



**CAPE COD & ISLANDS**  
**ASSOCIATION *of* REALTORS<sup>®</sup>, INC.**  
**&**  
**MULTIPLE LISTING SERVICE, INC.**

## **VOLUNTEER POLICY MANUAL**

## **TABLE OF CONTENTS**

INTRODUCTION	3
BOARD OF DIRECTOR RESPONSIBILITIES	4
OFFICER RESPONSIBILITIES	5
PROCEDURE FOR SAME COMPANY DIRECTOR LIMITATIONS	5
MEETING PROTOCOL	5
COMMITTEE CHAIR RESPONSIBILITIES	6
ROLE OF STAFF LIASION	6
CONDUCTING AN ELECTRONIC MEETING	6
MEETING MINUTES	6
MAR BOARD OF DIRECTORS	7
CHARLES F. LOCKHART COMMITTEE	7
REALTOR® OF THE YEAR COMMITTEE	7
VOLUNTEER TRAVEL POLICY	8
- RESPONSIBILITY OF VOLUNTEER	
- ISLAND BOD TRAVEL	
CONFLICT OF INTEREST POLICY	10
OWNERSHIP DISCLOSURE POLICY	10
HARASSMENT POLICY	11
SEXUAL HARASSMENT POLICY	11
FINANCIAL POLICIES	12
- ANNUAL BUDGET	
- CHECK SIGNATORIES	
- REVIEW OF FINANCIAL INFORMATION	
- FINANCIAL TRANSPARENCY	
- REQUEST FOR FINANCIAL RECORDS	
- ACCOUNTING METHOD	
- FISCAL YEAR	
- INDEPENDENT REVIEW	
- FEDERAL AND STATE TAX FILINGS	

## **INTRODUCTION**

This policy manual is a working document for volunteers at the Cape Cod & Islands Association of REALTORS® (CCIAOR) and Multiple Listing Service (MLS). This policy manual shall serve as a road map to conduct their volunteer responsibilities and obligations to the CCIAOR/MLS.

This policy manual is written to be in compliance with our by-laws and the current Strategic Plan. With changes in the bylaws and the strategic plan, the Board of Directors and CEO will be updating this Policy Manual as needed to ensure compliance.

All volunteers must be aware, and in agreement with, the basic principles of the REALTOR® association, specifically the Code of Ethics. All volunteers, including Officers and Directors, are often put in the position of projecting the image of the Association and MLS to the membership, the general public, and the industry as a whole. Volunteers will do their best to maintain professional and ethical behavior as well as to dress in professional attire. All Volunteers should be mindful of offhand statements, rumors, gossip, and unjust criticism and the effects of those remarks and conversations. The effects are confusion and apathy, both leading to a disjointed and dysfunctional organization. CCIAOR/MLS represents a cohesive, strong, and member oriented association, which reflects the needs of members at all times.

All volunteers must ensure the best interests of CCIAOR/CC&IMLS members, without bias or prejudice toward or against any local office, group, issue or individual.

If any volunteer displays behavior that is contrary to the above referenced policy, the volunteer should be approached by the CEO and reminded of our goals and our collective dedication to professional and ethical behavior. If the reminder is not effective, then the Board of Directors should address the individual and if it concerns a committee appointment, that member may be required to resign from their appointment. If it is an Officer or Director, the Board of Directors should follow the bylaws process for removal.

## **BOARD OF DIRECTOR RESPONSIBILITIES**

- Be familiar with the strategic plan, policy manual and bylaws and all activities of CCIAOR/MLS
- Actively support and encourage membership participation in committees, task forces, etc.
- Adhere to the by laws
- Attend all Board of Director meetings. Please refer to the By-Laws for appropriate action taken on any Director who misses more than 3 regularly scheduled meetings.
- Officers and directors may not change policy without a Board of Directors vote in the positive. Policy manual changes will be done with a BOD vote except for those changes made by the CEO to remain in compliance with the bylaws.
- Only the CEO/or his designee are authorized to engage the services of the legal counsel unless specifically authorized by the CEO or approval by a vote at a meeting of the CCIAOR Board of Directors or the MLS Board of Directors. The selection of the counsel firm is at the discretion of the Board of Directors. This includes contact by e-mail, mail, phone or scheduling of an appointment.
- Expenses for any officer or director should only be occurred with the CEO/or staff designee approval and be part of the annual budget or expressly approved by the Board of Directors. This includes any travel expense.
- All meetings shall be in accordance to Roberts Rules, and all Officers and Directors shall conduct themselves in accordance.
- Materials, including financial documents, should be kept confidential and in the Member Service Center unless approved for distribution.
- Officers and Directors should return phone calls and communication from the CEO as soon as possible. Likewise, phone calls and emails from members should be respectfully acknowledged in a timely fashion.
- E-mail communication between BOD members (regarding Assoc. /MLS business) is encouraged to go through the CEO. E-mails regarding BOD business should be limited to requests from the CEO and the President/s when necessary.
- The Installation ceremony should take place within 30 days of election, which is held in accordance with the by-laws. The installation shall be scheduled at the BOD meeting held at least 45 days prior to the election, and the installation ceremony shall be held at the Member Service Center, unless the BOD votes to have it held at another location.
- All agendas for BOD meetings are to be created by the CEO and in consultation with the Executive Committees. All agendas are to be distributed to the Board of Directors 4 days prior to the meeting.

## **OFFICER RESPONSIBILITIES**

- Committee/Task Force Chairs, Vice-Chairs and Committee/Task Force members will be appointed in accordance with the bylaws. The CEO shall be included in the committee appointment process, as well as in all meetings that involve the committee process, due to his access and availability to members and their concerns.
- Any member in good standing who has volunteered shall be considered for appointments. It is the responsibility of the CEO to facilitate the collection of names of volunteers for the committee appointments.
- If there are two Presidents, one representing the CCIAOR and one representing the CCIMLS, then there will be two BOD meetings in accordance with the By-Laws. For the convenience of the all Directors and members who may attend, both BOD meetings shall be held on the same day.
- The President of CCIAOR and the President of CC&IMLS shall conduct all Board meetings per Roberts Rules.
- If for any reason an Officer or Director resigns from their position, all responsibilities and obligations, including at MAR and NAR, under that position as per this Policy Manual and the current Bylaws, will be terminated.

## **PROCEDURE FOR SAME COMPANY DIRECTOR LIMITATIONS**

If for any reason, including but not limited to, company merger(s), elections, and/or appointments, there exists more than two acting directors from the same company, and the current bylaws do not resolve the matter, then the DR for the company shall determine which two acting directors shall remain in office. To achieve same, the following procedure shall be followed:

1. Upon notice that more than two acting directors from the same company are in office, the Association's Board of Directors shall send a letter to the DR for said company requesting that the DR select, in writing, which two directors shall remain in office;
2. The letter shall include a list of the company's acting directors' names, positions and terms;
3. The letter shall provide a 14 (fourteen) day response period for the DR to make his/her written response;
4. At the expiration of 14 (fourteen) days, from the date on the letter, if the Board of Directors has not received a response, then the Board of Directors shall determine, by majority vote, which two directors shall remain in office.

## **MEETING PROTOCOL**

Committee and Board of Director Meetings shall be held in accordance with Roberts' Rules and the bylaws. Committee and Board of Director meetings shall be held at the Member Service Center.

The Leadership, and most specifically the President/s, should meet with all committee chairs at the beginning of the year and speak to the issues before the CCIAOR/CCIMLS. This meeting should take place within 45 days of the election and it should address their charge, per the current strategic plan,

and any initiatives of the Association. All committees are to be appointed within 60 days of the beginning of the New Year, per the by-laws.

All agendas for all other committee meetings shall be drawn by the committee chair for the committee and the staff liaison.

#### **COMMITTEE/TASK FORCE CHAIR RESPONSIBILITIES**

Within the By-Laws for the CCIAOR/MLS all committee chairs shall:

- Act as liaison with elected officers and staff and develop an annual committee charge
- Oversee progress of members in completing assigned projects
- Develop with staff member the agenda for each meeting
- Provide input to CEO for completion of annual planning and budgeting
- Recommend to leadership new potential members or initiatives
- Refer all media inquiries to CEO.

#### **ROLE OF STAFF LIASIONS**

The CEO will assign a professional staff member to assist Committees. The staff liaison is responsible for:

- Assisting with scheduling and preparation of notices and agendas
- Implementing or assisting with most committee policies and projects
- Advising on association policies and procedures
- Handling correspondence
- Providing continuity from year to year

#### **CONDUCTING AN ELECTRONIC MEETING**

- Any committee member who attends via phone or conference should be identified and introduced to everyone in the room.
- All votes should be directed to the caller to give them an opportunity
- All discussion should be conducted so the caller can hear it/see it.

#### **MEETING MINUTES**

All committee minutes and BOD meeting minutes should include the following:

- Written minutes should be taken at every meeting and stored at the CCIMLS/CCIAOR to provide a permanent record.
- All minutes must be approved at the next committee meeting.
- All minutes should contain all motions made and the vote. The vote should include any nay votes and any abstentions. The Nays and Abstentions should be listed by member name if so requested.
- All committee and task force recommendations must have Board of Director approval before policy can be enacted.

### **MAR BOARD OF DIRECTORS**

The CCIAOR President shall appoint all MAR Directors. The term is for two years with no more than two consecutive appointments. The director is expected to attend caucus and state board of director meetings. If the director cannot attend the BOD meeting or caucus, the director is expected to contact the CCIAOR CEO to request an alternate.

### **CHARLES F. LOCKHART AWARD COMMITTEE**

This award was created in 1996 to honor and recognize exemplary service to the CCIAOR/MLS. It is different from the Realtor of the Year award, because it is not based simply on distinguished volunteer service but continued participation in its activities and loyalty to its purpose. This award committee meets annually to determine the recipient and the announcement is kept confidential until the Award Ceremony.

The committee is comprised of the immediate past award recipient, a past president appointed by the current President, a business Affiliate member appointed by the CEO, the Legal Counsel for the Association, and the CEO.

### **REALTOR® OF THE YEAR COMMITTEE**

The purpose of this committee is to consider nominations and identify a candidate for Realtor of the Year for the CCIAOR/MLS. This award recognizes those individuals whose work expands the interest of their fellow Realtors, their profession, and the community at large. The following set of standards is used for choosing the Realtor of the Year:

- Realtor spirit: 10%
- Civic Activity: 30%
- Local Board Activity: 30%
- Business accomplishments and recognition: 10%
- State Association: 15%
- National Association: 5%

The committee is comprised of the following individuals: A past REALTOR® of the Year and past president appointed by the current President, a business Affiliate member appointed by the CEO, Legal Counsel for the Association and the Chief Executive Officer.

## **VOLUNTEER TRAVEL POLICY**

From time to time, volunteers of the CCIAOR/MLS will be required to attend meetings away from the office. When required, the CCIAOR/MLS will incur all reasonable costs of such travel, provided the employee follows the travel expense policies. Should a family member elect to travel to any national meetings, his/her personal expenses will be the responsibility of the volunteer member, the volunteer's first and foremost duty is to attend the meetings for the purpose stipulated by the Chief Executive Officer. All volunteer travel is approved annually through the Association/MLS's budget or approved directly by the Board of Directors.

Immediately following the required travel, expenses must be reported on the approved expense voucher form to the Chief Executive Officer for reimbursement approval. Completed expense voucher forms are to be submitted within a timely manner. All travel expenses must be itemized and should include itemized receipts for all expenses.

## **VOLUNTEER TRAVEL RESPONSIBILITIES**

Any volunteer leadership who travels on behalf of the Association/MLS should consult with the CEO/or assigned staff prior to the trip to get input as to the itinerary and the meetings needed to be attended. After the travel and at the next available Board of Directors meeting, the volunteer leadership shall provide a report to the Board of Directors as to updates from the event attended. In addition, the volunteer leadership shall provide the CEO a written report of meetings attended and relevant updates from the travel for distribution to the membership within a week of returning from the trip.

## **TRAVEL EXPENSE ALLOWANCES**

The following guidelines are necessary for the proper preparation and submission of expense reports by volunteers of the CCIAOR/MLS.

1. **AIR TRAVEL:** No CCIAOR/MLS paid air travel may be scheduled without prior approval of the CEO and only coach class tickets will assumed by the association.
2. **AUTO TRAVEL:** Travel by personal auto on CCIAOR/MLS business except for travel to CCIAOR offices will be reimbursed for actual miles traveled at current IRS approved rates. Expenses such as parking fees, tolls, etc., will be reimbursed if the proper receipts are submitted and approved by the CEO.
3. **OVERNIGHT TRIPS:** Expenses for lodging, meals, tips, and other related expenses will be paid by the CCIAOR/MLS with proper receipts and approval. No alcohol will be reimbursed by the Association. Hotel expenses will only be incurred for those traveling more than two hours off Cape (exception: see Island BOD Travel policy). The CEO has the ability to waive this stipulation if it requires the travel is required for consecutive days and off Cape.
4. **HOTEL EXPENSE:** The CEO/or assigned staff shall determine the hotel accommodations in order to minimize the cost to the CCIAOR/MLS. When traveling on business, you are representing the CCIAOR/MLS and it may not always be appropriate for spouse and/or children or friend(s) to travel with you. You should consult the CEO to determine if it is appropriate to have family members accompany you on any CCIAOR/MLS trip.
5. **PER DIEM REIMBURSABLE EXPENSES:** The Association will reimburse up to the maximum per diem expense that is determined by IRS rates. This will include the cost of meals. Receipts are



required for all expenditures over \$5.

6. **CANCELLATIONS:** The Association will not assume cancellation fees. If a volunteer has already committed to a trip, but is unwilling or unable to attend, the volunteer will assume all fees pre-paid for the trip.

#### **ISLAND BOARD OF DIRECTOR TRAVEL**

CCIAOR will pay all reasonable transportation costs for CCIAOR/MLS Board of Directors to travel from the Islands to the location for meetings. CCIAOR will reimburse the cost of a plane flight, boat trip (with car). If needed, CCIAOR will also pay reasonable transportation cost of a car rental for the day of travel. Expenses such as parking fees, tolls, etc., will be reimbursed if the proper receipts are submitted and approved by the CEO. Parking fees will only be paid for the day of the meeting. However, all attempts should be made to enter into Hyannis and allow CCIAOR staff to provide the transportation to and from embarkation/debarkation point. If CCIAOR requires an Island BOD member to be on Cape Cod for two consecutive days, schedules a meeting too early for planned island transportation or weather delays a return to the Island, CCIAOR will cover a hotel stay (see Hotel Expense in Travel Expense Allowances). Island Board of Director members are required to work with the CEO/or assigned staff to determine the budget for their travel for the year and the CEO may make alterations to this policy within the budget amount.

## **CONFLICT OF INTEREST POLICY**

Each member of the Board of Directors or committee member is responsible for providing immediate notice of any conflict of interest (or potential for a conflict of interest) regarding any matter that comes before the Board. Volunteers are expected to recuse themselves from matter with which they have a significant conflict:

- Is a principal, partner or corporate officer of a business providing products or services to CC&IAOR / CC&IMLS or in a business being considered as a provider of products or services (“Business”);
- Holds a seat on the board of directors of the business unless the person’s only relationship to the Business is service on such board of directors as CCIAOR/MLS representative;
- Holds an ownership interest of more than one percent of the business.

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

## **OWNERSHIP DISCLOSURE POLICY**

When CCIAOR/MLS has an ownership interest in an entity and a member has an ownership interest in that same entity, such member must disclose the existence of his or her ownership interest prior to speaking to a decision making body on any matter involving that entity.

If a member has personal knowledge that CC&IAOR / CC&IMLS is considering doing business with an entity in which a member has any financial interest, or with an entity in which the member serves in a decision-making capacity, then such member must disclose the existence of his or her financial interest or decision making role prior to speaking to a decision making body about the entity.

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

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

**HARASSMENT POLICY**

Any CCIAOR/MLS member may be reprimanded, placed on probation, suspended or expelled for harassment of a CCIAOR/MLS employee or association officer or volunteer. As used in this section, harassment means any verbal or physical conduct including threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to do the same, or any other conduct with the purpose or effect of unreasonably interfering with an individual's work performance by creating a hostile, intimidating or offensive work environment.

The decision of the appropriate disciplinary action to be taken shall be made by the investigative team comprised of the president, and president-elect and one member of the Board of Directors selected by the highest ranking officer not named in the complaint, upon consultation with legal counsel for CCIAOR/MLS. Disciplinary action may include any sanction authorized in the association's Code of Ethics and Arbitration Manual. If the complaint names the president or president-elect they may not participate in the proceedings and shall be replaced by the immediate past president or, alternatively, by another member of the board of directors selected by the highest ranking officer not named in the complaint.

**SEXUAL HARASSMENT POLICY**

Any member of CCIAOR/MLS may be reprimanded, placed on probation, suspended or expelled for sexual harassment of a CCIAOR/MLS Member or employee. The decision of the appropriate disciplinary action to be taken shall be made by the President or Present-Elect and one member of the Board of Directors selected by the highest ranking officer not named in the complaint, upon consultation with counsel for the CCIAOR/MLS. If the complaint involves the President or President-Elect, they may not participate in the proceedings and shall be replaced by the Past President or alternatively, by another member of the Board of Directors selected by the highest ranking officer not named in the complaint.

## **FINANCIAL POLICY**

### **ANNUAL BUDGET**

A budget is to be approved by the CCIAOR/MLS Board of Directors annually. A zero-based budget approach will be utilized, with detailed explanations provided for all projected revenues and expenses, regardless of prior year data. Staff will develop the administrative budget proposal. These budgets will be combined and reviewed by the CEO and presented to the Secretary/Treasurer and Finance Committee in accordance with CCIAOR Bylaws. The Secretary/Treasurer shall hold at least one membership forum to present the proposed budget prior to the Finance Committee recommending a budget to the Board of Directors.

### **CHECK SIGNATORIES**

The CEO, the Secretary/Treasurer and one additional staff member as assigned by the CEO shall have the authority to sign checks on behalf of the Association. The CEO shall be the primary check signatory or in the CEO's stead, the additional staff member assigned by the CEO. The Secretary /Treasurer shall serve as the second signatory on checks above \$10,000 and the primary signatory on all expenses and reimbursements of the Chief Executive Officer. If the Secretary/Treasurer fails to authorize the CEO's reimbursement/expenditure, then a motion of the CCIAOR Executive Committee may direct the staff signatory to execute the action.

### **REVIEW OF FINANCIAL INFORMATION**

Each month, the staff accountant will reconcile all bank statements and ensure accounts payable and accounts receivable are current and accurate. The CEO will be provided a copy of the general ledger and financial statements for review. Once approved by the CEO, a financial summary shall be presented to the Secretary/Treasurer, outlining totals of assets and liabilities, along with the monthly revenues and expenses. The Board of Directors and Finance Committee shall be provided a copy of each month's financial summary. These summaries will include actual revenues and expenses compared to the budget. This summary shall be reviewed by the Board and Finance Committee and accepted for informational purposes only. Upon request, any member of the Board or Finance Committee shall be provided additional detailed information including but not limited to the balance sheet, general ledger and detailed income statement.

### **FINANCIAL TRANSPARENCY**

As member driven (CCIAOR) and cooperation based (CCIMLS) organizations, both CCIAOR and CCIMLS are committed to providing maximum transparency to its key stakeholder groups. In addition to the regular reporting outlined in the "Review of Financial Information" section, members of either organization's Board of Directors shall be provided, upon request, detailed General Ledger activity of all organization activity, with the exception of personnel records including salary and other personnel information deemed confidential. CCIAOR members and MLS Participants shall be permitted to review the corresponding organization's balance sheet and/or income statement upon request and in the presence of the CEO/or his designee, Board President or Secretary/Treasurer. Consumers, non-members, MLS subscribers, and other outside parties are entitled only to review the organization's federal tax filings as detailed in the "Request for Financial Records" section.

### **REQUEST FOR FINANCIAL RECORDS**

In accordance with IRS guidelines, the Association shall make readily available copies of the organization's IRS Letter of Determination and copies of the organization's IRS Form 990 for the most current three years from the date of request. All such information has been made widely available to the

general public at no charge online at <https://www.Guidestar.org>. Active members in good standing may be given electronic copies of these documents upon request. Anyone requesting printed copies of these documents shall be assessed a reasonable charge (as determined by the IRS) of \$1.00 for the first printed page and \$0.15 for each additional printed page. All requests for these public documents must be honored within three business day of request. Requests for public inspection of records (whereby no copy of the forms are requested, rather a review only) shall be honored within five business days of request. All financial record inspections shall be done with the organization's CEO/or his designee, Board President or Secretary/Treasurer present. Please direct all financial inquires to the CEO. Any email or hard copy communications containing financial information is to be kept confidential and only disclosed through the mechanisms prescribed in this policy manual.

#### **ACCOUNTING METHOD**

CCIAOR and CCIMLS shall operate using the accrual method of accounting in accordance with generally accepted accounting principles.

#### **FISCAL YEAR**

The fiscal year for both CCIAOR and CCIMLS is Jan. 1 through Dec. 31.

#### **INDEPENDENT REVIEW**

Independent review of both the CCIAOR and MLS financial records shall be conducted annually by an outside CPA firm approved by the CCIAOR Board of Directors. Final accountant communications and associated reports will be submitted to each Board for review.

#### **FEDERAL AND STATE TAX FILINGS**

An independent CPA firm will be utilized for preparation of all annual tax documents. The CCIAOR Board of Directors shall be provided a copy of the organization's Form 990 prior to submittal for review.