that will provide for conducting business in the event of an emergency:

- Have a written delegation of supervisory authority that goes into effect only if the chief staff executive or board president become unable to perform their duties and leave any information that replacement or interim directors would need to effectively carry out the daily business of the association.
- Review office insurance coverage as needed to ensure that there is coverage for computers and critical business contents. In the event of a loss, association staff shall be trained to contact the insurance provider immediately and be ready to explain how, when, and where the loss occurred and give a general description of the damage.

EVENT ATTENDANCE POLICY

Updated 03/2023

Any member that registers for an association event and is unable to cancel by the cancellation deadline will be billed for the cost per member of the event. This expense will be assessed to that member by invoice, which must be paid within 30 days. Non-compliance will result in a fine of \$25 per day up to \$100. Though free to members, events like "Legal Potpourri" and "Safety Seminar" are billed to the association based on the number of registrations, and this expense is paid by the hosting committee.

FACILITIES AND EQUIPMENT POLICY

Updated 11/2018

OBJECTIVE: An association's need for office facilities is based on a number of factors. Bearing in mind that the office also serves as the "public face" of the association for its members and the Greater Erie community, it should be maintained in an appropriate manner. In general, the association's office should present a professional atmosphere without expensive exterior or interior features that might draw criticism from our cost-conscious members.

PROCEDURE FOR PURCHASE OF FACILITIES & EQUIPMENT: When the need for new equipment or updates to the facility arise, the following procedure shall be followed:

1. The chief staff executive shall solicit from the public and business communities a Request for Proposal (RFP). Those RFPs shall then be collected and published to the members of the Board of Directors.
2. At their convenience, the Board of Directors shall decide upon a vendor by a vote.
3. Contracts for services provided by vendors shall then be reviewed by the chief staff executive in consultation with the association's legal counsel and accounting firm. The contract is then taken to the Board of Directors for their final review and approval.
4. After the Board of Directors make their final approval, the chief staff executive shall facilitate installation, member notification, and as necessary, member training.
5. It is also the obligation of the Board of Directors to determine, within the guidelines of budgetary policy, the method of payment for each vendor.

FINANCIAL MANAGEMENT CONTROLS & RISK PREVENTION POLICY

Updated 11/2018

OBJECTIVE: Understanding that the Greater Erie Board of REALTORS® is funded fully by the dues and fees paid by our members, the staff and directors are cognizant of all money spent by the organization. As such, the leaders of the Greater Erie Board of REALTORS®, as paid staff and elected volunteer leadership, have implemented the following policy regarding financial management and risk prevention:

CHECKING PROCEDURES: Two signatures are required on all checks, savings and investment accounts. The chief staff executive is responsible for securing two signatures on all checks. Payables are to be conducted weekly. The following people are authorized to sign checks: the president, President-Elect, first vice president, treasurer, and the chief staff executive. Regarding certificates of deposit, the chief staff executive is to negotiate the best rate. The aforementioned individuals are authorized to sign checks and two signatures are required.

RISK PREVENTION PROCEDURES:

- The chief staff executive is to have sign-on for electronic transfer of money to and from checking, money market and PayPal accounts.
- All mail is forwarded to the chief staff executive before any other staff member reviews it.
- Accounting personnel are prohibited from being signers on bank accounts and/or checks. Staff is prohibited from performing investment or bank transfers.
- Receipts are required before the reimbursement of expenses.
- Checks received in the mail will be stamped “for deposit only” once the mail is opened. Stamp used to endorse checks received spells out full organizational name and includes the name of the bank and the account number. Checks will then be recorded.
- Deposits are to be done weekly. Accumulated amounts over \$500 are to be deposited that day.
- No cash will be accepted unless for special circumstances as determined by the chief staff executive.
- All checks must be computer generated within the accounting software parameters.
- Non-sufficient funds checks: bank will send notification of the check with the reason. A new check shall be issued and the member is billed and pays for the bank charge.
- No write offs acceptable.
- Only accounting personnel may come in contact with the original checks after signing.
- Monthly check reconciliation will be done by the CPA firm.
- The CPA firm will perform a review yearly.
- Payroll and payroll taxes will be done by an outside firm.
- Unused checks are to be numbered and locked up. All processed checks must be copied and accounted for, including voided checks in sequential order.
- Bank authorization signatures are to be checked each year.
- All credit card applications are to be shredded by the chief staff executive.
- All petty cash receipts are to be reviewed and signed by the chief staff executive.
- Document retention policies are as follows: destruction per list (in Appendix) and online in electronic cloud.
- Maintain copies of the following insurances: property, liability, worker’s compensation, and bonding.
- Maintain a record of fixed assets.

FINANCIAL REPORTING POLICY

Updated 11/2018

OBJECTIVE: The Greater Erie Board of REALTORS® uses a certified public accounting firm to compile and report all financial reporting aside from payroll taxes in which a payroll firm handles all payroll financial reporting.

The certified public accountant also performs a year-end financial review and reports in person the annual financial review at the general business meeting in February.

REPORTING REQUIREMENTS: As a 501 (c) (6) non-profit, the Greater Erie Board of REALTORS® publishes specific financial data summaries at the end of each year, and these summaries must abide by generally accepted accounting standards. Under IRS rules, the Greater Erie Board of REALTORS® shall prepare a statement of activities, statement of financial condition, and a statement of cash flows. Respective equivalents may include a statement of profit and loss, a balance sheet and cash flow statement. Year-end accounting reports must follow specific guidelines and include key performance elements.

The Greater Erie Board of REALTORS® shall annually file the IRS Form 990. The Internal Revenue Service requires this form to be filed for the association to remain in non-profit status. It reports information about activities, revenues, and expenses. The Greater Erie Board of REALTORS®, in consultation with the association's accountant, shall be able to supply any applicable government agency with the following:

Statement of Activities — A Statement of Activities for non-profits shows the relationship between income and expenses which represents a change in net assets for the agency.

Statement of Financial Condition — A Statement of Financial Condition for a non-profit is analogous to the balance sheet of a for-profit company. For a non-profit agency, the term "net assets" replaces "equity", as the managers of a nonprofit group do not have an ownership stake in their agency. (Assets-Liabilities = Net Assets.)

Statement of Cash Flows — A Statement of Cash Flows provides insight into liquidity management, telling government agencies where the organization's money came from and how it used funds during the period under review.

State Reports — The federal government determines if a non-profit receives exemption from income taxes, while the agency's state bureau grants the Greater Erie Board of REALTORS® its non-profit status. The Greater Erie Board of REALTORS® shall comply with all regulations put forth by the Pennsylvania Department of Revenue.

FRAUD POLICY

Updated 11/2018

OBJECTIVE: This fraud policy is established to facilitate the development of controls that will aid in the detection and prevention of fraud against the Greater Erie Board of REALTORS® Inc. It is the intent of the Greater Erie Board of REALTORS® to promote consistent organizational behavior by providing guidelines and assigning responsibility for the development of controls and conduct of investigations. This policy applies to any irregularity, or suspected irregularity, involving employees as well as consultants, vendors, contractors, and/or other parties with a business relationship with the Greater Erie Board of REALTORS®.

DEFINITION OF FRAUD AND FRAUDULENT ACTIVITIES: Fraud is defined as the intentional, false representation, or concealment of a material fact for the purpose of inducing another to act upon it to his or her injury. A fraudulent act may

be an illegal, unethical, improper, or dishonest activity, and may result in monetary losses for the association. The following non-exhaustive list includes examples of the type of activities that would be considered fraudulent and in violation of this policy:

- Misappropriation or theft of funds, securities, supplies, or other assets.
- Impropriety in the handling or reporting of money or financial transactions.
- Profiting as a result of insider knowledge of activities of the National Association of REALTORS®.
- Accepting or seeking anything of material value from contractors, vendors, or persons providing services or materials to the Greater Erie Board of REALTORS®. Exception: Disclosing confidential and proprietary information to outside parties.
- Disclosing to other person(s) securities activities engaged in or contemplated by the Greater Erie Board of REALTORS®.
- Unauthorized destruction, unauthorized removal, or inappropriate use of records, furniture, fixtures, and equipment, which includes computers.
- Each member of the management team will be familiar with the types of improprieties that might occur within his or her area of responsibility and be alert for any indication of irregularity. If there is any question as to whether an action constitutes fraud, contact the chief staff executive. Any irregularity that is detected or suspected must be reported immediately to the chief staff executive. As appropriate, the chief staff executive will contact legal counsel to determine how to proceed with investigations.

INVESTIGATION RESPONSIBILITIES

- The Board of Directors of the Greater Erie Board of REALTORS® and the chief staff executive, under the guidance of association legal counsel, have the primary responsibility for the investigation of suspected fraudulent activity as defined in this policy. Any investigative activity required will be conducted without regard to the suspected wrongdoer's length of service, position/title, or relationship to the association.
- Decisions to prosecute or refer the examination results to the appropriate law enforcement and/or regulatory agencies for independent investigation will be made by the Board of Directors and the chief staff executive as will final decisions on dispositions of the case.

CONFIDENTIALITY

- All information received by anyone at the Greater Erie Board of REALTORS® in the course of an investigation will be treated as confidential.
- Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate reason to know. This is important in order to avoid damaging the reputations of persons suspected but subsequently found innocent of wrongful conduct and to protect the Greater Erie Board of REALTORS® from potential civil liability.

AUTHORITY OF INVESTIGATORS

- Anyone, when within the scope of an investigation, approved by the Board of Directors and association legal counsel will have unrestricted access to all Greater Erie Board of REALTORS® records and premises, whether owned or rented and the authority to examine, copy, and/or remove all or any portion of the contents of files, desks, cabinets, and other storage facilities on the premises without prior knowledge or consent of any individual who might use or have custody of any such items or facilities.

REPORTING PROCEDURES

- Great care must be taken in the investigation of suspected improprieties or irregularities so as to avoid mistaken accusations or alerting suspected individuals that an investigation is underway.
- Any employee who suspects dishonest or fraudulent activities should notify the chief staff executive or the president of the Board of Directors immediately. Under no circumstances should employees attempt to personally

conduct investigations or interviews/interrogations related to any suspected fraudulent activity. An employee or complainant may remain anonymous.

- All inquiries concerning the activity under investigation from the suspected individual, his or her attorney or representative, or any other inquirer should be directed to the chief staff executive. No information concerning the status of the investigation will be given out. The proper response to any inquiry is, "I'm not at liberty to discuss this matter." Under no circumstances should any references be made to, "the allegation," "the crime," "the fraud," "the misappropriation," or any other specific reference.

The reporting individual should be informed of the following:

- Do not contact the suspected individual in an effort to determine facts or demand restitution.
- Do not discuss the case, facts, suspicions, or allegations with anyone unless specifically asked to do so by the association's legal counsel.

DISCIPLINARY ACTION

- If an investigation results in a determination that an employee of the Greater Erie Board of REALTORS® has engaged in fraudulent activity, the Greater Erie Board of REALTORS® reserves the right to take any disciplinary action against the employee, up to and including termination. Any recommendation to terminate an employee will be handled in accordance with the association's employee policies and procedures.

ADMINISTRATION

- The chief staff executive is responsible for the administration, revision, interpretation, and application of this policy.

FUNDRAISING BENEFICIARIES POLICY

Updated 03/2023

Beneficiaries of GEBOR fundraising efforts are to be vetted and selected on a semi-annual basis. No beneficiary shall receive funds from the same fundraising effort more than two consecutive years. All beneficiaries shall be required to submit a letter of acknowledgement outlining the allocation of funds received.

NON-MEMBER SALESPERSON REGISTRATION POLICY

Updated 05/2023

Within 30 days of a real estate licensee or licensed or certified appraiser associating with an office, the broker or Designated REALTOR® (DR) of the office must report the licensee to GEBOR for REALTOR® membership or Non-Member Salesperson registration. A Non-Member Salesperson is a licensed real estate agent or licensed or certified appraiser who works for a REALTOR® broker member but chooses not to join the association themselves. The DR of the office is responsible for an assessment times the number of non-member licensees.

NON-SOLICITATION POLICY

Updated 11/2018

OBJECTIVE: The purpose of the following policy is to establish and explain the rules by which the Greater Erie Board of REALTORS® will not permit solicitation in the workplace:

RULES AND REGULATIONS:

- From time to time, the association may endorse a charity drive and invite voluntary participation from employees.

- The association does permit any other solicitation of employees by non-employees on the premises.
- The association also does not permit excessive solicitation by employees during working hours. Employees may communicate messages related to the sale of personal items or children's school fundraisers after receiving approval by the chief staff executive. The communication of these solicitations, after approval, may be done electronically or posted in employee break areas. Employees shall not solicit REALTOR® members for any reason in order to preserve a professional working atmosphere between association staff and the membership.
- The association chief staff executive reserves the right to remove postings and deny any requests for solicitation at their discretion if such solicitations have the potential to violate any provision of this policy, or any federal, state, or local law or regulation.

OWNERSHIP DISCLOSURE AND CONFLICT OF INTEREST POLICY

Updated 11/2018

OBJECTIVE: When the Greater Erie Board of REALTORS® has an ownership interest in an entity and a member has an ownership interest* in that same entity, such member must disclose the existence of his or her ownership interest prior to speaking to a decision-making body on any matter involving that entity.

If a member has personal knowledge that the Greater Erie Board of REALTORS® is considering doing business with an entity in which a member has any financial interest**, or with an entity in which a member serves in a decision-making capacity, then such member must disclose the existence of his or her financial interest or decision making role, prior to speaking to a decision making body about the entity.

If a member has a financial interest in or serves in a decision making capacity for any entity that the member knows is offering competing products and services as those offered by the Greater Erie Board of REALTORS®, then such member must disclose the existence of his or her financial interest or decision-making role prior to speaking to a decision making body about an issue involving those competing products and services.

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 below.

CONFLICT OF INTEREST POLICY: A member of any of the Greater Erie Board of REALTORS® decision making bodies will be considered to have a conflict of interest whenever that member:

1. Is a principal, partner or corporate officer of a business providing products or services to the association or in a business being considered as a provider of products or services ("business") or
2. Holds a seat on the board of directors of the business unless the person's only relationship to the business is service on such board of directors as a representative of the association, or
3. Holds an ownership interest of more than one percent of the business or service.

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 and services. Such members may not participate in the discussion relating to that business other than to respond to questions asked of them by other members of the body. Furthermore, no member with a conflict of interest may vote on any other 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.

**Ownership interest is defined as the cumulative holdings of the member, the member's spouse, children, siblings, and to any trust, corporation or partnership in which any of the foregoing individuals is an officer or director, or owns, in the*

aggregate, at least 50% of the (a) beneficial interest (if a trust), (b) stock (if a corporation), or (c) partnership interests (if a partnership).

** Financial interest means any interest involving money, investments, credit, or contractual rights.

PAYMENT POLICY

Updated 02/2023

OBJECTIVE: In order to fully fund the operations of the Greater Erie Board of REALTORS® and its Multiple Listing Service, a payment policy has been established to address matters of members remitting payment of all dues and fees. As such, the accepted payment policy follows:

ASSOCIATION MEMBERSHIP DUES AND MULTIPLE LISTING SERVICE PARTICIPATION FEES

Association Membership Dues: Dues to the National Association of REALTORS®, the Pennsylvania Association of REALTORS® and the Greater Erie Board of REALTORS® are assessed by November 15th and must be received by December 31st through online payment via the NAR website for the annual one (1) year billing cycle of January through December. The Greater Erie Board of REALTORS®, Inc. does not accept payment of dues in any other form.

Multiple Listing Service Fees: Multiple Listing Service participation fees are assessed by May 15th and must be received by June 30th for the annual one (1) year billing cycle of July through June. GEBOR members are required pay via the NAR website. Non-members may remit payment via check or online Stripe link.

STIPULATIONS

- A penalty of \$100.00 shall be applied to any non-paying member.
- There is no refund of dues or fees 30 days after due date.
- Membership dues shall be prorated for any licensee included on a certification form submitted to the association, who during the same calendar year applies for REALTOR® membership in the association. Membership dues shall not be prorated if the licensee held REALTOR® membership during the preceding calendar year.
- Any fees charged to the Greater Erie Board of REALTORS® by the bank for a returned check will in turn be charged to the agent.
- Cash will not be accepted for the payment of dues.
- Payment of dues shall be completed online through the e-commerce system except for MLS only members who can remit payment via check or online Stripe payment link.

WAVIERS & REFUNDS

- There is a waiver of dues to the National Association of REALTORS® for REALTORS® and their spouses called into active military duty.
- The unused portion of dues assessed by the Greater Erie Board of REALTORS® will be refunded for members called into active duty.
- If a member were to escrow before January of the next year, the member could be refunded their MLS fees that were prepaid for the upcoming year.
- In the event a REALTOR® becomes deceased, the amount of unused MLS fees will be refunded to the estate. Dues from NAR, PAR, and GEBOR are non-refundable in all circumstances.

Failure to remit the proper dues and fees comes with penalty. Article X, Section 4 of the Bylaws of the Greater Erie Board of REALTORS® Inc. states in part:

“If dues, fees, fines, or other assessments including amounts owed to the association or the associations multiple listing service are not paid within one (1) month after the due date, the nonpaying Member is subject to suspension at the discretion of the Board of Directors. Two (2) months after the due date, membership of the nonpaying member may be terminated at the discretion of the Board of Directors. Three (3) months after the due date, membership of the nonpaying Member shall automatically terminate unless within that time the amount due is paid.”

POTENTIAL BAD ACTOR POLICY

Updated 08/2021

The Greater Erie Board of REALTORS® recognizes that its members, through the course of doing business may encounter dangerous or uncomfortable situations involving members of the public. It shall be the policy of the association to take no official action in identifying these individuals to the general membership. All suspicious actions, communications, or the like should be reported to the agent’s broker of record for action to be taken at their discretion. The association will not produce or forward any message to the membership regarding suspicious activities unless directed to do so by law enforcement or in exigent circumstances as determined by the Board of Directors in consultation with association legal counsel.

Furthermore, the association provides the Forewarn software and an annual opportunity to learn about REALTOR® safety and highly encourages its members to utilize and participate in this programming to ensure their ongoing safety.

PRIVATE INFORMATION POLICY

Updated 11/2018

OBJECTIVE: As the trade association for REALTORS® in Erie and Crawford Counties, it should be understood that the Greater Erie Board of REALTORS® retains a variety of records related to member’s personal information. As such, the staff and board of directors are committed to protecting that information. At the direction of the chief staff executive, the following procedure will be implemented to properly procure the private information of members.

INFORMATION NEVER COLLECTED: Under no circumstances shall the staff or board of directors of the Greater Erie Board of REALTORS® ask for and/or procure the following information from members:

- Social Security Number
- Date of Birth
- Mother’s Maiden Name
- Credit Card or Bank Information
- Driver’s License Number
- Fingerprints
- Employment Records
- Medical History

DESTRUCTION OF PRIVATE INFORMATION: At the discretion of the chief staff executive, any personal information that is collected from members will be destroyed or secured.

EXCEPTIONS: Although the staff and elected leadership commits to protecting all private information, there may be circumstances in which the Greater Erie Board of REALTORS® may need to make exceptions to this policy. They include but are not limited to:

- Staff personal information that is meant to be kept for personnel records as promulgated by law.
- Information subpoenaed by a court of competent jurisdiction.
- Information related to an investigation that is subpoenaed by law enforcement or the Pennsylvania Real Estate Commission.
- Information requested for a Professional Standards Committee/Grievance Hearing Board proceeding administered by the Pennsylvania Association of REALTORS® Statewide Professional Standards Cooperative.

All releases of personal information under these circumstances or any other circumstances will not be done without consultation of the association's legal counsel.

PUBLIC COMMUNICATIONS & INTERNET POLICY

Updated 11/2018

OBJECTIVE: The Board of Directors of the Greater Erie Board of REALTORS® is most efficient and effective when it speaks through one voice: the chief staff executive or the President of the Board. It is critical that the Greater Erie Board of REALTORS®, its directors, members, committee chairs, committee members and staff promote consistent communication to the public and media regarding the business of the association. To further this goal, below are guidelines for communications regarding and/or relating to the affairs of the association.

AFFILIATION WITH THE ASSOCIATION: Members of the association and elected leadership are personally responsible for the content they publish on blogs, wikis or any form of user generated media. They should be mindful what is published will be public forever and privacy risks arise with posting certain content. Members are to be mindful of their affiliation with the association when using online social networks. If an individual identifies themselves as a member of the association or as a director, they should ensure their profile and related content is consistent with how the individual and the association wish to present themselves to the public. Anyone affiliated with the association is admonished that information can be created in seconds but last for years.

EXTERNAL COMMUNICATIONS: *Questions and Inquiries from the Media:* For the Greater Erie Board of REALTORS® to speak with one voice, comments by individual board members are highly discouraged. It is highly recommended that individuals do not comment on matters related to the association unless they have first consulted with the chief staff executive and the president of the board of directors. Legal counsel may also be consulted as well as communications officials at the National Association of REALTORS® and the Pennsylvania Association of REALTORS®.

INTERNET COMMUNICATIONS: Internet postings include, but are not limited to the following:

- Multi-media and social networking websites.
- Blogs (both blogs related to the association and not related).
- Wikis such as Wikipedia.
- Facebook, Twitter, Snapchat, Instagram, or other social media outlets.
- The Multiple Listing Service or MyGEBOR application.

All of these activities are referred to as "internet postings" in this policy.

Rules and Guidelines:

- Common sense is the best guide if one decides to post information of any variety related to the association. If one is unsure about any particular posting, it would be best to consult the chief staff executive or president of the Board of Directors first, before posting.

- Moreover, the matters discussed at meetings of the board of directors are confidential and should never be disclosed publicly except in communications authorized by the chief staff executive or a vote of the board of directors.
- Internet postings should not disclose any information that is confidential or proprietary to the company or to any third party that has disclosed information to the association.
- If an individual chooses to comment on any aspect of GEBOR's business or any policy issue in which GEBOR is involved and in which one may have responsibility, one must clearly identify oneself as a GEBOR board member in all public communications and include a disclaimer that the views are your own and not those of the Greater Erie Board of REALTORS®.
- One's internet postings should reflect one's personal point of view, not necessarily the point of view of the Greater Erie Board of REALTORS®. It should be noted that individuals are responsible for their posts, and one may be subject to liability if one's posts are to be found defamatory, harassing, or in violation of any other applicable law. One may also be liable if one posts material which includes confidential or copyrighted information (music, videos, text, etc.) belonging to third parties. All of the aforementioned postings are prohibited under this policy.
- When posting one's point of view, one should neither claim nor imply one is speaking on behalf of the Greater Erie Board of REALTORS® unless authorized by the president of the board of directors or the chief staff executive.

Rules and Guidelines for Committee Members

Please consider the following before posting to the internet:

- Commonsense is the best guide for committee members deciding to post information in any way relating to the Greater Erie Board of REALTORS® and their committees. If one is unsure about any particular posting, they assume the obligation of contacting the chief staff executive or the president of the board of directors for guidance.
- Internet postings should not disclose any information that is confidential or proprietary to the company or to any third party that has disclosed information to GEBOR.
- If one comments on any aspect of GEBOR's business or any policy issue in which GEBOR is actively engaged in, and in which one may have responsibility, one must clearly identify oneself as a GEBOR board member in all public communications and include a disclaimer that the views are your own and not those of the Greater Erie Board of REALTORS®.
- One's internet postings should reflect one's personal point of view, not necessarily the point of view of the Greater Erie Board of REALTORS®. It should be noted that individuals are responsible for their posts and one may be subject to liability if one's posts are to be found defamatory, harassing, or in violation of any other applicable law. One may also be liable if one posts material which includes confidential or copyrighted information (music, videos, text, etc.) belonging to third parties.

As board members, committee chairs, and committeepersons, individuals serve as the public face of the Greater Erie Board of REALTORS®. Decisions made by the Board of Directors should be fully and publicly supported by the entire board of directors. Committee chairs and committee members should seek to promote the positive impact the Greater Erie Board of REALTORS® has on the real estate community and refrain from portraying the Greater Erie Board of REALTORS® in an overtly negative manner.

REVENUES & RESERVES POLICY

Updated 11/2018

OBJECTIVE: The Greater Erie Board of REALTORS® revenues are recorded under generally accepted accounting principles using accrual basis accounting. Revenue is recognized when services are provided or merchandise is transferred to the purchaser. Revenues from membership dues and fees are deferred and recognized as income over the periods of liabilities

for services or privileges as to which the fees relate. The following is the recognized revenues policy of the Greater Erie Board of REALTORS®:

- Revenues are realized when products are exchanged for cash or claims to cash.
- Revenues are realizable when related assets received are readily convertible to cash or claims to cash.
- Revenues are earned when the products are delivered or services are performed.
- Recognition is the process of recording an item in the financial statements.
- Realization is the process of converting non-cash resources into cash.
- Revenues are inflows of assets or settlements of liabilities (or both) or from activities of the entity's central operations.
- Gains are increases in net assets and are from peripheral or incidental transactions of an entity.

Reserves Policy: On May 16th, 2014 it was approved by the Greater Erie Board of REALTORS® Board of Directors to recommend nine months of operating expenses be retained permanently and an additional \$50,000 to be retained in contingency fund to be used for unusual and unforeseen circumstances. Reserves should be reviewed annually to adjust the amount to reflect nine months of operating expenses. As a result, the additional \$50,000 should also reflect the amount of expense change. The remaining monies can be released at a rate of 1/5 year over a five-year period, when money needed is not available in the general checking.

TRAVEL POLICY

Updated 05/2023

OBJECTIVE: As the responsibility of the Greater Erie Board of REALTORS® is not isolated only to functions in Erie and Crawford Counties, a travel policy is necessary for officers and designated members of the staff and Board of Directors. These guidelines shall be administered by the President, President-Elect, Treasurer and Chief Staff Executive. The purpose of allocating membership dues money for travel are twofold:

1. To further educate the delegates/staff for the benefit of the membership.
2. To utilize the voting rights given to the Greater Erie Board of REALTORS® by the National Association of REALTORS® and the Pennsylvania Association of REALTORS®.

ALL TRAVEL: Delegates are encouraged to travel together when possible. The designated driver(s) shall be compensated at the current IRS standard per mile and reimbursed for tolls, tips to porters and/or valets, and parking fees, contingent upon approval from the Board of Directors and limited by the budget. Hotel accommodations shall be paid by the association on a double occupancy basis, which would include a spouse and shall preferably be at the same hotel where the meeting is being held but if not, the association shall reimburse fees, tolls, and tips to drivers for round trip transportation to the meetings. When air travel is necessary, the lowest airfare shall be selected and the delegate(s) shall be reimbursed for round trip airfare, transportation to the airport and hotel, tolls, and tips to drivers and/or porters. To receive reimbursement, the delegate(s) shall provide all receipts to the association. The delegate(s) shall be compensated with a per diem for meals and incidentals for each day of attendance and required travel. The Chief Staff Executive is responsible for assessing per diem compensation for the delegate(s). To receive per diem compensation, the delegate(s) shall attend the meetings, vote when required, and provide a report to the Board of Directors at the next scheduled meeting. All other expenses shall be paid by the delegate(s).

MEETINGS OF THE NATIONAL ASSOCIATION OF REALTORS®: The mid-year legislative meetings of the National Association of REALTORS® shall be attended by the President and Chief Staff Executive. The year-end governance meetings of the National Association of REALTORS® shall be attended by the President-Elect and Chief Staff Executive. These opportunities should only be deferred to another delegate with approval from the Board of Directors. Registration for the delegates

shall be paid by the association. The per diem for meetings of the National Association of REALTORS® shall be \$100.00 per day for each day of attendance and required travel.

MEETINGS OF THE PENNSYLVANIA ASSOCIATION OF REALTORS®: The three annual business meetings of the Pennsylvania Association of REALTORS® shall be attended by the President, President-Elect, Treasurer, and Chief Staff Executive. If one of the elected officials is unable to attend, the opportunity shall be offered to the First Vice President. If a member of the Greater Erie Board of REALTORS® holds the position of District Vice President or Chair or Vice Chair of a committee of the Pennsylvania Association of REALTORS®, the association's travel policy shall apply for the member to attend the three annual business meetings. Registration for special events at these meetings shall be paid by the association with approval from the Board of Directors. The per diem for meetings of the Pennsylvania Association of REALTORS® shall be \$75.00 per day for each day of attendance and required travel.

OTHER TRAVEL: Other travel by officers or the Chief Staff Executive may be necessary and shall be approved by the Board of Directors. The per diem for other meetings shall be \$75.00 per day for each day of attendance and required travel.

VISITING OFFICIALS POLICY

Updated 08/2016

The Greater Erie Board of REALTORS® will pay for the expense for the Directors to attend dinner with the visiting officer and provide tickets to the visiting officer should tickets be needed for the function they were invited to attend.

WHISTLEBLOWER PROTECTION POLICY

Updated 11/2018

OBJECTIVE: The Greater Erie Board of REALTORS® requires directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Greater Erie Board of REALTORS®, the practice of honesty and integrity in fulfilling responsibilities and complying with all applicable laws and regulations shall be considered a top priority.

Reporting Responsibility: This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that the Greater Erie Board of REALTORS® can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of the Greater Erie Board of REALTORS® code of ethics or suspected violations of law or regulations that govern the Greater Erie Board of REALTORS® operations.

Retaliation Clause: It is contrary to the values of the Greater Erie Board of REALTORS® to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of the Greater Erie Board of REALTORS®. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting Procedure: The Greater Erie Board of REALTORS® has an open-door policy and suggests that employees share their questions, concerns, suggestions or complaints with the chief staff executive. If any person is uncomfortable speaking with the chief staff executive, or unsatisfied with their subsequent response, such persons are encouraged to speak with the president of the board of directors. The chief staff executive and president are required to report complaints or

concerns about suspected ethical and legal violations in writing to the board of directors, of whom have the responsibility to investigate all reported complaints.

Compliance Activity: The Greater Erie Board of REALTORS® chief staff executive/president are responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The chief staff executive/president will advise the board of directors of all complaints and their resolution and will report at least annually to the board of directors on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters: The Greater Erie Board of REALTORS® chief staff executive/president shall immediately notify the Board of Directors of any concerns or complaints regarding corporate accounting practices, internal controls or auditing work with the committee until the matter is resolved.

Acting in Good Faith: Anyone filing a written complaint concerning a violation or suspected violation shall act in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality: Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations: The Greater Erie Board of REALTORS® chief staff executive/president will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

APPENDIX A: RECORD RETENTION

Record/File	Retention Period	Comments
Accident Reports / claims (settled cases)	7 years	
Accounts Payable (Ledgers and Schedules)	7 years	
Accounts Receivable (Ledgers and Schedules)	7 years	Membership Dues; Forms Orders; AR Reports
Annual Officers and Committee Reports	4 years	With Board minutes
Articles of Incorporation (Board & MLS)	Permanently	
Audit Reports	Permanently	
Bank Reconciliations	2 years	
Bank Statements	3 years	
Billing and/or Cash Receipt Records	7 years	
Board and MLS Bylaws, Original and as Amended	Permanently	
Capital stock and bond records	Permanently	Ledgers, transfer registers, issue stubs, record of interest coupons, options, etc
Cash Books	Permanently	
Charts of Accounts	Permanently	
Checks (canceled)	7 years	Vouchers
Exception: Checks canceled for important payments, i.e. taxes, purchases of property, special contracts, etc. should be filed with the papers pertaining to the underlying transaction and retained permanently .		
Contracts, mortgages, notes, and leases	Permanently	Still in effect
Correspondence (general)	2 years	
General	2 years	Committee meeting minutes, year-end trail balance
I-9 Forms	3 years/1 year	3 yrs after hired/1 yr after terminated
Legal and Important Matters	Permanently	
Routine with customers and/or vendors	2 years	
Deeds, Mortgages and Bills of Sale	Permanently	
Depreciation Schedules	Permanently	
Dispute Resolution Files (Mediation)	90 Days	

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Dues Billing Notices	3 years	Record of payment
Duplicate Deposit Slips	2 years	
Employment records	7 years	
Expense Analyses/Expense distribution schedules	7 years	Budget
Financial statements (year-end)	Permanently	
Garnishments	7 years	
General	Permanently	Private Ledgers, Year-End Trail Balance
Insurance Policies (expired)	3 years	
Insurance Records	Permanently	Current accident reports, claims, policies, etc
Internal Audit reports	3 years	Longer retention periods may be desirable
Internal Reports (miscellaneous)	3 years	
Inventories of products, materials and supplies	7 years	
Invoices (to customers - from vendors)	7 years	
IRS Letter Granting Tax Exempt Status	Permanently	
Journals	Permanently	
Magnetic tape and tab cards	1 year	
Membership Records	7 years	Per BOD 3/12/2004 (Permanent of ethics violation)
Minute Books	Permanently	Bd of Directors; Stockholders; Bylaws and Charter
Minutes of all Board & MLS Committees	Permanently	
MLS Records	7 years	
Notes Receivable ledgers and schedules	7 years	
Option records (expired)	7 years	
Original Board Charter from NAR	Permanently	
Patents and related papers	Permanently	
Payroll records and summaries	7 years	
Personnel files	7 years	Terminated

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Petty Cash Vouchers	3 years	
Physical Inventory tags	3 years	
Plant Cost Ledgers	7 years	
Professional Standards Files		
Arbitration		PAR recommends complete file retention for 3 years; NAR recommends retaining a minimum until the award is paid.
Ethics		PAR/NAR recommends indefinitely for Ethics decision - all other materials upon passage of appeal period.
Property Appraisals by outside appraisals	Permanently	
Property Records	Permanently	Costs, depreciation reserves, year-end trail balances, depreciation schedules, blueprints, and plans
Purchase Orders		
Other than purchasing department copy	1 year	
Purchasing department copy	7 years	
Receiving sheets	1 year	
Retirement and pension records	Permanently	
Requisitions	1 year	
Sales commission reports	3 years	
Sales records	7 years	
Scrap and salvage records	7 years	Inventories, sales, etc.
Stenographers' notebook	1 year	
Stock and Bond Certificates	7 years	Cancelled Certificates
Stockroom withdrawn forms	1 year	
Subsidiary Ledgers	7 years	
Tax returns and worksheets	Permanently	Revenue agents' reports, and other documents relating to determination of income tax liability
Time Cards/Books	7 years	
Trademark registrations and copyrights	Permanently	
Training manuals	Permanently	
Union agreements	Permanently	

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Voucher register and schedules	7 years	
Vouchers for payments to vendors, employees, etc	7 years	Includes allowances and reimbursement of employees, officers, etc. for travel and entertainment expenses
Withholding tax statements	7 years	
Workers' Compensation reports, claims	Permanently	
Yearly Roster of Membership	Permanently	

APPENDIX B: BOARD OF DIRECTORS DUTIES

DIRECTOR

The Director shall:

1. Attend all scheduled meetings of the Board of Directors.
2. Attend all Regular Business Meetings on the 2nd to last Tuesday of the month.
3. Attend all social functions and assist the President and Officers in hosting and welcoming members and other dignitaries.
4. Maintain constant communications with the chairperson as a committee liaison to the Board of Directors for your assigned committees.
5. Not appear to speak, give testimony, public statements or interviews before any industry group, allied organization, etc. as a representative of the Board.
6. Be allowed to sit on other committees and to hold a chairperson position.

OFFICE OF THE PRESIDENT

The President shall preside at meetings of the Executive Committee and the Board of Directors and is responsible to the Board of Directors.

The President:

1. Shall represent the Board and act in the Board's name, subject to the policies of the Board of Directors. Shall appoint all Committees and designate Committee Chairmen, unless otherwise provided in the Bylaws.
2. Shall serve as an ex-officio member of all Committees with the exception of the Nomination Committee, without voting rights.
3. Appoints special ad hoc committees, task forces, or Presidential Advisory Groups (PAG) on his own initiative or at the direction of the Board of Directors, or the Executive Committee.
4. May remove and replace Committee members as provided by the Bylaws.
5. Presides at all meetings of the Directors to the Greater Erie Board of REALTORS®.
6. Presides at all Membership Meetings that the general membership has been properly notified of. (*per B.O.D. 6-16-95*)
7. Assists in carrying out the policies and programs approved by the Board of Directors, or the Executive Committee in emergency session.
8. Spokes Person for G.E.B.O.R. However, does not appear to speak, give testimony, public statements or interviews before any industry group, allied organization, etc. as a representative of the Board unless approved by Board of Directors.
9. Shall be allowed to sit on other committees and to hold a chairperson position. (*per B.O.D. 07-13-01*)
10. Establish liaisons with key outside groups (Chamber of Commerce, Builders Association, etc.).
11. An Officer may not serve more than two (2) consecutive terms in the same position.

OFFICE OF THE PRESIDENT-ELECT

In the event of the absence or disability of the President, the President-elect shall perform the duties of the President.

The President-elect:

1. Serves on the Executive committee and the Board of Directors.
2. Appoints all committee vice chairpersons who will then move into the chair position for the year in which he shall serve as President.
3. Assists in carrying out the policies and programs as approved by the Board of Directors, or the Executive Committee in emergency session.
4. Conducts an annual orientation or planning session, involving all incoming Officers and Committee Chairmen, the purpose of which is to outline his goals and objectives for the coming year, and to assign specific duties and responsibilities for his leadership team.
5. Assumes such other duties as the President of the Board of Directors, or the Executive Committee in emergency session, may determine.
6. Does not appear to speak, give testimony, public statements or interviews before any industry group, allied organization, etc. as a representative of the Board.
7. Shall be allowed to sit on other committees and to hold a chairperson position. *(per B.O.D. 07-13-01)*
8. Shall be elected annually by and from the new Board of Directors for a term of one (1) year. Each year the previously elected President Elect shall automatically succeed to the office of President.

OFFICE OF THE FIRST VICE-PRESIDENT

In the event of the absence or disability of the President and the President-elect, the First Vice-President shall perform the duties of the President.

The First Vice-President:

1. Serves as a member of the Executive Committee and the Board of Directors.
2. Assumes such other duties as the President or the Board of Directors, or the Executive Committee in emergency session, may determine.
3. Does not appear to speak, give testimony, public statements or interviews before any industry group. allied organization, etc. as a representative of the Board.
4. Shall be allowed to sit on other committees and to hold a chairperson position. *(per B.O.D. 07-13-01)*
5. Shall be elected annually by and from the new Board of Directors for a term of one (1) year. An Officer may not serve more than two (2) consecutive terms in the same position.

OFFICE OF THE TREASURER

The Treasurer shall be responsible for the funds and securities and shall render, or cause to be rendered, proper written reports at meetings of the Board and at the meetings of the Executive Committee and the Board of Directors.

The Treasurer:

1. In conjunction with staff and Finance Committee prepares the Proposed Budget.
2. Reviews monthly financial statements with staff and Finance Committee.
3. Coordinates "off" Budget requests of Committees for the Finance Committee's consideration.
4. Gives financial reports at the scheduled meetings of the Executive Committee and the Board of Directors.
5. Serves on the Executive Committee and the Board of Directors.
6. Serves as Board Liaison to the Finance Committee. (*per B.O.D. 12-16-94*)
7. Make recommendations for adjustments to the Budget when necessary.
8. Does not appear to speak, give testimony, public statements or interviews before any industry group, allied organization, etc. as a representative of the Board.
9. Shall be allowed to sit on other committees and to hold a chairperson position. (*per B.O.D. 07-13-01*)
10. Shall be elected annually by and from the new Board of Directors for a term of one (1) year. An Officer may not serve more than two (2) consecutive terms in the same position.

APPENDIX C: COMMITTEE MANUAL

Updated 05/2023

COMMITTEE PROCEDURES

Committee Leadership: The first committee meeting of a calendar year shall begin with the members appointing a Chair, Vice Chair, and Secretary, who may be retained by acclamation from the previous year. The President shall appoint a Committee Chair when necessary.

- **GOALS AND BUDGET.** The Chair and the Vice Chair shall prepare goals and a budget for the following year in alignment with the association's strategic plan and the committee's mission statement, which shall be approved by the committee and submitted in writing to the Association Executive by June 30th.
- **MEETINGS.** In advance of a meeting, the Chair shall provide the staff liaison with an agenda for dissemination to committee members. When possible, all committees shall follow Roberts Rules of Order and strive to conduct timely and efficient meetings. All committees shall respect each attendee's time and make every effort to keep meetings to their predesignated times. It is the responsibility of each Committee Chair to run a meeting on time and ensure all business is conducted ethically and professionally. The Vice Chair shall run the meeting in the absence of the Chair.
- **MINUTES AND REPORTS.** The Secretary shall take minutes which should be typed and submitted to the Chair and staff liaison for approval within three business days. All committee meeting minutes and reports shall be presented to the Board of Directors at their regularly scheduled monthly meetings.
- **EXPENDITURES.** All committee expenditures must be approved by the Association Executive for budget tracking. An Expense Payment Form must be submitted with any invoice to be paid. An Expense Reimbursement Form signed by the Committee Chair must be submitted with receipts for a member to be reimbursed for expenses incurred on behalf of a committee. Special requests that were not budgeted must be approved by the Board of Directors.

Staff Liaison: Each committee, advisory group, or task force shall have an association staff member assigned as a liaison. The staff liaison shall be responsible for dissemination of materials/minutes/agendas, as well as sending out necessary calendar invites. Staff members shall set up remote meetings (when needed) and send to committee participants. The staff liaison shall be determined by the Association Executive. The committee leadership shall coordinate directly with their respective liaison.

Meetings: All committee meetings shall be coordinated through the staff liaison. Unless otherwise approved by the Association Executive all meetings must occur at the association office or virtually during the association business hours. Each committee shall have discretion over the number of meetings they hold and whether to postpone or cancel meetings unless specifically outlined in the committee description. Committees may handle all committee business electronically, including conducting votes where necessary. It is recommended voting occur in a way it can easily be tracked and referenced later.

Attendance: Each committee, advisory group, and task force member is permitted up to three absences. If any member exceeds this threshold the Committee Chair has the discretion to recommend to the Board of Directors that the member be removed from their committee assignment for the remainder of their term.

Correspondence: All correspondence to association members or the public, including press releases, TV, radio, or other interviews, must be approved by the Association Executive, and where appropriate and applicable shall be prepared on Association letterhead for distribution. Any items that need to be mailed on behalf of a committee shall be reviewed and approved by the Association Executive.

Action without Meeting: Any committee may act by unanimous consent in writing without a meeting. The consent shall be evidenced by one or more written approvals, each of which sets forth the action taken and bears the signature of one or more of the members of the committee.

Confidentiality and Conflict of Interest Requirements: Some committees, advisory groups, and task forces may require members to sign a conflict of interest and confidentiality agreement.

NAR/PAR Committee Reports: Committee members that attend or serve on national or state committees, shall report to the Board of Directors or Association Executive, in a timely manner, any pertinent information that would be useful on the local level.

STANDING COMMITTEE LIST

Standing Committees: Community Outreach Committee, Education Committee, Entertainment Committee, Finance Committee, Legislative Committee.

Application Process: Every December, no later than December 31st, the newly installed President will release the Committee Appointment Form to all association members. Members should submit a completed application and list in order of preference their top three (3) choices for committee assignments. Applications will be accepted and maintained at the association office throughout the year, even when the application process is not active. This will create a pool of candidates for future consideration, as well as allow committees to add members to their rosters as needed. The deadline for committee applications for the coming year shall be January 15th.

Committee Selection Process: In January, the President and current Committee Chairs shall meet with the Association Executive to review applications. Committee assignments shall be announced no later than January 31st. The President shall retain the right to add committee members as deemed necessary for up to one (1) year term, subject to the committee description and confirmation of the Board of Directors. The President shall be an ex-officio member of all standing committees and shall be notified of their meetings.

Term Assignment & Length: Standing committee assignments shall begin on February 1st and end on January 31st. Term length is specified for each committee.

Committee Events and Programs: All Committee events and programs should be endorsed by the Committee Chair and are subject to approval by the Board of Directors. Committee leadership is encouraged to apply for NAR and PAR grants that may be available to reduce or cover the cost of events or develop new programs. Beneficiaries should comply with GEBOR's Fundraising Beneficiaries Policy.

Community Outreach Committee

Term Length: 12 Months

Composition: Minimum five (5) members

Description: Promotes the value of the REALTOR® brand and the association's commitment to the communities of Erie and Crawford Counties through acts of service and fundraising events. As per NAR Core Standards, activities should include volunteer or community service and organized fundraising activity with proceeds benefitting a community organization.

2023 Update: Beach Day Clean-Up, Designer Bag Bingo Plus, and the Golf Outing are annual events that satisfy this committee's NAR Core Standards requirements.

Education Committee

Term Length: 12 Months

Composition: Minimum five (5) members

Description: Develops and provides educational programs for the benefit of the membership. At least one educational program per year must offer continuing education coursework required for the Pennsylvania Real Estate License renewal cycle. As per NAR Core Standards, annually conduct or promote REALTOR® safety activity.

2023 Update: The annual REALTOR® Opportunity Day offers CE coursework. GEBOR Social Media accounts are used to satisfy this committee's NAR Core Standards requirements.

Entertainment Committee

Term Length: 12 Months

Composition: Minimum five (5) members

Description: Plans and implements social events to promote membership engagement and morale.

2023 Update: Planned events include the annual Holiday Luncheon, happy hours, sporting event, and Beach Day.

Finance Committee

Term Length: 36 Months

Composition: Five (5) members only, limited to one (1) from any firm, partnership, or corporation

Description: Reviews association finances, investments, expenses, and budgets for the purpose of making recommendations to the Board of Directors for their approval.

- Hold quarterly meetings to review quarterly financial statements.
- Assist the Association Executive in preparing a budget for the Association.
- Receive requests for non-budgeted items of a special nature.
- Recommend policy regarding expenditures of funds by the Board.
- Conduct annual reviews and evaluations of professional advisors and contractual services.

Legislative Committee

Term Length: 12 Months

Composition: Minimum five (5) members

Description: Monitors, reviews, interviews, and recommends political candidate endorsements, public policy positions, and legislative actions to GEBOR's Board of Directors.

- Identify, monitor, and support legislation deemed beneficial and oppose legislation deemed adverse to the best interests of the real estate industry, the public, and owners of real property.
- Inform members of government affairs matters which might affect the industry and private property ownership.
- Maintain regular contact with area legislators and local government officials.
- Work with the Pennsylvania Association of REALTORS® and its Legislative Committee and Subcommittees on state issues.
- Work with the National Association of REALTORS® on national issues.
- Support and work in conjunction with the Board of Directors on state and local candidate screening.
- Increase member awareness of the purpose and importance of the NAR REALTORS® Political Action Committee (RPAC), and to encourage voluntary investments from REALTOR® members of the association.
- Foster and encourage individual REALTOR® involvement with local and county government.
- Identify and promote REALTOR® political involvement at all levels of government, and to encourage member participation in political elections.

MULTIPLE LISTING SERVICE COUNCIL

As per GEBOR Bylaws, ARTICLE XX – BOARD BYLAW PROVISIONS AUTHORIZING MLS AS A COMMITTEE OF A BOARD WITH REALTOR® MEMBERS, The Board of REALTORS® shall maintain for the use of its Members a Multiple Listing Service, which shall be subject to the Bylaws of the Board of REALTORS® and such Rules and Regulations as may be herein after adopted. Any REALTOR® Member of this or any other Board who is a principal, partner, corporate officer, or branch office manager acting on behalf of a principal, without further qualification, shall be eligible to participate in Multiple Listing upon agreeing in writing to conform to the Rules and Regulations thereof and to pay the costs incidental thereto. The activity shall be operated under the supervision of the Multiple Listing Council in accordance with the Rules and Regulations, and By Laws of the Greater Erie Board of REALTORS®, subject to the approval of the Board of Directors.

Multiple Listing Service Council

Term Length: 36 Months

Composition: Five (5) elected principals + 1 ex-officio

Description: The term shall begin on January 1st and end on December 31st. As per the Bylaws of the Greater Erie Board of REALTORS® Article XX, Section 5, the Multiple Listing Service Council shall consist of five (5) members, each of whom must be a Multiple Listing Service member or a principal in an office where an MLS member exists. The Officers of the Council shall be elected by the Council. These officers shall include a Chair-and Vice-Chair. The Executive Officer of the Greater Erie Board of REALTORS®, Inc. shall be an ex officio member of the Council without the right to vote. One (1) member of the Multiple Listing Service Council will be elected by the Council to serve as a voting member of the Board of Directors. Any Council Member who fails to attend three (3) regular meetings of the Council annually, without excuse acceptable to the Chair, shall be deemed to have resigned from the Council. Vacancies and unexpired terms shall be filled by a majority vote of the Council until the next election, subject to the approval of the Board of Directors.

APPOINTED COMMITTEE LIST

Appointed Committees: Executive Committee, Nominating Committee – Board of Directors, Nominating Committee – Multiple Listing Service Council, Professional Standards Cooperative, REALTOR® of the Year Committee.

Executive Committee

Term Length: 12 Months

Composition: Four (4) appointed members + 1 ex-officio

Description: As per the Bylaws of the Greater Erie Board of REALTORS® Article XI, Section 2, the Executive Committee shall be the Elected Officers and the Executive Officer of the association:

- President
- President-Elect
- First Vice-President
- Treasurer
- Association Executive, non-voting ex-officio

Nominating Committee – Board of Directors

Term Length: limited to sixty (60) days or less

Composition: Six (6) appointed members

Description: As per the Bylaws of the Greater Erie Board of REALTORS® Article XI, Section 3, at least sixty (60) days before the date of the Election Meeting, the President, with the approval of the Board of Directors, shall appoint a Nominating Committee of six (6) REALTOR® members. The Nominating Committee shall consist of the immediate past president, a minimum of one (1) member from the Board of Directors and four (4) REALTOR® members and shall nominate a minimum of one (1) REALTOR® member to fill each vacancy occurring on the Board of Directors. The report of the Nominating Committee shall be mailed to each office eligible to vote at least three (3) weeks preceding the election.

Nominating Committee – Multiple Listing Service Council

Term Length: limited to sixty (60) days or less

Composition: Three (3) appointed MLS participants or subscribers

Description: As per the Bylaws of the Greater Erie Board of REALTORS® Article XX, Section 5, election to the Multiple Listing Service Council shall be at the Election meeting following the election of the Board of Directors. At least sixty (60) days before the date of the Election Meeting, the President, with the approval of the Board of Directors, shall appoint a Nomination Committee of three (3) Multiple Listing Service REALTOR® Members, one (1) of who shall be currently serving on the MLS Council. To fill each vacancy occurring, the Nominating Committee shall nominate at least one (1) MLS REALTOR® Member, or principal in an office where an MLS office exists. The report of the Nomination Committee shall be made at the MLS Election Meeting, at which time, additional nominations may be received from the members.

Professional Standards Cooperative

Term Length: 12 Months

Composition: Minimum five (5) appointed members from at least three (3) different brokerages

Description: The Greater Erie Board of REALTORS® is a participant in the Pennsylvania Association of Realtors® Statewide Professional Standards Cooperative, responsible for enforcing the Code of Ethics for local boards/associations that opt into the program. The PAR Statewide Professional Standards Cooperative relies on pools of members who are eligible to serve on Grievance and Professional Standards panels. Each participating local association appoints a minimum of five (5) members to the panelist pool from at least three (3) different brokerages. Participating members shall:

- Attend annual PAR Professional Standard training. Failure to attend in the year of appointment will result in removal.
- As appropriate, serve as requested on Grievance and/or Hearing Panels.
 - Most panels are conducted via online video conference.
 - In-person attendance is rare but may be requested or required.
 - Hearing Panelists who must travel more than 60 miles from their home address to attend a hearing will be offered mileage reimbursement for travel to and from the hearing at the prevailing IRS reimbursement rate.
- Maintain current knowledge and understanding of the NAR Code of Ethics and related procedures.
- Strive to make informed decisions based on sound information.
- Maintain the confidential nature of Professional Standards proceedings.
- Avoid and/or disclose all conflicts or potential conflicts of interest.

REALTOR® of the Year Committee

Term Length: limited to thirty (30) days or less

Composition: Five (5) appointed members

- Past three (3) recipients of the REALTOR® of the Year award
- Immediate past President
- Current President

Description: At the annual Holiday Luncheon, one (1) REALTOR® member is honored with the REALTOR® of the Year Award for their exemplary accomplishments. Each October, no later than October 15th, the Association Executive will release a REALTOR® of the Year Nomination Form to the association membership, which must be submitted no later than November 15th. Criteria for the award includes but is not limited to:

- Civic Activity
- Local Board Activity
- Business Accomplishments
- Education
- REALTOR® Spirit
- State & National Activity
- Not a previous recipient of the award

In the event of a conflict such as the president or past president being a REALTOR® of the Year nominee, the Board of Directors will appoint a replacement. The Greater Erie Board of REALTORS® will pay the cost for the Realtor® of the Year and up to four (4) guests to attend the annual Holiday Luncheon.

SPECIAL COMMITTEES

Special Committees: The President shall appoint, subject to the confirmation by the Board of Directors, a special committee, advisory group, or task force as deemed necessary.

APPENDIX D: EMPLOYEE MANUAL

Greater Erie Board of REALTORS® Inc.
2166 W. 8th Street,
Erie, Pennsylvania 16505
Phone: 814-459-7070
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EMPLOYEE MANUAL

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**EMPLOYEE MANUAL
GREATER ERIE BOARD OF REALTORS® INC.**

This handbook does not constitute an employment contract in whole or in part, and the Board of Directors reserves the right, to add, amend, or delete any policy or procedure stated herein at any time.

STATEMENT OF PURPOSE

It is the purpose of this manual to set forth in summary fashion the personnel policies of the Greater Erie Board of REALTORS®. These policies are subject to change, without notice, at any time by the Board of Directors. In addition to the benefits and responsibilities set forth below, it is the expectations of the Greater Erie Board of REALTORS® that all work will be of high quality and performed promptly. Additionally, because of the very nature of the real estate industry, it is paramount that all information be held in strictest confidence and that all employees treat the public and all REALTORS® cordially at all times. Within the general framework of the policies outlined in the manual, it is the goal of the Greater Erie Board of REALTORS®, whenever possible and reasonable, to consider the individuals needs and circumstances of our employees.

EMPLOYEE GUIDELINES

Employment with the Greater Erie Board of REALTORS® is voluntarily entered into and employees are free to resign at any time. Similarly, the Board may terminate the employment relationship where the Board believes it is appropriate. For the most part, rules of conduct are simple matters of right and wrong, readily understood by everyone. Since nearly all employees conduct themselves within bounds, we have a tendency to forget that certain rules exist and that action, sometimes severe, must be taken when they are violated. The seriousness and frequency of the violation will determine the appropriate course of action. The guidelines presented in this manual, while not inclusive and subject to modification, are in no way to be interpreted as a contract between the Board and any of its employees. To help prevent an employee from becoming subject to any action through misunderstanding or otherwise, the Board is publishing those occurrences which could result in sever action being taken as a result of not adhering to the guidelines listed:

- Willfully or negligently misusing, destroying or damaging Board property or the property of an employee or member.
- Willfully or negligently stealing Board property or the property of any employee or member.
- Unauthorized posting, removal or defacing of any materials on Board property.
- Threatening, intimidating, coercing, or interfering with fellow employees or members.
- Engaging in horseplay, fighting, throwing things, or causing confusion by shouting or demonstrating.
- Excessive absenteeism, tardiness, unreported absence without good cause, or being absent two consecutive days without reporting.
- Making false, vicious, profane or malicious statements concerning employees, the Board or its' members.
- Violating a safety rule or safety practice.
- Conduct that is unbecoming of someone associated with the real estate industry and it's Code of Ethics.
- Illegal or immoral conduct or indecency.
- Possession or use of intoxicants or illegal drugs on board premises, or reporting to work under the influence or with the presence of intoxicants or illegal drugs.
- Wasting time or loitering.
- Knowingly restricting output or concealing defective work.
- Insubordination, including refusal to obey an order or neglect of duty.
- Creating or contributing to unsanitary conditions or poor housekeeping.
- Falsifying personnel or Board records, including work time.
- Unauthorized presence or assisting any individual in entering the Board's premises during nonworking hours.
- Defacing Board property.
- Leaving the Board office during operating hours without first consulting the chief staff executive.
- Creating a disturbance, distracting or interfering with other employees in the performance of their duties.
- Unauthorized selling, soliciting, canvassing or distribution of literature.
- Possession of firearms or weapons on the Board premises.
- Revealing to any member or unauthorized person, any of the Board's confidential material or disclosing to others any confidential material, documents or equipment from the Board offices without property authority.

ANNIVERSARY DATE POLICY

All employees' evaluation and salaries will be based on the Fiscal Year of the Greater Erie Board of REALTORS®. Time worked at the Greater Erie Board of REALTORS® is to be included in probationary period when hired through an employment agency as a temporary to hire.

COMPENSATION POLICY

Wages

Employees shall be paid on a bi-weekly basis, subject to all appropriate withholding taxes. Employees are compensated for the work they've performed during the previous pay period, including overtime for which they may qualify.

Overtime

When specifically requested or approved by the chief staff executive, an hourly employee shall be entitled to overtime compensation for hours worked in excess of thirty seven and one half (37^{1/2}) hours in any work week. The first two and one half (2^{1/2}) hours of overtime worked in any given week (Monday through Saturday) shall be compensated at the employee's usual hourly rate. Overtime worked in excess of two and one half (2^{1/2}) hours, in any given week, shall be compensated at one and one half (1^{1/2}) times the employee's usual hourly rate.

Holiday Pay

Employee paid holidays of the Greater Erie Board of REALTORS® shall be as follows:

- New Year's Day (full day)
- Good Friday (full day)
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving (aka Black Friday)
- Christmas Eve (full day)
- Christmas Day

If a full-day holiday falls on a Saturday or Sunday, it is recognized on the following Monday.

Insurance Benefits (updated 05/2023)

To comply with Affordable Care Act (ACA) guidance, the association provides health insurance for eligible full-time employees, as defined by ACA. The association will cover up to \$700 a month of the insurance cost. Salaried employees are eligible for this benefit upon hire and full-time hourly employees will be eligible at the conclusion of their three-month probationary period.

Worker's Compensation

Should an employee suffer a job related illness or injury; they are covered under the provisions of the State Worker's Compensation Law. Injuries or illness sustained at work, no matter how slight, must be reported at once to the chief staff executive so that appropriate medical attention may be secured.

CONFLICT OF INTEREST POLICY

Employees are required, to the best of their ability, disclose in writing if possible any situation that may present a possible conflict of interest so that the Board of Directors can review the situation before problems arise.

A conflict of interest occurs when an employee or any related party (example, a company, a partnership, affiliates, management, or members of the employee's immediate family) is in a position to profit directly or indirectly because of his or her position with the board. Instances in which a conflict of interest might exist include, but are not limited to the following:

- Purchasing equipment, supplies or services for the Board.
- Purchasing, selling, or leasing property for the Board.
- Receiving gifts, entertainment, loans, or preferential investment opportunities.
- Using confidential information to seek out personal gain or to harm others.

EDUCATION POLICY

The Greater Erie Board of REALTORS® may aid an employee in seeking additional outside or education or training that will help the employee perform their job responsibilities for their respective position. The employee(s) who desire to take outside courses or training must first submit a request to the chief staff executive indicating the type of course or training that is desired and should submit in this request how taking this course or outside training will help them improve the performance of their current responsibilities. If the chief staff executive and the personnel committee agrees, the employee will receive the approved tuition request up to \$750 at the end of the course if a grade of "B" or better is achieved, or a passing grade is achieved if it is a pass/fail course.

EMPLOYEE EVALUATION POLICY

Performance reviews are continuous and ongoing between employees and the chief staff executive. However, employees will be formally evaluated every fiscal year. All performance reviews are documented in writing and signed by the employee. The employee shall also be furnished a copy of their evaluation for their records. At this session, the employee and the chief staff executive shall:

- Evaluate the employee's performance and discuss their strengths, weaknesses and past performances.
- Communicate future expectations and set goals to be met by the next performance review.
- Discuss adjustments that will be needed in work habits and/or efficiency
- After the performance review, employees may be recommended for a merit increase in salary. Merit increases are based on performance and are not automatic.

EQUAL OPPORTUNITY EMPLOYMENT POLICY

The Greater Erie Board of REALTORS® believes that all persons are entitled to Equal Opportunity employment and does discriminate against its employees or applicants for employment because of race, religion, color, national origin, age, sex, physical or mental disability. The policy of equal opportunity applies to every aspect of the employment relationship, including recruitment, selection, placement, trainings, education, tuition assistance, social and recreational programs, compensation, benefits, promotion, transfer, layoff, recall, retirement, and termination.

GENERAL OFFICE PROCEDURE

Mutual Obligations

Employment with the Greater Erie Board of REALTORS® involves mutual obligations. The Board meets its obligations to employees by maintaining a competitive benefits program and compensation program based on an individual's performance and a safe environment to work in. Employees are also offered a climate which gives them the opportunity to develop professionally.

In turn, employees meet their obligation to the Board by achieving a satisfactory level of performance in their job. Achieving this level and beyond is essential to the success of the employee and to the success of the Greater Erie Board of REALTORS®. Membership size and satisfaction is a direct reflection of employee performances. Employee's work is also closely related to that of others. When employees are absent or late for work it places an extra burden on co-workers to meet their commitments to members.

General Office Procedure (continued)

Courtesy

Courtesy is an expectation from all. The major function of a REALTOR® board is to provide service to its membership. Simple deeds such as a cheerful greeting, a pleasant smile and a sympathetic ear can help establish and maintain the proper atmosphere essential to an effective board.

Personal Appearance and Communications

Personal dress of employees sets the atmosphere and the image of the office. During normal working hours, proper attire suitable to a business environment is expected. No jeans or hooded sweatshirts should be worn unless an event or other cause is approved by the chief staff executive. REALTORS® are often chosen by their professional appearance and staff should mirror that as they select professional attire.

Personal visitors to the Board office are allowed on an extremely limited basis. Short personal visits (less than 15 minutes) are allowed. If this policy is abused, the chief staff executive may revoke an employees' privilege to receive personal visits. If an emergency situation arises involving family or children arise, personal visits are still acceptable as long as they are not overly disruptive. Likewise personal telephone calls/texting are allowed during work time as long as they last no longer than 15 minutes. The same rules regarding emergencies and illness also apply.

Office Appearance

The appearance of the office reflects the attitude and image the organization wishes to project to the membership and the public. All areas of the office are to be kept clean, organized and clear of debris. Excessive decorations, photographs, and memorabilia are discouraged. Employees are encouraged to personalize their offices, but not to such a degree that would distract other employees or reduce the professionalism of the office.

Working Hours

The Greater Erie Board of REALTORS® standard work week is thirty seven and one half (37 ½) hours, composed of five working days, Monday through Friday, beginning at 8:30 AM and ending at 5:00 PM subject to change with notice. A lunch period of one (1) hour will be assigned by the chief staff executive. Employees also receive two (2) fifteen (15) minutes breaks, one morning and one afternoon. From time to time, employees may be asked to work hours other than the above-mentioned regular hours. In such cases, employees will be informed in advance and compensated accordingly for hours worked on evenings, weekends and for special events that occur during work hours. The chief staff executive shall be willing to work with employees on the flexibility of hours.

New Employees Training

The chief staff executive shall be responsible for orienting and instructing new employees regarding general policies and practices of the Greater Erie Board of REALTORS® and the employee's own activities. The new employee will also be made aware of all board rules and regulations through receipt of the board's staff policy and procedures manual as well as all fringe benefits.

Probationary Period

At the time of hiring, a new employee shall be automatically placed on probation for a period of three (3) months. The Greater Erie Board of REALTORS® and the employee will determine whether or not there is mutual satisfaction with regard to the job during the probationary period. No benefits other than healthcare and three PTO days will be paid during the probationary period. Time worked at the Greater Erie Board of REALTORS® is to be included in probationary period when hired through an employment agency as a temp to hire.

General Office Procedure (continued)

Supervision Policy

The Greater Erie Board of REALTORS® permits and requires the exercise of common sense and good judgment in determining the best channel of contact necessary for the expeditious handling of work. Contacts between employees of the Greater Erie Board of REALTORS® and the various committees and members should be carried out in the most direct manner. In making such contact however, it is the duty and responsibility of each employee to keep the chief staff executive informed regarding:

- Any matter the chief staff executive may be held accountable by the Board of Directors.
- Any matters in disagreement or likely to cause controversy within or between any committees or members of the Board.
- Matter requiring advice by the chief staff executive with various committees or members of the board.
- Matters involving recommendations for change in or variance from previously established policies.

Solicitation and Distribution Policy

Solicitation by an employee of another employee is subject to approval of the chief staff executive while either person is on working time. Working time is all time when an employee's duties require that they be engaged in work tasks, but does include an employee's own time, such as meal periods, scheduled breaks and time before or after a shift.

Solicitation, distribution of literature or trespassing by non-employees is prohibited on Board premises. Distribution of advertising material not related to the real estate industry or written literature of any kind in working areas of the Board is prohibited at any time.

Discipline

If disciplinary action is needed regarding poor employee performance the following steps may be taken by the chief staff executive: verbal warning, written warning, probation, suspension, and termination. The steps taken will be determined by the nature of the violation, its seriousness, frequency and the employee's record.

Termination

When an employee terminates voluntarily, they will be entitled to any monies for hours worked within that pay period. Upon termination, an employee will remove all personal effects from their desk area and leave their key with the chief staff executive before leaving. Re-entry to the building is not permitted beyond the reception area.

Other Office Procedures

A copy of all correspondence from all departments is to be placed on the desk of the chief staff executive for review prior to mailing. All orders for stationary/office supplies, printing supplies, repair of equipment, and/or services necessary may be ordered only with the authorization of the chief staff executive.

Any requests for public relations material from members or other news media shall be referred to the chief staff executive. Under no circumstances should information relating to the association or its members be given to members of the press, radio, television or other outside sources without prior authorization from the chief staff executive or the Board of Directors.

HEALTH AND SAFETY POLICY

The philosophy and policy of the Greater Erie Board of REALTORS® is to insure a safe and healthy work environment by utilizing all practical precautions available. Working together to minimize personal injury and/or damage to property is the goal each staff member should work towards. Following all safety rules and use all protective equipment to insure healthful working conditions. Any staff member should feel free to make suggestions to the chief staff executive.

Employees should also familiarize themselves with the First Aid Kit and its location and take advantage of the emergency procedure guide and the occupational Safety and Health Act provided at the same location.

No Smoking Policy—Smoking is prohibited inside the board building. However, smoking will be permitted in designated areas around the building's exterior.

INFORMATION TECHNOLOGY POLICY

The e-mail system and internet access is provided to employees of the Greater Erie Board of REALTORS®. Therefore, the association has the right to regulate e-mail and internet usage of employees. The following shall be enforced in order to preserve professional usage of electronic devices:

- Practicing courtesy and accuracy when sending and receiving any messages via e-mail.
- Any message of an intimidating, hostile, or harassing nature and other inappropriate messages will not be tolerated and may be subject the employee to disciplinary action and/or termination.

All computer system files, including inter-office electronic messages sent across the computer network are NOT PRIVATE. Employees do not have a personal privacy right in any matter created, received or sent through electronic mail, regardless of whether a personal access code is used. Employees do not have a personal privacy right regarding files and data residing on their assigned computer, disks, or computer system. They may from time to time be reviewed by the chief staff executive at their discretion. The email system is property of the association and should only be used for association business. While it is not the usual practice of the association to monitor such activities, the association reserves the right to monitor, retrieve, block, or log e-mail and Internet usage. Some examples of when the association might take such action includes, but is not limited to, the following:

- Request by a law enforcement authority
- There is suspicion of employee misconduct
- During routine maintenance of the computer system
- Employee productivity is being compromised

Other rules that shall apply:

1. No highly confidential communication will be sent over the Internet or any other computer network because messages on the Internet are subject to interception by outsiders.
2. Private communications or other communications not related to the business of the association are strictly prohibited. All office communication systems are for business use, not personal use. Personal messages should be sent an employee's own time using different means.
3. Employees shall not utilize the Internet for non-business related purposes.
4. Employees shall utilize the Internet to search or download adult or pornographic materials.
5. Employees are not to participate in chat rooms for personal use.
6. As it is relatively easy to cut-and-paste material from the Internet, as well as download software, employees are required to obtain proper copyright permission. The association does not accept responsibility for copyright infringements, and the employee may be held personally liable for any such abuse.
7. Excessive abuse of electronic mail policy will result in disciplinary action and/or termination.
8. Software utilized by the association is subject to license agreements and may not be copied into computers unauthorized for the receipt of the software. If a home computer requires a copy of software used for association business, that should be communicated to the chief staff executive.
9. The chief staff executive is authorized to dial into the association network from a remote location to input and retrieve the association information from the association location. No other employee or person has the authority to perform remote dial-in access activities into the network unless specifically authorized by the chief staff executive.
10. Employees may not password protect information on the association computer network or individual work station without the permission of the chief staff executive. Employees will submit passwords and file location and names of any files and documents that require protection to the chief staff executive.
11. To prevent computer viruses, any programs installed on any association computer must first be approved by the chief staff executive. At no time may any employee load personal software into a computer owned by the association unless authorized by the chief staff executive. Due to the opportunity for viruses, no files or unknown software may be out into the network without first being tested for viruses. Extreme caution should be used when downloading "beta" or "test" software from the internet.

This policy continues on the following page.

INFORMATION TECHNOLOGY POLICY

(continued)

Data Management

Employees shall respect the data management needs of the entire staff. Effort should be made to name and file documents in a system that will make it able to be found at a later time. In addition, employees may not delete the work or move the work of other employees into new locations (files, drives) until the employee who created the work have been made aware of intent to move/delete it and agrees. Staff is encouraged to keep an additional back up of files of great importance to the association. While regular backups should be performed, this provides another level of record maintenance.

File Backups

- Daily backups are to be determined by staff according to usage
- Weekly backups on all association computers are to be saved for a month
- One year of backups are to be saved permanently to the “Cloud”

Security Measures

- Use of alpha-numeric passwords (passwords using numbers and letters) with at least one capital letter if the protection system is case-sensitive.
- Use passwords that cannot be easily guessed
- Use passwords for each account
- Passwords are not to be in plain sight (taped to the monitor, underneath the mouse pad etc.)
- Passwords are not be given out
- Computers are to be put to sleep at night
- Passwords that can be changed should be changed at least once a year. The password list must be updated after any password change is made and given to the chief staff executive.

SOCIAL MEDIA POLICY

I. Social media is a broad term that can pertain to a number of online communication channels. The term shall include blogging, Facebook, Twitter, LastFM, and email. For the purpose of this policy, “using social media” means posting or uploading content to all types of interactive electronic communications including but not limited to websites, weblogs, social networks, discussion boards, and listservs.

b. This policy pertains to employees’ activities on social media sites maintained by the association and to employees’ activities on personal and third party social media sites.

II. The expectation of privacy employees have in regards to their social media activity is as follows:

a. employees have NO expectation of privacy regarding content made public on the Internet. The association reserves the right to monitor websites and blogs. Employees who engage in social media, whether or not they are using the association systems, should not expect their comments to be private.

b. The chief staff executive will monitor social media of each employee regularly.

IV. Employees shall be allowed to access social media and social networking sites while at work or while using company resources as it pertains to being part of an employee’s job description.

a. Employees are allowed to access these sites at work using personal resources, as long as social media not interfere with primary employment responsibilities and interfere with accomplishing set tasks.

V. Employees must comply with all of the association's written rules and policies including but not limited to the association's Technology Use Policy, Electronic Communications Policy, Sexual Harassment and Discrimination Policy, Ethics Guidelines, and Code of Conduct.

VI. Employees are prohibited from posting: a. Prohibited content may include obscene, profane, adult-oriented, pornographic, harassing, discriminatory, menacing, threatening, and otherwise offensive text, art, photos, videos, graphics, cartoons, and other content.

b. Employees are prohibited from improperly using the association trademarks, slogans, videos, podcasts, or any other company-owned content on personal social media.

c. Employees should be aware of special restrictions regarding language that may constitute violations of the Fair Housing Act and/or anti-trust laws.

VII. Anything posted on company social media accounts for the purpose of carrying out the business of the association shall be owned by the association and not the employee.

VIII. Employees are required to include disclaimers with the content they post, For example: a. "Opinions expressed here and in any corresponding comments are personal opinions of the original author(s), not of the association."

b. "The postings on this social media are my own and do not necessarily reflect the opinions, positions, or strategies of my employer, the Association."

c. "The opinions expressed on this social media are my own personal opinions. They do not reflect the opinions of my employer, the Association."

d. "I work for the Association and this is my personal opinion."

IX. Requirements:

a. Identify themselves by name as the publisher/writer of the entry.

b. Identify themselves as an employee of the association, including title in all business-related social media posts.

c. May not use pseudonym, fake name, or otherwise social media anonymously.

d. Treat readers and commenters with professional respect. Behave professionally, ethically, and responsibly on the social media.

e. Write in an honest, transparent, first-person style.

f. Make every effort to ensure that the posts are entirely accurate and factual.

g. May not post gossip, rumors, lies, falsehoods, defamatory comments, personal attacks, harassing, discriminatory, menacing, or otherwise inappropriate and offensive content:

i. May not disparage the association or its members.

ii. May not engage in disputes.

iii. Must correct any mistakes as quickly as possible.

h. May not attack, defame, harass, discriminate against, threaten, or otherwise exhibit inappropriate or offensive behavior or attitudes toward coworkers, supervisors, executives, customers, vendors, shareholders, the media, or other third parties.

i. May not disclose confidential, sensitive, proprietary, secret, or private information about the association, employees, executives, customers, business partners, suppliers, or other third parties.

j. May not disclose financial information about the association including but not limited to revenues, profits, forecasts, and other information.

k. Be mindful of the fact that social media content creates written business records that may be retained for business, legal, and regulatory purposes.

l. May not violate copyright law. Will secure permission of the copyright holder before publishing copyrighted material. Cite sources and link to online references and source material.

PAID TIME OFF POLICY (PTO)

The Greater Erie Board of REALTORS® recognizes the good work conducted by their employees and provides a competitive package regarding Paid Time Off (PTO) so that employees may find the association a pleasurable place to work. As such, the following policy is hereby established:

- PTO entitlement shall be based on a calendar year. A week is defined as five days.
- After one year of full time employment, an employee shall receive one week of PTO (five days).
- After two years of full time employment, the employee shall receive an additional five days of PTO (2 weeks) and be awarded an additional day for each year of service for up to no more than 15 PTO days per year.
- The chief staff executive shall be entitled to 18 PTO days per year.
- No more than five days shall be carried over into any following year.
- Any additional time added to PTO will be defined as personal leave without pay in all instances and such leave must first be approved by the chief staff executive.
- PTO should be scheduled on a timely basis throughout the year. When planning time off, consideration should be given to peak periods of work, i.e. monthly meetings, conventions, month-end work, budget preparation etc.
- Prior notification is needed with a lead time of seven days for PTO requests.
- After termination of employment any remaining PTO will be received in an employee's final pay.

Part-time is defined as working less than thirty-seven and one half hours (37 ½) hours. A part-time employee shall not be entitled to PTO or other benefits. Time off may be taken with approval of the chief staff executive.

Jury Duty

Should a full-time employee be called for jury duty, you should notify the chief staff executive as soon as you are summoned. Two working days in any calendar year may be approved for Jury Duty. You will receive your regular pay for two days while on jury duty and it will not be adjusted for any fees an employee may incur. Employees are expected to report for work for any day or part of the day in which they are excused from duty. Part-time employees are not eligible for jury duty pay.

Sick Days

The Greater Erie Board of REALTORS® shall provide three (3) days of paid sick leave per year. New full time employees are entitled to sick leave after their 90 day probationary period. Part-time employees are not entitled to sick leave with pay.

Employees are required to notify the chief staff executive as close to 8:00 AM as possible, when sick days are being taken. Upon returning from sick leave, each employee is required to fill out a Sick Leave Form and have this form signed by the chief staff executive. A copy of this form is to be placed in the employee's permanent record file.

Sick days cannot be used in conjunction with PTO. There will be no compensation of unused sick days upon termination of employment or upon termination of employment. Sick days may only be used for sickness or injury in increments ½ day and full days.

Bereavement Leave

Each full-time employee is entitled up to three (3) consecutive days of leave, with pay, for the death of an immediate family member. Immediate is defined as: spouse, parents, children, siblings, grandparents). Each full time employee is entitled to one (1) day of leave, with pay, for the death of other family members. All leave shall be used for the purpose of attending a funeral.

Part-time employees are not entitled to bereavement leave with pay.

SEXUAL HARASSMENT POLICY

Purpose

The Greater Erie Board of REALTORS® is proud of its tradition of providing a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere which promotes equal opportunities and prohibits discriminatory practices, including sexual and other forms of harassment. This Harassment policy sets forth the Greater Erie Board of REALTORS® policy and procedures concerning harassment, sexual or otherwise.

Policy

It is the Greater Erie Board of REALTORS® policy to maintain a work environment free of any type of harassment. Such harassment includes verbal or physical conduct which denigrates or shows hostility or aversion toward an individual because of their race, color, religion, gender, national origin, age, or disability.

Sexual harassment includes request for sexual favors, unwelcome or unwanted sexual advances and/or verbal or physical conduct of a sexual nature or other verbal or physical conduct which is directed at individuals because of their sex, or which creates an intimidating, hostile or abusive work environment.

Harassment in or related to the Greater Erie Board of REALTORS® is unacceptable and will not be tolerated. The Greater Erie Board of REALTORS® does not authorize or condone any harassing conduct by its employees or any third parties in the workplace, including, but not limited to:

- Submission to or rejection of such conduct is used as a basis for any personnel action concerning an individual, such as hiring, evaluation, promotion, demotion, discipline, termination or other aspects of employment; or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Any employee found to be harassing any other individual will be subject to appropriate corrective action, up to and including termination.

Procedures

Any employee who is being subjected to harassment, sexual or otherwise, or retaliation should firmly and promptly notify the offender that their behavior is unwelcome or unwanted and must cease.

Any employee who has been subjected to harassment, sexual or otherwise, or to retaliation and who wants to present a formal complaint for investigation and appropriate corrective action, should promptly report such conduct to any of the following:

1. The employee's immediate supervisor
2. The chief staff executive
3. Any member of the Board of Directors

An accurate account of the objectionable behavior is necessary to resolve a formal complaint of harassment or retaliation. Any such formal complaint, therefore, must be received in writing either by complaint or by an individual designated to receive the complaint and must be signed by the complainant.

Upon receipt of any formal complaint of harassment or retaliation, the Greater Erie Board of REALTORS® will conduct a prompt, full and fair investigation. In all cases, reasonable measures will be undertaken to maintain confidentiality and to protect the privacy of the persons involved.

Upon completion of the investigation, the Greater Erie Board of REALTORS® will communicate its findings to the complainant and to the person accused of the harassment or retaliation and will take corrective action, if appropriate. This corrective action may include, but is not limited to, a written reprimand, referral to counseling, reassignment, suspension or termination.

SOCIAL FUNCTIONS POLICY

The employees of the Greater Erie Board of REALTORS® should constantly strive to keep a professional relationship between themselves and REALTOR® members. Over indulgence in alcohol or inappropriate fraternization with members will not be tolerated. Social functions that the board hosts during regularly scheduled work hours that employees are needed to attend will be time compensated by the association. The association will incur any costs for staff for events that they are required to work at. If they wish to attend on their own, they may do so at their expense. The chief staff executive ultimately decides if the office shall be closed for the purpose of staffing a board related function.

WHISTLEBLOWER PROTECTION POLICY

OBJECTIVE

The Greater Erie Board of REALTORS® requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Greater Erie Board of REALTORS®, the practice of honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that the Greater Erie Board of REALTORS® can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of the Greater Erie Board of REALTORS® code of ethics or suspected violations of law or regulations that govern the Greater Erie Board of REALTORS® operations.

Retaliation Clause

It is contrary to the values of the Greater Erie Board of REALTORS® to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of the Greater Erie Board of REALTORS®. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting Procedure

The Greater Erie Board of REALTORS® has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with the chief staff executive. If any person is uncomfortable speaking with the chief staff executive, or unsatisfied with their subsequent response, such persons are encouraged to speak with the president of the board of directors. The chief staff executive and president are required to report complaints or concerns about suspected ethical and legal violations in writing to the board of directors, of whom have the responsibility to investigate all reported complaints.

Compliance Activity

The Greater Erie Board of REALTORS® chief staff executive/president are responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The chief staff executive/president will advise the board of directors of all complaints and their resolution and will report at least annually to the board of directors on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters

The Greater Erie Board of REALTORS® chief staff executive/president shall immediately notify the Board of Directors of any concerns or complaints regarding corporate accounting practices, internal controls or auditing work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation shall act in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Greater Erie Board of REALTORS® chief staff executive/president will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

AMENDMENTS DISCLOSURE AND EMPLOYEE ACKNOWLEDGMENT FORM

DISCLOSURE

Any changes to this policy and procedure manual can only be made with the recommendation of the chief staff executive and the approval of the Board of Directors of the Greater Erie Board of REALTORS®. Any changes that are brought to the attention of the Board of Directors will be approved by a majority of the votes present and recorded for future reference. Employees will then be immediately notified by the chief staff executive of any changes and any addendum will be attached and signed off by all employees.

EMPLOYEE ACKNOWLEDGMENT

I have received this employee manual. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures in this manual. I also understand that I have the opportunity to ask questions about anything in this manual that is unclear to me. I understand that nothing contained in the manual is a guarantee or contract of employment, and that the terms, guidelines, rules and benefits contained in the manual do not create the terms and conditions of any contract of employment, express or implied and can be changed, modified, or terminated by the Greater Erie Board of REALTORS®. I also understand that just as I am free to resign at any time, and for any reason, the Greater Erie Board of REALTORS® is free to terminate my employment at any time, and for any reason, with or without notice. I also acknowledge that this completed form will be filed in my personnel file.

Employee Printed Name

Employee Signature

Date

APPENDIX E: MULTIPLE LISTING SERVICE POLICY MANUAL

Greater Erie Board of REALTORS®, Inc. Multiple Listing Service Policy Statements Approved by the Multiple Listing Service Council and the Board of Directors.

CONFLICT OF INTEREST POLICY

Updated 03/2023

To avoid any potential conflict of interest, when considering assessment of fines and/or disciplinary measures to a subscriber for non-compliance with MLS Rules, an MLS Council member will be automatically recused from the case if the subscriber is affiliated with their firm. In the event of a whistleblower notifying the Council of an MLS Rules violation, an MLS Council member will be automatically recused from the case if the whistleblower is affiliated with their firm.

EQUITABLE INTEREST LISTINGS POLICY

Updated 03/2023

Equitable Interest Listings are not a Type of Property accepted by Greater Erie Board of REALTORS Multiple Listing Service, in compliance with applicable state laws and to protect consumers.

FINE ASSESSMENT POLICY

Updated 03/2023

The MLS Administrator may notify subscribers of fines assessed under \$100 for non-compliance with MLS Rules without approval from the MLS Council. Any fine assessed of \$100 or more to a subscriber for non-compliance with MLS Rules must be approved by the MLS Council before the subscriber is notified. The MLS Administrator will submit all documentation to the Council, who will approve or deny the assessment by majority vote, which may be done electronically.