



Policies and Procedures Manual

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105. Vision and Mission Statements

VISION

The voice for real estate on Hawai'i, THE Big Island.

MISSION STATEMENT

The core purpose of HAWAII ISLAND REALTORS® is to provide REALTORS® tools for success and advocating fundamental property rights on Hawai'i, THE Big Island.

SECTION 2: ASSOCIATION GOVERNANCE POLICIES

201. RULES OF Hawaii Island REALTORS®

An association may adopt or be issued various kinds of rules. Below is a historical narrative concerning the rules of Hawaii Island REALTORS® (“HIR”).

HIR was established in the state of Hawaii in 1967. The governing documents include: the Charter, which names HIR by its original charter as the Hawaii Island Board of REALTORS®, the Bylaws and the Articles of Incorporation. The Charter prescribes HIR’s privileges and responsibilities, including the duty to abide by the Constitution and Bylaws and observe the Code of Ethics of the National Association of REALTORS®.

Additional national association organizational documents of particular significance to HIR include the following membership related statements: Code of Ethics (as amended), the Three-Way Agreement and the Membership Criteria.

HIR’s Bylaws are adopted and amended by the Board of Directors and ratified by the membership annually, as needed. Bylaws must be reviewed and approved by NAR at least every two years. HIR recognizes in its Bylaws, the latest edition of Robert’s Rules of Order as the authority with which they may conflict.

Standing rules may also be adopted at any regular or special meeting prescribed above and are rules which relate to the details of the administration of HIR, rather than to parliamentary procedure.

Finally, HIR is subject to all provisions of local, state and national law and regulation applying to professional, trade, tax-exempt, non-profit 501c(6) corporations.

The following documents pertaining to the rules of HIR are made a part of this manual and are located at the HIR office for review and posted on the website.

National Association of REALTORS®

- Constitution and Bylaws of the National Association of REALTORS®
- Code of Ethics of the National Association of REALTORS®
- Charter issued by the National Association of REALTORS®
- Three-Way Agreement among the National, State and Member associations
- Membership Criteria of the National Association of REALTORS®

Federal Government

- Tax-exempt, not for profit 501c(6) status letter granted by the US Treasury Dept., Internal Revenue Service

202. GENERAL DEFINITIONS

The following shall serve as definitions for HIR concerning terms used in this policy manual and by HIR generally:

- Articles and Bylaws** are rules governing the operation of HIR adopted by membership at large (with the advice and/or recommendations of the Board of Directors).
- Rules of Order and Standing Rules** are rules governing the operation of HIR adopted by the Board of Directors (with the advice and/or recommendation of staff).
- Positions** are descriptive narratives, sometimes including recommendations outlining the concerns and/or views of HIR members on current issues adopted by the Board of Directors in session (with the advice and/or recommendation of the staff).
- Programs** are activities relating to HIR adopted by the Board of Directors (with the advice and/or recommendation of the staff).
- Policies** are general or fundamental principles relating to HIR involvement adopted by the Board of Directors (with the advice and/or recommendation of the staff).
- Procedures** are the detailed explanations, directions or actions to implement adopted Articles, Bylaws, rules, positions, programs and policies selected and applied by staff with the advice and/or recommendation of the President. They address specific directions telling how, by whom, and when things are to be done.

203. DEFINITION AND ROLE OF THE EXECUTIVE COMMITTEE

The Bylaws of HIR defines the role of the Executive Committee which is to meet for the purpose of making recommendations to the Board of Directors. It shall be the body acting between meetings of the Board of Directors and may act upon matters of policy and finance that are necessary to conduct the affairs of the Board of Directors, subject to the ratification by the Board of Directors at its next meeting. They may also review matters not assigned to a task force and make recommendations to the Board of Directors. The Executive Committee of HIR consists of the following members:

- President (ex-officio member)
- President-Elect
- Vice President
- Secretary

- Treasurer
- Immediate Past President
- Executive Officer (non-voting ex-officio member)

204. DEFINITION AND ROLE OF THE BOARD OF DIRECTORS

The Bylaws of HIR defines the Board of Directors as the governing body of the Association. The Board of Directors of HIR consists of the following voting members:

- President
- President-Elect
- Vice President
- Secretary
- Treasurer
- Immediate Past President
- Seven (7) REALTOR® members serving staggered terms of two (2) years

A basic rule is that the legal entity, rather than the Board of Directors, is the holder of legal power. The powers of the Board of Directors are not inherent in them, but in the organization of such. The principle exists that Directors exercise the powers of the organization, but do not own it. Thus, the Board of Directors has the power and the duty to carry on whatever transactions the Association itself has the power to carry on. The power of the Board of Directors is superior in ordinary matters, so long as it is exercised lawfully and in lawful transactions.

In extraordinary matters, the Board of Directors may not govern, and the will of the general membership must rule. In such matter as a radical change of fundamental policy or purpose, amendments to the Articles of Incorporation, dissolution or merger of the corporation, or matters of like importance, the power of decision usually rests with the voting members.

Within the purpose and the power of the Association, the Directors are free to change the Bylaws (subject to approval, amendment or repeal by the membership at the next annual meeting), policies and short-range purposes, but unless the Bylaws expressly permit, they may not do acts that account to changes in the fundamental purposes or operational methods of the Association.

Members of the Board of Directors shall have the utmost interests of HIR in mind at all times. They shall avoid any contact, when presenting themselves as REALTORS®, that may serve their personal interests and should never assume any position that brings their personal interests into conflict or competition with the interests of the Association.

The President of the Board and the Executive Officer are the official spokespersons for Hawai`i Island REALTORS®. Subject to guidelines approved by the Board of Directors, these individuals may designate alternative media contacts under certain circumstances. All requests from the media for public statements/interviews should be initially referred to the Executive Officer for coordination and processing, unless the President is the party being contacted. In this instance, the President may field the inquiry as they have been trained to do and will provide a courtesy update to the Executive Officer in a timely manner.

205. STANDING RULES OF THE BOARD OF DIRECTORS

- A. The composition and the authority of the Board of Directors shall be specified in the Bylaws.
- B. Meetings of the Board of Directors shall be at designated times and places, as specified in the Bylaws and set by the Board of Directors. Three (3) absences per term, not deemed valid by the Directors, shall be deemed to be a resignation. Valid absences include natural disaster, personal illness, annual vacation, and family emergency. Members of the Board of Directors may, when the location affords it, participate by means of a telephone and/or video conference in which all

persons participating can hear each other at the same time. Participation by such means shall constitute presence in person at the meeting. The meetings shall be open to all members of The Association except when in executive session.

- C. In the event a director cannot attend a Board of Directors meeting, a written and signed proxy can be given to another director who must report the proxy when the meeting is called to order.
- D. Meetings of the Board of Directors shall be chaired by the President and be conducted in accordance with the Bylaws and intent of the standing rules of the Board of Directors.
- E. Agendas are prepared by the Executive Officer and the President. Agenda items should be submitted to the President or the Executive Officer, prior to the meeting. The meeting agenda should be forwarded to the Board of Directors no later than one week prior to the meeting.
- F. Only Officers and Directors of the Board of Directors may vote on issues at their meetings. Visitors may participate in discussion on issues only when recognized by the President.
- G. Only Board members and the Executive Officer may attend Executive sessions, unless the President or a majority of the Board, present and voting, grants an exception.
- H. Minutes shall be taken and recorded for all meetings of the Board of Directors.
- I. Policies may be adopted, revised, deleted or suspended during any Board of Directors meeting without 30 days advance notice.
- J. Adopted policies shall not be in conflict with the Bylaws and shall be included in the Policy Manual.
- K. Election for Officers and Directors occurs by ballot in accordance with the Bylaws. Newly elected and appointed Chairs, Officers and Directors (not currently serving on the Board of Directors) are encouraged to attend the November or December Board of Directors' meetings, where final plans and budget are approved for the following year. These individuals are automatically authorized to participate in discussions, but have no vote.

206. STANDING RULES FOR SPECIAL MEMBERSHIP MEETINGS

- A. Meetings shall be conducted in accordance with the Bylaws.
- B. Meeting agendas shall be prepared by the President and/or President-Elect and the Executive Officer.
- C. Notice of special meetings of the membership shall be advertised in accordance with the Bylaws.

207. RESPONSIBILITY AND DUTIES OF THE PRESIDENT

Responsibility

To serve as the chief elected official of the Association. To oversee and be responsible for the Committee operations that relate to monitoring fiscal and performance measures for the Association.

Duties

The President shall:

- A. Direct the activities and Chair all meetings of the Board of Directors. Shall appoint people to Chair its Committees, Sub-committees, Task Forces and work groups with the approval of the Board of Directors.
- B. Serve as a HAR Director by virtue of election to the position of President.
- C. Review all actions of assigned Committees, Sub-committees, Task Forces and work groups to assure that such actions are in compliance with adopted policies, budget and strategic planning.

- D. Form any special Committees, Task Forces and work groups necessary to accomplish the goals of the administrative year.
- E. Serve as coordinator of all formal leadership activities, and be responsible for the performance of the elected officers and the Board of Directors.
- F. Assure that the instructions of the Board of Directors are carried out.
- G. Be ready to make decisions affecting the members on problems or issues from day to day.
- H. Serve as chief spokesperson for the Association.
- I. Meet with the leadership of other organizations, from time to time, to discuss problems or issues from day to day.
- J. Have the responsibility of directing, on behalf of the Board of Directors, the actions of the Executive Officer.
- K. Along with the Executive Officer, may sign all official and financial contracts or instruments the Board of Directors has authorized to be executed.
- L. Accept the responsibilities as designated by both the National Association of REALTORS® and the Hawaii Association of REALTORS®; attend the NAR business meetings serving as the delegate to its convention and attend the HAR Board of Directors meetings and conferences.
- M. Be an ex-officio member of all Committees of the Association except the Grievance and Professional Standards Committees.
- N. Attend the NAR and HAR Leadership Training and planning sessions, held prior to serving as President.
- O. Make every attempt to attend all major functions of the Association or shall see that the President-Elect or one of the other Officers attends in his/her absence.
- P. Have a working knowledge of the Bylaws, the HIR Policies and Procedures Manual, *The Code of Ethics and Arbitration Manual* and *Roberts' Rules of Order*.
- Q. Be familiar with the Association's Strategic Plan and assist in the implementation of the objectives and strategies.
- R. Keep abreast of the accomplishments of the Association, HAR and NAR so as to be prepared to discuss these matters with the membership or the public.
- S. Annually solicit HIR members, not currently serving in a volunteer capacity, to serve on HIR Committees, as HIR Directors or as an HAR or NAR committee member or director.

Qualifications

- Must be a REALTOR® Member in good standing.
- Should have held the position of President-Elect of the Association.
- Strongly encouraged to be an investor in RPAC.
- Must attend a training session on the Code of Ethics within the last two years.
- Must be actively engaged in the real estate business and hold an active real estate license from the state of Hawaii.

Term

The President is elected for a term of one year with a maximum of two years if necessary.

208. RESPONSIBILITY AND DUTIES OF THE PRESIDENT-ELECT

Responsibility

Serve as a replacement for the President if he/she is unable to fulfill any of his/her assigned duties.

Duties

The President-Elect shall:

- A. Direct the activities of the Nominations Committee and act as its Chairperson., and shall represent the Committee, its Sub-committees, Task Forces and assigned work groups before the Board of Directors.
- B. Serve on the Executive Committee.
- C. Serve as Vice-Chairperson of the Board of Directors by virtue of election to the position of President-Elect, and shall serve as a HAR Director-at-Large, in accordance with the policies and procedures of HAR.

- D. Review all actions of assigned Committees, Sub-committees, Task Forces and work groups to assure that such actions are in compliance with adopted policies, budget and strategic plan.
- E. Be responsible for all the duties and responsibilities of the President in the event of the President's absence or incapacity.
- F. Recommends to the President, members willing to serve as Directors and Officers during the following year.
- G. Along with the President and Executive Officer may sign all official contracts or instruments the Board of Directors has authorized to be executed.
- H. With the assistance of the Executive Officer, prepare and hold a leadership training and planning session for Directors and Officers and Committee Chairpersons, ~~no later than December of the year preceding presidency-~~ in December of the year preceding presidency or no later than January of year of Presidency-
- I. Make every attempt to attend the HAR and NAR business meetings, the NAR Leadership Summit and may serve as the delegate to the convention of the National Association of REALTORS®.
- J. Make every attempt to attend all major functions of the Association and shall be prepared to act on behalf of the President in his/her absence.
- K. Have a working knowledge of the Bylaws, the Policy Manual, *The Code of Ethics and Arbitration Manual*, and *Roberts' Rules of Order*.
- L. Be familiar with the Association's Strategic Plan and assist in the implementation of the objectives and strategies.
- M. Keep abreast of the accomplishments of the Association, HAR and NAR so as to be prepared to discuss these matters with the membership and the public.
- N. Be prepared to accept all other duties as requested by the President, and maintain continuous liaison with the Executive Officer and other assigned staff to ensure proper coordination in the conduct of the Association's business.
- O. Solicit HIR members, not currently serving in a volunteer capacity, to serve on HIR Committees, as a HIR Director, or as an HAR or NAR committee member or director.
- P. Serve as a member of all committees.

Qualifications

- Must be a REALTOR® Member in good standing.
- Strongly encouraged to be an investor in RPAC.
- Must have attended training on the enforcement of the Code of Ethics within the past two years.
- Must be actively engaged in the real estate business and hold an active real estate license from the state of Hawaii.

Term

The President-Elect is elected for a term of one year and automatically succeeds to the office of President.

209. RESPONSIBILITY AND DUTIES OF THE VICE PRESIDENT

Responsibility

The Vice President shall perform the duties of the President-Elect in the event of his/her absence or disability and shall perform such other duties as may be delegated to him/her by the Board of Directors. The Vice President shall be responsible to update and review the Policy Manual of the Association with the approval of the Board of Directors on an annual basis.

Duties

Vice President shall:

- A. Direct the activities of the Personnel committee and shall represent the Committee, its Sub-committees and assigned Work groups before the Board of Directors.
- B. Serve on the Executive Committee.
- C. Review all actions of assigned Committees, Sub-committees and Work groups to assure that such actions are in compliance with adopted policies, budget and strategic plan.
- D. Along with the President, President-Elect and Executive Officer, may sign all official contracts or instruments the Board of Directors has authorized to be executed.

- E. Make every attempt to attend all major functions of the Association.
- F. Have a working knowledge of the Bylaws, the Policy Manual, *The Code of Ethics and Arbitration Manual*, and *Robert's Rules of Order*.
- G. Be familiar with the Association's Strategic Plan and assist in the implementation of the objectives and strategies.
- H. Keep abreast of the accomplishments of the Association, HAR and NAR so as to be prepared to discuss these matters with the membership.
- I. Be prepared to accept all other duties as requested by the President, and maintain continuous liaison with the Executive Officer and other assigned staff to ensure proper coordination in the conduct of the Association's business.
- J. Solicit HIR members, not currently serving in a volunteer capacity, to serve on HIR Committees, as a HIR Director, or as an HAR Committee Member.
- K. Shall serve as HAR Director at-large if three more director positions are allotted.

Qualifications

- Must be a REALTOR® Member in good standing.
- Strongly encouraged to be an investor in RPAC.
- Must have attended training on the enforcement of the Code of Ethics within the past two years.
- Must be actively engaged in the real estate business and hold an active real estate license from the State of Hawaii.

Term

The Vice President is elected for a term of one year.

210. RESPONSIBILITY AND DUTIES OF THE SECRETARY

Responsibility

The Secretary shall work together with the Executive Officer to record the minutes of all meetings of the Board of Directors, General Membership and any other meetings designated by the Board of Directors and shall have other duties as directed by the Board of Directors.

Duties

The Secretary shall:

- A. Serve on the Executive Committee.
- B. Annually solicit at least one HIR Member, who is not currently serving in a volunteer capacity, to serve as: 1) a HIR Committee or work group member, 2) a HIR Director or 3) an HAR Committee Member.

Qualifications

- Must be a REALTOR® Member in good standing.
- Strongly encouraged to be an investor in RPAC.
- Must have attended training on the enforcement of the Code of Ethics within the past two years.
- Must be actively engaged in the real estate business and hold an active real estate license from the state of Hawaii.

Term

The Secretary is elected for a term of one year.

211. RESPONSIBILITY AND DUTIES OF THE TREASURER

Responsibility

In general, perform all duties incidental to the role of Treasurer, including the development of the Association's financial policies and a call for an annual or special accounting audit or review, as well as all other duties usual to their office or as may be delegated to them by the Board of Directors.

Duties

The Treasurer shall:

- A. Have charge and custody of and be responsible for all funds and securities of the Association.
- B. Make recommendations for the deposit of monies in financial institutions, as specified in the approved HIR financial policies.
- C. Make such financial reports and render such statement as good business practice dictates at all Board of Directors' meetings, the general membership meetings, the annual membership meeting and as requested by the Board of Directors.
- D. Oversee the Association's Annual Budget and investment plan, if any, making recommendations or adjustments as necessary and approved by the Board.
- E. Serve on the Executive Committee.
- F. Prepare the Association's Annual Budget for the following year, with the assistance of the Budget and Finance Committee, and in conjunction with the President, President-Elect, Vice President, Committee Chairs and Executive Officer, for approval of the Board of Directors.
- G. Coordinate with the Executive Officer oversight for all internal financial practices, and the annual accounting audit, review or compilation.
- H. Annually solicit at least one HIR Member, who is not currently serving in a volunteer capacity, to serve as: 1) a HIR Committee or work group member, 2) a HIR Director or 3) an HAR ~~Director~~ Committee Member.

Qualifications

- Must be a REALTOR® Member in good standing.
- Strongly encouraged to be an investor in RPAC.
- Must have attended training on the enforcement of the Code of Ethics within the past two years.
- Must be actively engaged in the real estate business and hold an active real estate license from the state of Hawaii.

Term

The Treasurer is elected for a term of one year.

210. RESPONSIBILITY AND DUTIES – IMMEDIATE PAST PRESIDENT

Responsibility

Serve as an officer of the Association and as a resource to the succeeding leadership. Make inquiries and seek talented members interested in being nominated to serve in leadership positions within the Association either as Officers on the Board of HIR, HAR or the NAR Board.

Duties

The Immediate Past President shall:

- A. Direct the activities of any assigned Sub-committees, Task Forces and/or work groups before the Board of Directors.
- B. Serve on the Executive Committee.
- C. Review all actions of assigned Committees, Sub-committees, Task Forces and work groups to assure that such actions are in compliance with adopted policies, budget and strategic plan.
- D. Attend a leadership planning session, to be held prior to serving as Immediate Past President.
- E. Make every attempt to attend all major functions of the Association.
- F. Have a working knowledge of the Bylaws, the Policy Manual, *The Code of Ethics and Arbitration Manual*, and *Robert's Rules of Order*.
- G. Be familiar with the Association's Strategic Plan and assist in the implementation of the objectives and strategies.
- H. Keep abreast of the accomplishments of the Association, HAR and NAR so as to be prepared to discuss these matters with the membership.
- I. Be prepared to accept all other duties as requested by the President, and maintain continuous liaison with the Executive Officer and other assigned staff to ensure proper coordination in the conduct of the Association's business.

- J.** Annually solicit as least one HIR member, who is not currently serving in a volunteer capacity, to serve as: 1) a HIR Committee, Task Forces or Work group member, 2) a HIR Director or 3) an HAR committee member.

Qualifications

- Must be a REALTOR® Member in good standing.
- Strongly encouraged to be an investor in RPAC.
- Must have attended training session on the enforcement of the Code of Ethics within the last two years.
- Must be actively engaged in the real estate business and hold an active real estate license from the state of Hawaii.

Term

Serves for one year immediately following the year served as President.

213. RESPONSIBILITY AND DUTIES – HIR DIRECTOR

Responsibility

Participate as a member of the governing body of the Association.

Duties

The HIR Director shall:

- Attend every Board of Directors meeting in accordance with the Bylaws of the Association.
- In addition to service on the Board of Directors, each Director is strongly encouraged to serve on at least one of the following Committees: Government Affairs, Member Services, Education, Nominations, Public Relations, Programs, Sub-committee or Work group.
- Keep the members informed of the activities of the Association.
- Present to the Board of Directors any programs, suggestions or concerns of the members.
- Make every attempt to attend all major functions of the Association.
- The Directors shall have a working knowledge of the Bylaws, the Policy Manual, *The Code Ethics and Arbitration Manual* and *Robert's Rules of Order*.
- Be familiar with the Association's Strategic Plan and assist in the implementation of the objectives and strategies.
- Keep abreast of the accomplishments of the Association, HAR and NAR so as to be prepared to discuss these matters with the membership.
- Be prepared to accept all other duties as requested by the President, and maintain continuous liaison with the Executive Officer and other assigned staff to ensure proper coordination in the conduct of the Association's business.
- Annually solicit at least one HIR Member, who is not currently serving in a volunteer capacity, to serve as: 1) a HIR Committee or work group member, 2) a HIR Director or 3) an HAR Committee Member.

Qualifications

- Must be a REALTOR® Member in good standing.
- Strongly encouraged to be an investor in RPAC.
- Must have attended training on the enforcement of the Code of Ethics within the last two years.
- Must be actively engaged in the real estate business and hold an active real estate license from the state of Hawaii (Exceptions: Affiliate Council Director).
- Directors appointed by the President must be one of the following: 1) REALTOR® Member in good standing, 2) Affiliate Member in good standing.

Term

The seven (7) elected directors who are REALTOR® Members of the Association shall be elected to serve for terms of two (2) years. No Director shall serve for more than two (2) consecutive terms.

214. RESPONSIBILITY AND DUTIES – HAR DIRECTOR

Responsibility

Serve as a member of the governing body of the Hawaii Association of Realtors®.

Duties

- A. Attend all State Association Board of Directors' meetings and, when possible, the annual convention.
- B. Keep HIR members informed on the activities of the state Association.
- C. Present to the State Association Board of Directors any programs, suggestions or concerns of HIR.
- D. Be familiar with HAR's Strategic and Operational Plans and assist in their implementation.
- E. Annually solicit at least one HIR member, who is not currently serving in a volunteer capacity, to serve as: 1) a HIR Committee or work group member, 2) a HIR Director or 3) an HAR Committee Member.

Qualifications

- Must be a REALTOR® in good standing.
- Appointed by the HIR Board of Directors.
- Strongly encouraged to be an investor in RPAC.
- Must be actively engaged in the real estate business and hold an active real estate license from the state of Hawaii.

Stipends

Air travel to HAR Board meetings are covered by HAR. Reasonable ground transportation to and from the meetings shall be a ~~covered~~ reimbursable expense, as dictated by HIR in its Travel Policy.

Terms

Terms are as dictated in the Bylaws and as membership count allows, per HAR.

21X. CRITERIA FOR APPOINTMENT OF MLS HAWAII INC. DIRECTOR

MLS Hawaii, Inc. dba Hawaii Information Services was formed in 1988 with three neighbor island Boards of REALTORS®: Hawaii Island Board of REALTORS®, Kona Board of REALTORS®, and Kauai Board of REALTORS®, for the purpose of providing multiple listing information to the member Boards.

Hawaii Island REALTORS® and the Kauai Board of REALTORS® are the current shareholders. Each shareholder Board appoints three individuals, usually staggered terms, to serve as directors of the MLS Hawaii, Inc. The Directors appointed by the Association should be familiar with the By-Laws and Articles of Incorporation of MLS Hawaii, Inc. The MLS Hawaii Directors have the fiduciary responsibility for the profitable operation of MLS Hawaii, Inc.

The Directors oversee the President and the Chief Executive Officer of MLS Hawaii, Inc. and provide leadership to ensure the completion and delivery of high-quality, cost effective products to member Boards consistent with the needs of the end-user and the mission, goals and objectives of MLS Hawaii, Inc.

Qualifications:

- A. Practical Experience: Candidate must be familiar with and a user of MLS Hawaii's REsearch and TMK software systems.
- B. Financial Knowledge/Experience: Candidate must have the ability to comprehend and analyze the financial statements which include profit and loss statements, balance sheets, monthly and annual budgets.
- C. Marketing Knowledge/Experience: Candidate should have thorough knowledge of MLS Hawaii, Inc.'s services and products and their impact on end-users. Candidates must have the ability to actively participate in devising effective marketing plans aimed at market segments which were derived from a predetermined marketing analysis.

- D. Corporate Planning: Candidate must possess corporate planning skills to guide MLS Hawaii, Inc. towards predetermined corporate goals and objectives. Implicit is corporate strategy in which applicant should have the skills of identifying the means and methods of achieving corporate goals and objectives. Candidate must have the ability to lead and work in a team-oriented environment and be able to relate to various groups of professionals.

215. RESPONSIBILITY AND DUTIES OF THE EXECUTIVE OFFICER

Responsibility

Serves as the Executive Officer for the Association. Develops, recommends, implements and manages comprehensive Association policies, procedures and programs. Provides recommendations to Officers, the Board of Directors and committees on courses of action that would achieve the Association's purpose, goals and policies in these areas. Oversees the Association's administration, finance and operations. The EO is solely responsible for all aspects of staff management, subject to the President and as delegated by the Board of Directors.

Duties

The following description of duties of the EO is not intended to be all-inclusive. Those functions, which may reasonably be assumed to be related to the following duties, are intended to be a part of this description, whether or not they are specifically listed.

Planning, Policy and Program Development:

- Plan, research and recommend, and upon appropriate approval of the Board of Directors, implement and manage policies and programs which further the objectives of the Association.
- Interpret and administer Association policies, projects, programs and decisions of the Board of Directors to members and staff.
- Maintain database of all members and member offices.
- Assist the membership in the development and implementation of the adopted Strategic Plan.
- Provide staff support and recommendations to the Budget and Finance Committee and assist in the preparation of the annual budget.
- Develop administration, financial and operational policies, which ensure an efficient and fiscally sound organization.
- Develop and promote Association activities to encourage membership enrollment and participation.
- Oversee staff in the development and implementation of all administrative, communications, business practice, educational, governmental, membership development and public affairs programs.
- Provide a fidelity bond in a corporate surety qualified to do business in the state of Hawaii in such amount as shall be prescribed by the Board of Directors.
- Shall attend annual Professional Standards Administrative training and maintain PSAC administrator certification.

Staff Management:

The EO is solely responsible for staff management of Hawaii Island REALTORS®, as directed by the Board of Directors. Many of the functions outlined in this job description may be assigned to appropriate staff for execution, however, the EO remains primarily responsible for overseeing and managing the performance of staff in the execution of those responsibilities.

- Recruit, hire, administer and manage staff in an effective, professional manner, which includes the development of position descriptions and performance standards, conducting performance evaluations, and the recommendation of staff benefits and a compensation system, utilizing the counsel and advice of the Board of Directors in accordance with adopted policies.
- Provide direct supervision to the Executive Assistant and Administrative Assistant.
- Manage and coordinate staff and resources within the fiscal limitations as set by the Association.
- Prioritize jobs and staff assignments to provide necessary support to committees.
- Ensure policies and procedures are followed by staff in the performance of their duties.
- Provide for backup staff assistance to any and all committees of the Association, as needed.

Administration, Finance and Operations:

- Keep the Officers, Board of Directors, and all appropriate committees informed of building, operational and personnel needs.
- Oversee the prudent and professional utilization of all funds, physical assets and resources.
- Execute such contract and commitments as may be authorized by the Board of Directors or within established policies. May sign all contracts the Board of Directors has authorized to be executed.

Committee & Board of Directors Activities:

- Provides direct staff support, direction and assistance to the Executive Committee, Board of Directors, Professional Standards, Grievance, Committees and Sub-committees, and NAR Directors, including: planning, setting goals and objectives, scheduling of and attendance at meetings, preparation of agendas, meeting packets and minutes, annual training and budget preparation.
- Ensure that the Officers and Directors and other appropriate members are fully informed on the conditions of the Association and on all important factors, which influence them.
- Be responsible for the planning, promotion and administration of all official meetings of the association.
- Assist the Secretary in carrying out the responsibilities for the Association. Keep, or cause to be kept, the minutes of the meetings of the Board of Directors and all official meetings of the Association. Issue or cause to be issued, all notices with the provision of the Bylaws as required by law. Maintain appropriate historical records, minutes, fliers and legal documents.
- Provide the necessary liaison and staff support to committees to enable them to properly perform their functions. Ensure that the committee decisions and recommendations are submitted to the Board of Directors.
- Carry out other responsibilities or special projects as may be delegated by the Board of Directors.

Communications:

- Ensure regular and ongoing communication with the general membership, Officers, Directors and committees through newsletters, general mailings, electronic mail and other approved publications/methods.
- Maintain regular communications with key members, other organizations, and individuals in order to improve these relationships and promote the business of the Association.
- Act as a direct liaison with the Hawaii Association of REALTORS® when appropriate, and serve on such committees as appointed.
- Act as the designated representative and/or spokesperson for the Association, when appropriate.
- Act as liaison to organizations with similar interests.
- Plan, coordinate and conduct public relations/media program to enhance public awareness and acceptance of the industry.
- Conduct research on projects, prepare reports and publish the results on subjects deemed of importance to the membership.

Reporting Relationship

The EO reports to the Board of Directors at each of their meetings. The annual performance evaluation of this position shall be the responsibility of the President and the Chairperson of the Personnel Committee. The evaluation will be scheduled annually before the EO’s anniversary date and a final report will be given to the Board of Directors. Interim performance evaluations may be conducted as may be required.

SECTION 3: COMMITTEE / WORK GROUP POLICIES

301. COMMITTEES, TASK FORCES AND WORK GROUPS

Each year the President of the Association is faced with the task of selecting the individuals to complete the formation of committees and subcommittees. The time guidelines and procedures for the committee selection process vary from year to year. As a general rule, however, suggestions for committee leadership and committee members are solicited from a wide variety of sources: Board leadership, current and past chairs, past Presidents and staff.

Members' needs continuously change as they better serve their customers and clients. Consequently, the Association must evolve and offer new programs and services to satisfy changing member needs. In order for members to properly direct the Board, the structure of the Board's policy committees must also adjust. This may require creation of committees to match growing challenges, opportunities or threats. Two or more committees may need to be merged because of increasing interrelationship or overlap. Or, a committee may need to be dissolved due to completion of a program or solution of a problem.

Establishment of Committees & Sub-committees:

The President and the Board of Directors approves any new committee which recommends policy in areas that do not have adequate coverage from existing committees. Whenever a new committee or sub-committee is recommended to the Board of Directors, the request must be accompanied by a statement of purpose for that committee/subcommittee and a recommended composition. If approved, a change in the By-laws may be necessary.

Continuation of Committees & Subcommittees:

The continuation of standing committees and subcommittees is reviewed and approved by the Board of Directors as part of the annual committee appointment process each year.

Termination of Committees:

Termination or merger of committees or subcommittees is recommended by either the President or a committee, and reviewed and approved by the Board of Directors. In the event a standing committee is terminated, a change in the By-laws may be necessary.

Operating Policies and Procedures for Committees:

The Association has established some general policies and procedures to which all committees are expected to adhere. These are as follows:

- A. **Open/Closed Meeting Policy:** Unless there are exceptional reasons for Confidentiality, all committee meetings are open to any member. All meetings are posted on the HIR website and the scheduled meetings noted in weekly email broadcast. The following committees are authorized to conduct closed meetings: Board of Directors in Executive Session, Personnel and Policies Committee, Nominating Committee, Professional Standards and Arbitration Committee, Grievance Committee, and REALTOR® of the Year Selection Committee. Principal Brokers Committee meetings are open only to the Principal Brokers and BICs and the President of the Association. Any Principal Broker wanting to be represented by another agent must clear the attendance of a non managing Broker with the current Chair of the PB committee.
- B. **Location and Scheduling Policy:** All meetings should be held at the Association office. Any exceptions should be noticed to membership via email or website. All committees are expected to schedule their meetings for a full year no later than January 30 of each year and to select dates that allow adequate time for review by the Board of Directors of any recommendations proposed for Board action. Staff maintains the full schedule for all Association functions. Committee Chairs are responsible for reserving conference room space for their committee meetings in advance. Any committee making a date or location change is responsible to notify staff prior to the day of the meeting.
- C. **Committee Attendance Policy:** Each year every effort is made to balance each committee so as to represent an appropriate cross section of the Association's membership. It is, therefore, important that each individual accepting appointment to a committee also commit to attending all meetings. Any member who is absent from three committee meetings shall automatically forfeit his/her position unless the Chairperson, upon the receipt of written explanation of such absence satisfactory to the Chairperson, shall waive this provision. Committee Chairs accept responsibility for carrying out the purpose, goals and objectives of their committees when appointed, and attendance at all meetings is a part of that responsibility.
- D. **Procedures for Appointment of Committee Members:** Appointments to Standing Committees can only be made with the approval of the Board of Directors. An individual who has not been so appointed may participate in committee discussion but may not vote on committee motions.

Committee Chairs are expected to discuss all prospective committee appointments with the President of the Board prior to recommending such to the Board of Directors.

- E. Procedures for Resignation of Committee Members: Resignations do not require action by the committee and therefore need not be submitted to the Board of Directors on the regular committee action form. Instead, the Committee Chair will submit a written memo to the Executive Officer with a copy to the President and the resignation will be placed on the Agenda for action by the Board of Directors.
- F. Reimbursement of Expenses for Off-Island Travel: HIR has a travel policy which has been adopted by the Board of Directors. All individuals who travel off-island on HIR business should consult this policy.
- G. Unbudgeted Expenses: Any unbudgeted expenditures require Board of Directors' approval before the expense is incurred.
- H. Contractual Obligations: Only the President of the Board and the Executive Officer are authorized to sign contractual obligations on behalf of the association.
- I. Long Distance Phone Calls: Unless specifically budgeted for, charges for telephone calls made by Committee Chairs/members are not reimbursable.
- J. Committee Luncheons: Committee funds may not be used for luncheon meetings unless budgeted for as part of an all-day meeting.
- K. Contact with Legal Counsel: All contacts with Legal Counsel must be coordinated through the Executive Officer.
- L. Complimentary Tickets to Board Functions: Members of the Board of Directors, Committee Chairs and/or committee members should not expect to receive complimentary tickets to any function or program sponsored by the Association.
- ~~M.~~ Policy Regarding Outside Representation: Those persons holding positions of Executive Officer, HIR Officers and Directors, and Government Affairs Chairs shall not make any public statement of policy that has not been authorized by the Board of Directors. The individuals holding these positions represent HIR in the community as an integral part of their HIR duties. When these individuals advocate unauthorized issues, the public may become confused and believe they are representing the Association. Such confusion is not in the Association's best interests and can weaken its position in the public eye. It could also adversely affect any HIR issues currently pending..
- N. Policy Regarding Event Pricing: All events must be approved by the Board of Directors and submitted through the Program Committee Chair on an event proposal form which addresses pricing as well as all other anticipated event costs, estimated attendance and ticket prices.
- O. Official Spokesperson: The President of the Board and the Executive Officer are the official spokespersons for the association. Subject to guidelines approved by the Board of Directors, these individuals may designate alternative media contacts under certain circumstances. All requests from the media for public statements/interviews should be initially referred to the Executive Officer for coordination and processing. Unless the President is the party being contacted. In this instance, the President may field the inquiry as they have been trained to do and will provide a courtesy update to the Executive Officer in a timely manner.

302. Reporting Committee Actions to the Board of Directors

All committees and task forces shall prepare written monthly reports to the Board of Directors and submit them to the Executive Officer for inclusion in the regular Board of Directors' meeting agenda no later than 8 calendar days prior to the scheduled Board meeting. Matters which come to the Board of Directors should be stated clearly and concisely so that the Directors fully understand the pros and cons of the proposed action item, as well as the resources (staff, volunteer and financial) needed to carry out the proposed action.

Listed below are the types of actions which need Board of Director Approval:

- Items which require budgetary appropriation not previously considered and allocated.
- Items that constitute a change in policy of the Board.
- Items that would establish a new policy or program for the Board.
- Additional members to a committee.

All committee chairs are invited to attend the Board of Directors meetings. As soon as practicable following the Board of Directors' meeting where action is required, staff will notify committee chairs in writing of all actions taken by the Board of Directors.

301.X Responsibilities of Committee Chairs

All of the committees have specific functions and programs outlined in this Manual. To assist Chairs, members and staff liaisons, the following is an outline of the responsibilities of each to assist in carrying out the functions.

1. Prior to the first meeting, review By-laws, Strategic Plan, budget, previous year's committee meeting reports, accomplishments and carry-over projects.
2. Develop with staff help, agendas for each meeting which can be sent to each committee member along with any/all pertinent enclosures prior to the scheduled meeting date. (A copy of the agenda, along with minutes of the previous meeting and any enclosure are also sent to the President and the Executive Officer.) All of these communications shall be done via email.
3. Attend, chair and guide all committee meetings following the committee's agenda.
4. Report committee actions and concerns to the Board of Directors.
5. Review and approve committee meeting minutes as soon as possible.
6. Provide input to staff for completion of the annual planning and budgeting cycle.
7. Be sensitive to the needs of the committee members, desires of the majority and relationship to the leadership.
8. Build future leadership within the committee.
9. Encourage and take responsibility for members' attendance at committee meetings and their participation in committee activities.
10. On a regular basis, meet with staff liaison to discuss committee's progress.
11. Update and advise the Board of Directors and receive recommended feedback, regarding committee's direction and work if necessary.
12. Recommend to the President of the Board new committee members as needed.

301.1 Standing Committees

1. Committee Chairs and members of Committees, shall be HIR Members in good standing.
2. A Standing Committee shall serve to be defined as a group that addresses strategies and programs through its own direct action or by the creation of work groups to get the work accomplished.
3. The Standing Committees of HIR are defined in the Association's Bylaws and may be established or abolished by the Board of Directors, subject to approval, amendment or repeal at the next annual membership meeting.
4. Standing Committees receive their charges from the President and carry out duties as specified under the HIR Bylaws. The president shall appoint, subject to the approval of the Board of Directors, Chairpersons for each of the standing Committees.
5. Chairpersons must have served either as Directors or members of the subject or respective committee, or any combination thereof.

301.2 Task Forces

1. Chairpersons and members of Task Forces shall be Association members in good standing.
2. Task Forces may be established and appointed by the President, subject to the approval of the Board of Directors to address short term issues of importance requiring timely action and special expertise.
3. A Task Force shall be defined as a group that performs an ongoing function with a specific objective or issue in mind. The President will identify the specific goals which the Task Force is being appointed to fulfill, and a designated time certain for the fulfillment of these goals. The task Force shall be terminated upon completion of the task or by decision of the BOD as recommended by the President.
4. Task Force Appointments: Task Forces shall have such duties as their titles indicate, and as the Board of Directors may assign. All actions by a Task Force shall be subject to approval of the Board of Directors.

301.3 Work Group / Sub-Committees

1. A work group may be authorized by a Standing Committee, if an issue warrants immediate attention.
2. Work Groups shall consist of Association members in good standing, but not limited to members of the originating committee. Work Groups may include members outside the Association, who shall serve in advisory capacities without the right to vote, to help enrich the ability of the Work Group to see an issue in a broader perspective.
3. A Work Group shall serve to be defined as a group of members which are called together for a limited period of time to address a specific issue, trend, event, strategy or problem of immediate consequence to the members or the Association. The Work Group shall receive their charges from, and report to, the originating Standing Committee.
4. Work Groups shall report to the body that authorized them to be formed.

301.4 Committee Reports, Recommendations & Records

1. Committees, Task Forces and Work Groups shall make monthly reports to the Board of Directors. Where appropriate, and/or requested by the President or the Board of Directors, Committees shall present reports at other meetings.
2. Committee, Task Force, and Work Group reports will not be amended by the ruling body without the approval of the Committee, Task Force or Work Group.
3. Final Committee reports recommending a course of action to the Board of Directors shall be given by the Chairperson, by a substitute chosen by the Committee Chair, or in writing.
4. Each Committee, Task Force or Work Group shall keep a record of all motions and results of votes, and the Chairperson shall file a report of the voting results with the Association Office. All members of the Committees, Task Forces or Work Groups must be approved by the Board of Directors.
5. Communication Copies: The Executive Officer should be included in all committee communications. The President may be included if he/she requests.
6. Communication Review: All fliers, letters, press releases and/or written communications must be reviewed by the Executive Officer or President and, if necessary, by the Board of Directors, before being released.

301.5 Committee / Task Force / Work Group Finances

1. Committee, Task Force and Work Group appropriations, working within the constraints of the annual budget, may be authorized and adjusted by the Board of Directors.
2. All Committee expenditures are subject to HIR's Financial policies and approved annual budget.
3. Reimbursements: Reimbursements will only be made for budgeted and approved expenses. Someone anticipating reimbursement should make sure the funds are allocated before making the expenditure. Reimbursement to staff or volunteer members, will be issued by a reimbursement check during the next scheduled check run only when receipts for expenses are submitted with a check request form to the Executive Officer. If reimbursement is for travel to a meeting or event, a report must also be included prior to receiving reimbursement. All meeting reports will be posted on the website for all members of the Association to access.

302. RESPONSIBILITY AND DUTIES OF CHAIR OF A COMMITTEE, TASK FORCE OR WORK GROUP

302.1 Responsibility

Be responsible for planning and implementation of Association activities to achieve the objectives of the Committee or Task Force of the Association.

302.2 Duties

The Committee, Task Force or Work Group Chair shall:

1. Consult with the assigned staff in planning the annual objectives and programs of Committees, Task Forces or Work Groups. If funds are required to carry out strategic directives, the committee or task force

chair shall meet with the assigned staff to prepare a budget to submit to the Budget and Finance Committee as part of the annual budgeting process.

2. Assist with the recruitment of Committee, Task Force or Work Group members. Motivate the committee members toward the attainment of the Committee's, Task Force's or Work Group's objectives and strategies.
3. Plan meetings as necessary with assigned staff. Agendas for each meeting should be sent to each committee member along with any pertinent enclosures at least one week prior to the scheduled meeting date. A copy of the agenda, along with minutes of the previous meeting and any enclosures shall also be sent to the President.
4. Remain informed regarding the progress of Committee, Task Force or Work Group members' work assignments.
5. Ensure that an accurate record is kept of all motions, votes and committee work. The Chair shall file a copy of the records with the Association office.
6. Review and evaluate their own procedures and the Committee's, Task Force's, or Work Group's programs and progress with the assigned staff member.
7. Attend Leadership Training and Planning Sessions, normally held prior to serving as Chair.
8. Make every attempt to attend all major functions of the Association.
9. Have a working knowledge of *Robert's Rules of Order*.
10. Be familiar with the Association's Strategic Plan and assist in the implementation of the objectives for their area of responsibility.
11. Be prepared to accept all other duties as requested by the President, and maintain proper coordination in the conduct of the Association's business.

302.3 Qualifications

1. Must be a REALTOR® member in good standing.
2. Strongly encouraged to be a contributor to RPAC.

302.4 Term

A Committee, Task Force or Work Group Chair is appointed by the President to this office for the term of one year.

303. RESPONSIBILITY AND DUTIES OF A MEMBER OF A COMMITTEE, TASK FORCE OR WORK GROUP

303.1 Responsibility

A committee member must be a member, or affiliate member, in good standing and is responsible for participating in the planning and implementation of Association activities to achieve the objectives of the Association.

303.2 Duties

1. Review any and all pertinent background material and the agenda before coming to meetings.
2. Accept and follow through on assignments as requested by the Chair of the Committee, Task Force or Work Group.
3. Be familiar with the Association's Strategic Plan and assist in the implementation of the objectives and strategies for their area of responsibility.
4. Provide valid email address for communication with staff, committee chair and fellow committee members.
5. Follow and adhere to the following Association's Policies:

- Harassment Policy
- Sexual Harassment Policy
- Travel Policy
- Reimbursement for Expense Policy
- Conflict of Interest Policy
- Confidentiality Policy

303.3 Qualifications

1. REALTOR® or Affiliate Member in good standing.
2. Work Groups may include members outside the Association to help enrich the ability of the Work Group to see an issue in a broader perspective. Nonmembers shall not have a vote on the Work Group.

303.4 Term

Unless otherwise specified, all terms are for one year.

304. ANNUAL COMMITTEE SELECTION PROCESS

304.1 Board of Directors' Committee Service

1. All elected Directors are encouraged to serve on at least one HIR Committee.
 - HIR Officer Committee assignments are made by virtue of their positions per the Bylaws.
 - After the annual elections, the elected HIR Directors will be asked to list their preferences for committee service.
 - Committee requests will be forwarded to the Executive Officer and incoming President for selection and appointment.

305. BOARD OF DIRECTORS

Purpose: 1) to set strategic direction, 2) to allocate resources effectively and efficiently and 3) to evaluate the progress being made to ensure that the desired outcomes are being achieved. Members are required to participate in the PSAC Training Session at least once every two years.

Comprisal: See Section 2 of this Policy Manual.

Primary Staff Support: HIR Executive Officer

306. PROFESSIONAL STANDARDS COMMITTEE

Purpose: The purpose of the Professional Standards and Arbitration Committee is to be responsible for enforcement of the Code of Ethics through the conducts of ethics and arbitration hearings.

Comprisal: The Professional Standards and Arbitration Committee will be comprised of the following: a Chair, selected by the President, and members-at-large who volunteer to serve on the committee. They shall be REALTOR® Members in good standing and be willing to serve for at least one year. Members are required to participate in the PSAC Training Sessions at least once every two years and cannot be an officer or director of the association.

Primary Staff Support: HIR staff certified for Professional Standards administration and assigned by the Executive Officer.

307. GRIEVANCE COMMITTEE

Purpose: The purpose of the Grievance Committee is to investigate complaints received from the public and members to determine if the complaint has sufficient substance and merit to warrant an ethics or arbitration hearing.

Comprisal: The Grievance Committee will be comprised of the following: a Chair, selected by the President, and members-at-large who volunteer to serve on the committee. They shall be REALTOR® Members in good standing and be willing to serve for at least one year. Members are required to participate in the PSAC Training Session at least once every two years.

Primary Staff Support: HIR staff certified for Professional Standards administration and assigned by the Executive Officer.

308. EDUCATION COMMITTEE

Purpose: The purpose of the Education Committee is to ensure the association provides classes and training designed to update the Association's members on current business practice issues and on services and programs that will benefit their real estate business.

Comprisal: The Education Committee will be comprised of the following: a Chair, appointed by the President, and members-at-large wishing to volunteer their services.

Primary Staff Support: HIR staff appointed by the Executive Officer.

309. MEMBER SERVICES COMMITTEE

Purpose: The purpose of the Member Services Committee is to initiate, direct and monitor performance in areas of membership development, membership value, member relations, community relations and community service activities and to coordinate those activities with the HIR leadership, committees and staff.

Comprisal: The Member Services Committee will be comprised of the following: a Chair, appointed by the President, and members in good standing that have expressed interest and wish to volunteer.

Primary Staff Support: HIR staff appointed by the Executive Officer.

310. PROGRAMS COMMITTEE

Purpose: The purpose of the Programs Committee is to plan and implement events for the Association members that are designed to increase knowledge of industry trends and provide networking with other members.

Comprisal: The Programs Committee will be comprised of a Chair, appointed by the President, and members-at-large in good standing who have expressed interest and wish to serve.

Primary Staff Support: HIR staff appointed by the Executive Officer.

311. GOVERNMENT AFFAIRS COMMITTEE

Purpose: The purpose of the Government Affairs Committee (GAC) is to advocate on behalf of members and their clients and to advise and make recommendations to the Board of Directors on matters of advocacy policy that require Board approval, to include developing and periodically update Position Statements on various government-related issues. The GAC shall encourage participation among the membership in grass roots political activity, to monitor local legislation, regulatory and legal issues affecting the real estate industry, and to promote the professional services provided by REALTOR®s and HIR.

The committee shall develop programs and coalitions that improve housing affordability in Hawaii County. GAC shall support improved county building permit information, transportation, job creation, parks, environmental quality and improved education services. The GAC is charged with interviewing, evaluating and endorsing candidates, and directing campaign contributions accordingly. The GAC shall direct the use of local issues funds, if any, in support of the Association's policy objectives.

Comprisal: The Government Affairs Committee shall be comprised of the following: a Chair, appointed by the President, and members-at-large in good standing that have expressed interest and wish to serve.

Primary Staff Support: HIR staff appointed by the Executive Officer.

312. PRINCIPAL BROKERS COMMITTEE

Purpose: To plan and implement events and meetings designed to provide managing brokers with current issues and policies that affect their business.

Comprisal: The Principal Brokers Committee is comprised of a Chair, appointed by the President. The Chair shall be a Principal Broker. The Committee shall also be comprised of Principal Brokers and brokers in charge from member offices ~~that are~~ in good standing.

Primary Staff Support: HIR staff appointed by the Executive Officer.

313. NOMINATIONS COMMITTEE

Purpose: The Nominations Committee shall seek leaders from the membership who may be interested in serving as an elected officer or director of the HIR. Those who are interested shall be invited to consider running for an open position.

Comprisal: The Nominations Committee shall be chaired by the President-Elect and include members that have held past or current positions of leadership either as a Chair of a HIR Committee, or as a member of the Board of Directors.

Primary Staff Support: HIR staff appointed by the Executive Officer.

314. TECHNOLOGY COMMITTEE

Purpose: To evaluate current technology products provided by the association and to create training plans for use of those products. To recommend to the Board of Directors discontinuation of any current products or implementation of new products.

Comprisal: a Chair, appointed by the President, and members-at-large in good standing that have expressed interest and wish to serve.

Primary Staff Support: HIR staff appointed by the Executive Officer.

315. BUDGET AND FINANCE COMMITTEE

Purpose: To oversee the finances of the Association. To create an annual operating budget and review all expenditures and ensure budgetary limitations are not exceeded. To develop a financial plan for investment funds.

Comprisal: Chaired by the Treasurer. Members include the President-elect and other members as recommended by the treasurer and approved by the Board of Directors.

Primary Staff Support: the Executive Officer.

316. CARAVAN COMMITTEE

Purpose: To provide members with the opportunity to view new listings by creating a schedule and a process for inputting listings and attending regional caravans.

Comprisal: A Chair appointed by the President and members-at-large wishing to volunteer their services.

Primary Staff Support: HIR staff appointed by the Executive Officer.

317. PERSONNEL COMMITTEE

Purpose: To create and review personnel policies for approval by the Board of Directors, conduct an annual review of the Executive Officer, ensure staff reviews are completed by Executive Officer and to provide a method for staff to report concerns regarding the Executive Officer.

Comprisal: Chaired by the Vice President or other officer or director as appointed by the President. Committee members are selected by Chair and approved by the Board of Directors.

Primary Staff Support: Executive Officer.

318. FAIR HOUSING COMMITTEE

Purpose: To educate members of State and Federal Fair Housing requirements and conduct at least one event per year (preferably in April) to remind members and public of the National Fair Housing Act.

Comprisal: A chair as appointed by the President and members at large willing to serve.

Primary Staff Support: HIR staff appointed by the Executive Officer.

319. PUBLIC RELATIONS COMMITTEE

Purpose: To create and implement a marketing plan and events designed to improve the image of REALTORS®.

Comprisal: A chair appointed by the President and members at large willing to serve.

Primary Staff Support: HIR staff appointed by the Executive Officer.

320. REALTOR® OF THE YEAR COMMITTEE

Purpose: To create and implement process for recognizing outstanding members of the association.

Comprisal: Chaired and manned by previous association award winners.

Primary Staff Support: HIR staff appointed by the Executive Officer

321. STRATEGIC PLANNING COMMITTEE

Purpose: To review the Association's strategic plan and ensure policies have budgetary support.

Comprisal: Chair as appointed by the President and members approved by the Board of Directors.

Primary Staff Support: The HIR Executive Officer.

SECTION 4: FINANCIAL POLICIES

401. General Operating Guidelines

401.1 Strategic Plan

The Board of Directors will use the general objectives and strategic recommendations contained in the Strategic Plan to provide the recommended basis upon which the Budget and Finance Committee shall make its recommendations for the annual Budget.

401.2 Administrators

The following individuals shall have certain financial management responsibilities:

- A. President
- B. President-Elect
- C. Vice President
- D. Treasurer
- E. Secretary
- F. Immediate Past President
- G. Executive Officer

401.3 Fiscal Year

The fiscal year shall be the calendar year.

401.4 Records

The following records shall be maintained relating to finances:

- A. Balance Sheet Record and Income Statement (general ledger and/or journal of accounts.
- B. Cash Receipts Records
- C. Cash Disbursement Record (check register, statements and cancelled checks)
- D. Investment Records (interest-earning statements)
- E. Savings Record (passbook, monthly statements and interest earning statements)
- F. Payroll Record (amount of salary, withholding, etc.)
- G. Office Equipment and Furniture Record (inventory and purchase record)
- H. Financial Report Record (annual financial review, compilations, and/or audits)

401.5 Reports

The Treasurer shall present a monthly financial status report, a budget status report and such other reports as deemed appropriate to the Board of Directors at each scheduled Board of Directors' meeting.

The Treasurer shall present a financial review annually to the Board of Directors at the conclusion of each fiscal year and an audit every year. The scope of the review and audit shall be the responsibility of the accounting firm to include areas of special interest or concern.

401.6 Dues/Assessments

The level of dues and frequency of dues collections and any assessments shall be established in accordance with the association Bylaws and as approved by the Board of Directors. Dues will be prorated for new members on a monthly basis. The Executive Officer shall determine the method of collecting, processing and recording dues and assessments. All dues and assessments shall not be refundable unless otherwise approved by the Board of Directors.

401.7 Fidelity Bond

The President, President-Elect, Vice President, Treasurer, Secretary and Executive Officer, and all employees shall be bonded by their position. The Treasurer shall review the bonding limits set annually and the Executive Officer shall recommend to the Board of Directors any necessary changes in the bond.

401.8 Insurance

The levels and limits of all Association insurance protection plans shall be reviewed by the Executive Officer annually and approved by the Board of Directors.

401.9 Accounting / Bookkeeping

The Executive Officer shall determine the accounting and bookkeeping procedures with the approval of the Board of Directors.

401.10 Cash and Investment Management

Cash Depositories

Cash depositories (checking and savings accounts) shall be decided and implemented by the Budget and Finance Committee as authorized by the Board of Directors. A corporate resolution of authority shall be completed annually and submitted to the appropriate financial institutions with the completion of appropriate signature cards.

Checks require two (2) authorized signatures. The authorized check signers are the President, President-Elect, Vice President, Secretary, Treasurer and Immediate Past President. All requests for check payments must be accompanied by an invoice or a check request form with the receipt attached and the purpose of the expense is noted.

After the Board of Directors has approved the annual budget, staff is directed to prepare a cash flow projection for the year based on the approved budget and a reasonable estimate of cash flow timing. The projected cash flow and the timing of payments to HAR and NAR shall be considered in placing any funds for investment to ensure that appropriate funds are available when needed. At all times, there shall be a minimum of six months operating expenses in reserve.

Cash Management

The Executive Officer and Treasurer may recommend transfers of funds between existing HIR accounts to the Budget and Finance Committee for approval. If the Committee approves the request, the Treasurer will process the transfer.

A record of cash depositories made shall be provided by the Executive Officer in an appropriate office file.

Funds are considered available for investment until such time as they are needed to meet current obligations, based on the projected cash flow. The Treasurer and the Executive Officer shall be authorized to direct the investment of cash resources in such instruments as described below. They may appoint an Investment Advisory Group to assist them in choosing the appropriate investments for the Association.

The Treasurer and the Executive Officer are authorized to obtain the services of an Investment Professional. Prior to investing any funds, the Investment Professional's suitable references will be reviewed and a background check will be made with the appropriate governing body, such as the NASD (National Association of Securities Dealers).

Authorized Investment Instruments

Investments shall be made in insured accounts, government obligations or instruments, securities backed by government obligations, corporate bonds with an A or better rating by Standard & Poor's or a similar rating agency as well as mutual funds that invest in stocks, bonds, etc. The exposure of the portfolio to any one issuer, other than securities of the U.S. government or agencies, shall not exceed 25 percent of the market value of the investment portfolio.

401.11 Lending / Borrowing

The Board of Directors shall have the sole authority to authorize the lending or borrowing of funds subject to the limitations set forth in the Bylaws.

401.12 Budget Disbursements / Adjustments

The Executive Officer shall authorize the disbursement or transfers of any funds in accordance with the adopted budgets or other policies.

Budget appropriation adjustments may be authorized by the Executive Officer, as long as such adjustments are approved by the Budget and Finance committee and the Board of Directors.

Budgets

Budget allocations for individual committee programs will be considered as part of the annual budgeting program of the Association. Committees should initially review the current year's budget and submit a proposed budget for the following year, approved by the appropriate Officer, and the Budget and Finance Committee, by August 1 of each year.

Committee budget submittals should be as detailed as possible indicating what the request is for, and when it is needed. Some budget submittals may be general in nature, but should be accompanied by a general discussion of the purpose of the request.

401.15 Staff Compensation / Salary Administration

HIR salary administration is aimed at accomplishing the following goals:

- Provide equitable compensation for each employee based on the individual's position, performance and seniority.
- Appraise each position in fair and consistent terms and evaluate its importance to HIR.
- Set an hourly wage or salary for each position, which is competitive in the marketplace and will attract and retain qualified personnel.
- Employee performance appraisals, as well as attendance records and compliance with HIR policies, to be factors used in determining the annual salaries.

Salary Adjustments

Salary adjustments for hourly staff are at the discretion of the Executive Officer. Salary reviews are normally performed annually by the employee's anniversary date and in conjunction with the annual budgeting process. The Executive Officer's compensation shall be determined between the Executive Officer, the President, President-Elect and the Personnel Committee, with the approval of the Board of Directors.

The Executive Officer shall also determine any budget line item for merit adjustments for staff salaries, and subject to the approval of the Board of Directors. This request will occur during the annual budget process. The Executive Officer shall then project and determine individual staff salaries.

Individual salary information is deemed to be confidential and is not to be discussed with other HIR staff, volunteer leadership or HIR members.

Bonuses

Bonuses or other compensation for staff shall be determined by the Executive Officer within the limitations set forth by the annual budget. Bonuses or other compensation of the Executive Officer shall be determined and authorized by the Board of Directors. Executive Officer bonuses are not mandatory and are subject to the sole discretion of the Board of Directors. Bonuses are not related to staff salary adjustments and should not be confused with this item..

Bonuses are to be considered at the end of the calendar year when the Board of Directors holds their last meeting of the year. The Board of Directors shall determine the total dollar amount of bonuses to be given to staff. The Executive Officer shall then determine individual staff bonuses. While the Board of Directors may consider any total amount for bonuses, a recommended guideline is to base the bonus amount on 0 to 4% of the total base salary line item for the previous year. The EO should include merit compensation in the annual budget.

401.16 Unexpended Funds Balances

Fiscal year-end balances shall be handled in the following manner: A fiscal year-end designated fund balance shall be carried over from one year to the next in accordance with established policies. Unexpended operating funds at the end of the fiscal year will be placed in designated funds, as determined by the Board of Directors, upon recommendation from the budget and Finance Committee.

401.17 Operating Reserve Fund

The purpose of the Operating Reserve Fund is to establish and maintain a reserve account that will provide funds sufficient to sustain the Association operations for a minimum of six months.

The fund balance shall be such amount as identified by the Budget and Finance Committee necessary to provide a six-month operating reserve which shall be held in cash and cash equivalents. The six month operating reserve will be based on continuing the existing programs at a minimum level.

After annual financial review, the Budget and Finance Committee shall recommend the amount of any additional funds necessary, which funds shall be allocated from the previous year's carry-over of any income over expenses not designated to any other restricted funds.

Use of the Operating Reserve Fund may be authorized by the Board of Directors.

Interest on the Operating Reserve Fund account shall be recorded as income to the current year's operating budget.

401.18 Legal Affairs Funds (Restricted)

The Legal Affairs Fund shall be used to address legal issues that affect HIR and its membership, including but not limited to issues affecting the brokerage of real estate, housing affordability, private property rights and economic vitality. The Budget and Finance Committee, as part of the annual budgeting process, shall recommend to the Board of Directors the annual contribution to this fund. Interest on these funds shall be recorded as income to the current year's operating budget. Only the Board of Directors shall approve expenditures from this fund.

401.19 Building Fund (Restricted)

The Building Fund shall be used to provide the association with housing for its offices as recommended by the Building Task Force and approved by the Board of Directors subject to the limitations set forth in the Bylaws.

401.20 Other Restricted Funds

From time to time, it may be necessary to establish special funds for various purposes. Funds established for periods of two years or less will be by motion of the Board of Directors. Funds established for longer periods will necessitate an amendment to the policy manual of the association. In the creation of any fund, the Board of Directors shall specify: 1) source of funds, 2) purpose of funds, 3) authorize use of funds, 4) accrual of interest, 5) fund minimum or maximum balance, and 6) other items as necessary.

402. Annual Budget Development

Budgeting is one of the most important functions of financial management and guides many of the operations of the Association. The process is continuous, as once the budget is approved, it is subject to constant review and change when necessary. Each year the Budget and Finance Committee will determine a review process to compare budget, expenditures and income to the Strategic Plan objectives.

The Executive Officer and Treasurer are responsible for preparing the initial Budget matrix. Once assembled, the Budget and Finance Committee provides the detailed review and approval prior to submission to the Board of Directors.

An annual budget will be prepared for each fiscal year. The budget development cycle will commence in July of each year. A budget call will be sent to all officers, committee chairs, staff and others who might have input. All committees and staff will review their needs for the next year in accordance with the

Strategic Plan and will submit their proposed budgets to the Budget and Finance Committee for consideration by August 1.

The Budget and Finance Committee will then incorporate any changes for review and approval by the Board of Directors. The final draft shall be submitted to the Board of Directors at the September meeting for their approval. Modifications may be made at the October Board of Directors meeting.

403. Contract Guidelines

All contracts to be developed or considered for signature must be reviewed by the Executive Officer and/or General Counsel. If there is any doubt as to the determination of whether a particular situation requires a contract, the Executive Officer will provide guidance.

The Executive Officer may sign contracts for budgeted items, provided said contract does not exceed a term of one (1) year and are to be processed in accordance with the provisions of the procedure. Either the President or the Executive Officer shall sign contracts on behalf of the Association once authorized by the Board of Directors.

403.1 Elements

The specific terms of contracts covered by this procedure may vary depending on such factors such as the goods or services to be provided, the particular contractor, the risk to the Association, etc. Therefore, it is not possible to specify a model contract. There are, however, basic elements which should be included in all contracts.

These are:

- The parties to the contract must be specifically named
- Scope of work or services should adequately specify the work to be performed.
- Cost and payment schedule (specifying that payments will not exceed the percentage of the work performed).
- Term of the contract.
- Frequency and type of reports to be provided.

Depending on the subject of the contract and other factors, other clauses may be added on an individual basis.

In order to avoid problems, which will impede the negotiation process, requests for proposals should include a list of those clauses the Association will require in a given contract. In order to assure the inclusion of all appropriate clauses, the Executive Officer should be consulted prior to the release of requests for proposals.

Copies of draft or final contracts shall not be disseminated outside the Association without prior review by the Executive Officer and/or General Counsel. No employee, Officer or member other than those specifically authorized to do so, shall make oral commitments on behalf of the Association.

403.2 Processing Procedures

The originator shall submit proposed contract documents to the Executive Officer for signature, if the contract is for more than one year or is for an unbudgeted item, these documents should also be submitted to the President for approval and signature.

Normally, only two copies of a contract are signed. Exceptions will be made only when there are more than two parties to the contract or where some other requirements (such as with government) must be met. Exceptions are to be noted on the covering memorandum.

An original of the completed contract is to be returned to the Executive Officer or his/her designee for retention and filing. No payments will be made to any contractor until the Executive Officer to his/her designee has received an executed copy of the contract.

404. PURCHASE GUIDELINES

404.1 Prior Authorization

All purchases shall require prior authorization by the Executive Committee and the Board of Directors unless necessary funds were appropriated in the annual operating budget.

404.2 Appropriated in Budget and Restricted Fund

All purchases authorized by the Board of Directors through appropriations in the annual operating budget and the restricted funds shall be in accordance with the following:

Purchases Under \$1,000

- A Check Request is a form supplied by staff and used by the requesting individual unit to initiate the preparation of a purchase.
- A Check Request shall be prepared for all purchases and are approved by the Executive Officer.

Purchases Over \$1000

- All purchases in excess of one thousand (\$1000) dollars will be on a competitive written bid or comparison of sales price basis.
- If a competitive bid is required, either the Check Request will have attached the name of at least three vendors who can be contracted for bids, or the Executive Officer or his/her designee will obtain bids. The order will be issued to the low bidder, provided he/she is consistent with quality and service.
- The Executive Officer may authorize non-competitive bid purchases where there is compelling reason to use a negotiated price method.

404.3 Emergency Purchases

Emergency purchases may be verbally authorized by the Executive Officer after consultation with the President or his/her designee.

405. REIMBURSEMENT AND TRAVEL

The Association is not to pay any expenses incurred by the following individuals in addition to an established reimbursement and expense allowance unless otherwise budgeted.

Reimbursement and expense allowance provisions shall be as follows:

405.1 President, President-Elect , Vice President and Executive Officer

The President, President-Elect, Vice President and Executive Officer's reimbursement will be authorized by the Budget and Finance committee's annual budget.

405.2 Hawai'i Association of REALTORS® Directors

The Association shall provide a HAR Director's ground travel allowance, which amount shall be recommended by the Budget and Finance Committee.

406. Travel, Expense Reimbursement & Credit Cards

406. 1 General Policy

General policy will apply to all HIR volunteers, independent contractors, and staff who have been approved for travel to authorized events and who seek any reimbursement for expenses incurred on behalf of the Association. This travel and expense reimbursement policy contains specific provisions to control and regulate the reimbursement of travel expenses to HIR volunteers and staff so as to avoid abuse of the policy. The Travel Policy must be adhered to, and some limitations are provided in connection with per diem allowances. Upgrades of any kind are at the traveler's personal expense. Exceptions may be made only with authorization and approval of the Executive Committee.

406.2 Objectives

- To provide authorized business travel on behalf of the Association at the lowest feasible cost, while allowing some reasonable individual discretion to choose the most convenient airline, travel time, hotel or other requirement to accomplish the objectives of the trip.
- To document the allowable travel and business expenses eligible for reimbursement with the use of uniform “~~Request for Reimbursement~~ Check Request” forms.
- To reimburse authorized business travel expenses in a fair and equitable basis, and in a timely manner.
- To ensure compliance with Internal Revenue Service requirements which allows for reimbursement for travel expenses that are ordinary, necessary and directly related to the purpose of the Association.
- HIR will not reimburse an expense if the same expense is reimbursed by another source.

406.3 Expense Reimbursement Forms

- A. Check Request forms for reimbursement of travel expense shall be completed and submitted to the Association within 30 calendar days of the date of the expense or the date of the final day of the approved business travel, whichever is later. Original receipts for all expenditures regardless of amount must be attached to the Request. In the event that it is impractical to obtain an original receipt, a written explanation of the expenditure must be provided.
- ~~B.~~ Authorization of reimbursement requests past 30 days will be deferred to Board of Directors for approval.
- C. HIR may advance expenses upon approval by the Executive Officer.

406.4 HIR Credit Card Policy

The Executive Officer is the only authorized user of HIR credit cards. Only HIR budgeted expenses may be charged on HIR credit cards, except for personal emergencies. If in the case of emergency, personal charges made on the HIR credit card shall be processed as follows:

- A. Personal emergencies are considered catastrophic and personal in nature to the cardholder. Such incidences of theft or injury while out of state and on HIR travel could be deemed as a personal emergency. Validity of a personal emergency will be evaluated on a case-by-case basis by the Executive Committee.
- B. All personal charges made, whether deemed as an emergency or not, shall be considered an unbudgeted expense. The cardholder, as soon as reasonably possible, shall attempt to notify the President first, and if not available, the President-Elect second, of any charges made.
- C. If a personal charge is not deemed an emergency, the cardholder shall reimburse payment no later than the credit card statement due date and any penalties and fees incurred shall be the responsibility of the cardholder. If no payment is made or not made on time, the cardholder shall have their credit card revoked and a 1099 form issued. The Budget and Finance Committee shall be notified and the Executive Committee shall be provided the necessary information for appropriate action.

406.5 Travel Expenses Allowed *(This language was approved by BOD in 2009)*

The following policies will be applied to anyone seeking reimbursement for travel subject to the limitations set forth in the annual budget.

- **Accommodations:** Standard single or double room rate with daily rate not to exceed published meeting or convention rate for the event. For mainland travel, lodging allowance is effective beginning one day prior to the event and ending one day after the event. For mainland travel in Eastern Standard and Central Time Zones, travel shall be effective two days prior to the event and ending one day after the event. A check payable to the hotel may be requested two weeks in advance of the trip. Otherwise, reimbursement will be made upon receipt of travel report. If an HAR meeting takes place over two days, requests for hotel reimbursement must be submitted to HAR in accordance with HAR requirements.
- **Air Travel:** Lowest available cost for coach class directly to and from the authorized event. Advance reservations are encouraged to obtain the lowest available fare. If multi-city trips are planned in conjunction with the allowed travel, traveler must accompany the request for reimbursement with a quote for a direct trip on the same day. Any penalty caused by changes in reservations shall be the personal expense of the traveler unless changes were caused by HIR. A copy of the “E-ticket” or itinerary showing

the ticket number and cost are necessary for reimbursement. Reimbursement for all air travel must be accompanied by a travel report. If desired, travel arrangements can be made through the Executive Officer at the time of booking travel.

- **Ground Transportation:** Reimbursement is at a daily rate of \$50 for any transportation choice, including parking. Total reimbursement for the trip may not exceed the number of travel days multiplied by \$50. Any unused portion may not be applied to other expenses. Rental cars are reimbursable when other forms of transportation are unobtainable or when the use of a rental car will lower the cost of transportation. Mileage allowance shall conform to IRS established rate.. Neighbor Island ground transportation is reimbursable for HAR Committee or Task Force meetings within budgetary limitations. Any person- using an automobile for HIR business must have or obtain insurance coverage for liability and collision .
- **Per Diem for authorized Mainland Trips:** Authorized travelers are allowed daily expenses in the amount of \$75 per day for meals, tips, or gratuities, luggage assistance and reasonable sundry items. The total request for per diem reimbursement shall not exceed \$75 times the number of days allowed for travel. The daily expense is effective for the duration of the event, including travel days as outlined in the *Accommodations* section. Incidentals for which receipts cannot be obtained will be limited to \$10 of the \$75 per Diem.
- **Per Diem for Neighbor Island Trips:** For overnight trips, authorized travelers shall receive \$50 per Diem. Authorized travelers shall include HAR Board of Directors, HAR Committee and HAR Task Force members.
- **Travel Reports:** All persons requesting reimbursement for travel must submit a Travel Report along with the request for reimbursement within 30 days after travel is completed for any meeting or convention attended on behalf of HIR or HAR.

Attach Exhibit A: Check Request Form

SECTION 5: GENERAL POLICIES

501. DISCRIMINATION AND SEXUAL HARRASSMENT POLICY

The Hawaii Island Realtors® is strongly committed to a policy of equal opportunity for all individuals regardless of race, color, religion, sex, handicap, familial status, national origin, age or sexual orientation. The policy of equal opportunity applies to all aspects of Association activities and programs, including employment practices, membership policies and committee appointments.

The laws prohibiting discrimination on account of sex include sexual harassment. Each and every Association employee and member is responsible for assuring that they do not engage in sexual harassment or any conduct which could be viewed as sexual harassment.

Sexual harassment includes:

1. Unwelcome sexual advances;
2. Unwelcome requests for sexual acts or favors;
3. Other verbal or physical conduct that has the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile or offensive working environment.

The Association has established complaint procedures included in its personnel policies for any member or employee who believes he/she has suffered sexual harassment by any employee, guest or member of the Association. Please contact the Executive Officer for more information.

The Association urges and encourages that a member or employee immediately report any suspected impropriety or discrimination. The Association recognizes that reporting the situation to an immediate

supervisor may be inappropriate or difficult, thus, the Executive Officer will always be willing to handle any complaint or allegation. Any and all reports of this nature will be treated confidentially and with the utmost sensitivity. If the Executive Officer is not available, or if the complaint is against the Executive Officer, the complaint shall be submitted to the HIR President.

506. Staff and Member / Volunteer Relations

The Hawaii Island Board of REALTORS® established the following HIR Staff and Member/Volunteer Relations policy in order to promote a cordial, pleasant and legally compliant working environment between HIR employees and its members.

Since HIR is a member services organization with revolving tenancies in the Board of Directors and HIR Committees, this policy is established to preserve continuity of authority and responsibility within the work environment.

506.1 Policies, Programs and Services

- A. The Board of Directors shall establish the scope of HIR policies, programs and services. HIR staff is responsible to carry out the policies, programs and services established by the Board of Directors.
- B. No member shall be provided with services beyond the scope of services provided to all members. Any request by a member for services outside the scope of an employee's authorization must be forwarded to the Executive Officer. This request must contain information on the unique circumstances of the situation, which prompted the member to request that extraordinary measures be considered for their benefit. The Executive Officer shall determine if an exception should be made or bring the request to the attention of the Board of Directors for resolution.

506.2 Committee Support

- A. Each HIR committee or task force shall be assigned a staff member to assist the committee with creating agenda, minutes and reports. The staff assigned may make suggestions but decisions rest in the members of the committee.

506.3 Staff & Member/Volunteer Relations

- A. The Executive Officer is responsible to and takes direction from the Board of Directors, as a collective body, through the President. In delivering direction to the Executive Officer, the President shall be the sole voice of the Board of Directors. All other HIR staff is responsible to and takes direction from the Executive Officer.
- B. Interaction between HIR staff and members shall be professional and characterized by mutual respect, courtesy, effort and cooperation. Under no circumstance should HIR staff or members engage in discourteous or unprofessional behavior (including, but not limited to, use of profanity, disparagement of another employee or member, use of physical force). that interferes with or compromises a HIR employee's job performance or satisfaction is not acceptable. A HIR employee may, at their sole discretion, terminate any conversation with a member that is considered to be offensive. All such incidents should be reported to the Executive Officer and/or President for appropriate action.
- C. Members are not responsible for and shall not discipline a HIR employee. Any unprofessional behavior or unacceptable performance by a HIR employee observed by a member should be reported to the Executive Officer or President for appropriate action.

507. Policy Agreement for Education Instructors

507.1 Policy and Protocol

- A. HIR education instructors shall be knowledgeable of Hawaii Real Estate Commission's continuing education rules and regulations (including course attendance and exam administration procedures).
- B. HIR education instructors are expected to remain current with their assigned course subjects by providing students with the most current information available. All revised student materials must be received by HIR staff at least one week prior to teaching date.

- C. HIR education instructors shall not employ profanity, obscene, coarse or offensive language in any presentation of a HIR education offering.
- D. HIR education instructors shall dress in business attire when teaching for HIR.
- E. HIR education instructors, when appearing under the auspices of HIR education sponsorship, shall refrain from personal or commercial solicitations from the podium. Introductions will be limited to name, professional accomplishments in organized real estate, company, and geographical location. No printed or illustrated material shall be tendered by the speaker or instructor except that which has a direct bearing on the subject and, if promotional in nature, pertains only to a strictly limited geographical area served by the instructor's brokerage office.
- F. HIR education instructors will be expected to adhere to all appropriate HIR and REC policies including but not limited to those regarding attendance, length of time of the class, allowed breaks, etc.
- G. HIR education instructors will be expected to participate in an Instructors Development Workshop at least once every biennium.

507.2 HIR Obligations for classes

- 1. Provide classroom facility.
- 2. Provide coffee service (unless facility is off-site).
- 3. Set up HIR classroom to instructor's specification.
- 4. Provide marketing of classes.
- 5. Handle registration for classes.
- 6. Provide monitoring of class attendees, unless previously arrangements are made with the instructor.
- 7. Unless otherwise specified in the contract, make copies of class materials as requested by instructor.
- 8. Collect class fees from the students.
- 9. Provide Payment to instructor if required (as agreed upon).
- 10. Process CE for student credits.

508. Special Event Policy

The Hawaii Island REALTORS® has created special events policies in order to facilitate the successful planning and execution of HIR special events such as: Installation Banquet, Tradeshow and General Membership Meetings. Participation at these events is limited to members and guests of HIR.

508.1 Insurance

As part of its general liability insurance policy, HIR has off-site event coverage for special events. Should revenue protection insurance be desired, it will need to be planned for and purchased separately. Any event including the use of alcoholic beverages must provide for additional liability coverage, unless the facility at which the event is held includes that in their fees.

508.3 Contracts

Consideration and signing of any contracts related to special events must be in conformance with Contract Guidelines of this Policy Manual. A copy of the signed contract will be given to the event planning committee, subcommittee or work group to ensure that all facility costs and obligations are in compliance with the approved budget. Contracts can only be executed by the Executive Officer.

508.6 Cancellation of Event and Refunds

There may be times when cancellation of a special event needs to be considered (including, but not limited to, lack of ticket sales, natural or other disasters, key speaker cancellations). In the event that a cancellation is considered, both the "human" factor and the "financial" factor need to be weighed in the ultimate decision to cancel an event.

Should it be deemed necessary to consider the cancellation of any special event, the following four individuals are jointly authorized to make the decision, after meeting with the event-planning committee,

subcommittee or work group: 1) the Chair of the event-planning committee, subcommittee or work group, 2) the President, 3) the President-Elect and 4) the Executive Officer.

If it is determined that the special event is to be canceled, any and all steps should be taken to mitigate any financial or other loss to HIR.

510. Member Benefits Endorsement Policy

The following shall be the policy of the Hawaii Island REALTORS® on the Members Benefits Program: The Association may promote various products and/or services by firms outside the Association pursuant to the following policies and procedures, subject to review and recommendations of the Member Services Committee, and final approval of the Board of Directors.

- A. Products/Services to be considered for inclusion in the Member Benefits Program must offer a direct benefit to the membership (including, but not limited to discounted prices or services not generally available through other sources) and are not in conflict with NAR affinity products or services.
- B. Non-dues revenue for the Association should be a consideration when evaluating a potential affinity relationship but should not be viewed as a necessity if the product/service will otherwise provide a benefit for the membership.
- C. In evaluating a potential promotion, the Member Services Committee with the Board of Directors' approval, shall take steps to secure information of the following on an approved form:
 - Description of the product/service.
 - Other groups that may have ~~already~~ given endorsements.
 - Identity of REALTORS® who are currently using the product/service and seek their comments.
 - Amount of revenue that may be produced for the Association and basis for calculation.
 - List of benefits for members.
 - Method of distribution and marketing.
 - Identify any administrative burden to the Association.
 - The Board of Directors shall periodically review and evaluate all products/services currently promoted and determine whether or not continued promotion is of benefit to the Association and its membership.
- D. Nothing herein shall prevent the Association from periodically offering services or benefits to its members without a written contract if benefits options arise that are not long-term in nature.

SECTION 6: HIR OFFICE

601. BOARD OFFICE

The Hawaii Island REALTORS® maintains an office for its operations.

602. Office Hours

The office shall be open from 8:00a.m. to 5:00p.m. Monday through Friday, except on approved holidays.

604. Keys to the Office

In addition to the HIR Staff, the following persons shall be given a key to the office:

- President and President-Elect
- Landlord (retains the Master Key)
- Additional keys may be issued as deemed appropriate by the Executive Officer. A written log will be kept of all keys with signatures of recipients.

605. Inquiries

Members of the public shall be referred to the HIR website when seeking help from a member .

606. Charges for Copy and Faxing

Members can obtain copies Charges for these services shall be lower than market in an amount established by staff from time to time.

607. Conference Room Rental

HIR conference room is available for general use whenever not booked for members. Members can reserve the room for their use at any time when not in conflict with scheduled meetings. If the use is for profit, members will be charged 50% the advertised room rental. If the use will be during times when the association office is closed, arrangements must be made through the executive Officer.

613. Fee Schedule

A rental fee schedule shall be prepared annually by the Executive Officer and shall be subject to Board approval.

SECTION 7: LEGAL COUNSEL

701. Legal Counsel: The Association shall retain legal counsel. The Association will use professional discretion to select attorneys with appropriate area of influence for the matters at hand. **move**

SECTION 8: NEW LICENSEES AND TRANSFERS

801. New Licensees

When a Designated REALTOR® (“DR”) decides to sign on a new licensee, the licensee must send the appropriate forms required to the Real Estate Commission (“REC”). and to HIR. The DR is responsible for a new licensee signing up with the Association. All new members will be charged from the beginning of the month in which their license was activated by the REC.

Within ten (10) days of ~~signing on~~ the new licensee, the application for HIR membership must be completed and submitted to the Board office together with the appropriate fees for membership. Once an application has been received, the new member will be categorized as "provisional" until payment and orientation is completed. Provisional members who have completed payment and orientation are forwarded to the Board of Directors for approval. If a provisional member fails to complete payment or orientation within 6 months, they will be inactivated and the DR will be charged a nonmember fee.

802. New Member Application Fees

New members of the Association shall be assessed new member application fees consisting of the following:

- New member activation fee to the Hawaii Association of REALTORS®.
- New member processing fee, if not already a member of HAR, for HIR a fee for the “Essentials” courses (the fee for the Essentials courses will be waived if the member has completed Code of Ethics orientation from another Association or is already a broker and requests the Essentials course fees to be waived in writing).
- Reactivating members are licensees who became inactive and then reactivate within 48 months. Reactivation fees will be charged for HAR and HIR based on current fee schedules.

803. Proration of Dues

All new members’ dues shall be paid according to the proration of annual dues by month.

804. Annual Dues

Annual Dues shall be defined as the National Association of REALTORS®, Hawaii Association of REALTORS®, and the Hawaii Island Board of REALTORS® dues.

- There are no refunds given for dues paid.
- A new member requesting reimbursement of the fees collected for the “Essentials” course may petition the Board of Directors for a refund of these fees.

805. Transfers or Releasing of Licensees

The releasing office must mail/fax or email a copy of the REC Change Form for the licensee who is no longer associated with the company to the Association within ten (10) days of the release. Until such time as the Association receives the notification, any fees which may be assessed will continue to be billed to that office.

806. Transfers of Licensees from other Associations

Notification should be given to HIR within ten (10) days of any licensee transfer. Licensee should complete the HIR application form and attach a copy of the REC Change Form to the application along with the appropriate fees and a copy of his/her pocket license.

807. Designated REALTORS® Responsibilities

Failure to report new licensees or transferees to the Association within ten (10) days of signing on or release from an office will result in the DR being billed applicable fees accumulated since the licensee was affiliated with the firm until such time as the licensee is released from the firm.

808. New Member Offices

Members who open new real estate offices, or who join the Association as members should complete the “Office Application” form and remit together with the appropriate application for office membership fees.

SECTION 9: OTHER ORGANIZATIONS / CONTRIBUTIONS

901. Membership in Other Organizations

The Association may become a member of other organizations with the approval of the Board of Directors.

Revised:

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