

**POLICIES
AND
PROCEDURES
OF THE
CLARKSVILLE
ASSOCIATION OF
REALTORS®**

115 Center Pointe Drive
Clarksville, Tennessee 37040
Phone: (931) 552-3567
info@clarksvilleaor.com
www.clarksvilleaor.com

PURPOSE, AUTHORITY & AMENDMENTS

- PURPOSE** The first governing document of this Association shall be the Articles of Incorporation.
The second governing document of this Association shall be the Bylaws of the Clarksville Association of REALTORS®.
The third document, Policies & Procedures Manual, is intended to clarify and define the duties and responsibilities of officers, directors, staff, committees and members of the Association and its professional staff. It cannot and will not derogate or modify the purpose of this Association and the relationship, rights and obligations of members, directors, officers, and staff.
- AUTHORITY** This manual is drafted, adopted, and amended under the authority of the Board of Directors of the Clarksville Association of REALTORS®. It is not intended to cover all situations. Policies may be changed at any time.
- AMENDMENTS** Any recommended changes, deletions, or additions shall be noticed to the Board of Directors one week prior to a regularly scheduled Board of Directors' meeting. Amendment to the Policies and Procedures Manual will be copied, date of approval noted, and furnished to all members of the Board of Directors for the purpose of updating their copies of the manual.
- APPROVED** By the Board of Directors: November 19, 2020
Current update: May 22, 2025

MISSION STATEMENT, VISION STATEMENT AND OBJECTIVES OF THE ASSOCIATION

MISSION STATEMENT

The Clarksville Association of REALTORS® serves to promote the success and future development of its members in association with Tennessee REALTORS® and National Associations of REALTORS®.

VISION STATEMENT

Our vision is to be a trusted resource and partner, guiding our members and those they serve through the ever-evolving real estate landscape.

DIVERSITY, EQUITY, AND INCLUSION POLICY STATEMENT

The Clarksville Association of REALTORS is committed to being a voice who advocates for Fair Housing practices and promotes inclusion, diversity, and equity throughout our Standards of Practice. To support that mission, the Diversity Equity and Inclusion Committee works tirelessly to improve awareness and provide opportunities to embrace our differences and similarities. The CORE of our fundamental standards is to support an inclusive culture dedicated to creating a community that welcomes and accepts everyone..

ASSOCIATION OBJECTIVES

- To improve public awareness of the value of REALTORS® to the community and to the benefits of their services.
- To promote, protect and strengthen the right to own, use, and transfer real property.
- To provide opportunities for professional growth, development and education of members.
- To serve as a gateway to technological change and REALTOR® services for members.
- To advocate a sound growth and development plan for the community.
- To establish liaisons with local government, the Economic Development Council and other agencies for the advancement of programs that benefits the community and Association members.
- To develop and mentor future leaders within the REALTOR® community to further association interests through the Membership Committee.
- To work to ensure the REALTOR® remains at the center of the real estate transaction.

ELECTED OFFICERS AND BOARD OF DIRECTORS

REQUIREMENTS & QUALIFICATIONS

To serve on the Board of Directors as a director or officer, the individual must meet the following criteria.

Director:

- Three (3) years in the real estate profession;
- Two (2) years as a member of the Clarksville Association of REALTORS®;
- Two (2) years active committee participation with one (1) year as Chair of a Committee or successful graduation from the Leadership CAR Program;
- Completion of the Fair Housing package of the At Home With Diversity certification course, the Fairhaven simulation, and the Bias Override: Overcoming Barriers to Fair Housing course.
- Annual Professional Standards Committee training;
- Complete and follow the Agreement to Serve.

Treasurer:

- Two (2) years of service on Budget & Finance Committee;
- Has met the criteria for and has served as a member of the Board of Directors for at least 1 year;
- Annual Professional Standards Committee training;
- Completion of the Fair Housing package of the At Home With Diversity certification course, the Fairhaven simulation, and the Bias Override: Overcoming Barriers to Fair Housing course.
- Complete and follow the Agreement to Serve.

President-Elect:

- Has met the criteria for and has served as a member of the Board of Directors for at least 1 year;
- Annual Professional Standards Committee training.
- Completion of the Fair Housing package of the At Home With Diversity certification course, the Fairhaven simulation, and the Bias Override: Overcoming Barriers to Fair Housing course.
- Complete and follow the Agreement to Serve.

President:

- Has met the criteria for and has served as a member of the Board of Directors for at least 1 year;
- Annual Professional Standards Committee training.
- Completion of the Fair Housing package of the At Home With Diversity certification course, the Fairhaven simulation, and the Bias Override: Overcoming Barriers to Fair Housing course.
- Complete and follow the Agreement to Serve.

RESPONSIBILITIES OF OFFICE

PRESIDENT

The President shall:

1. Establish specific goals and objectives and work toward achieving them through policy and program outlines for the year in office with the approval of the Board of Directors. Said outline shall take into consideration the long-range programs of the Association, which shall take precedence over any short-range goals and objectives. The President shall be responsible for informing membership of such goals and objectives.
2. Appoint all committees and committee chairpersons, with the advice and counsel of the Executive Officer, and appoint committee vice-chairs, with the advice and counsel of the President-Elect and the Executive Officer. The President shall assist chairs in selecting members for their committees. All Committee appointments are subject to approval by the Board of Directors. Committees should be appointed as soon as possible after the election and before actual assumption of the office in January to permit a smooth transition and immediate implementation of programs and policies.
3. Recommend to the Board of Directors policies that may be beneficial to the Clarksville Association of REALTORS®. The President shall carry out the instruction of the Board of Directors, enforce the Bylaws, the Articles of Incorporation, the Code of Ethics, policies, rules, and regulations.
4. Be familiar with the Constitution, Bylaws and Interpretations of the National Association of REALTORS®, the Bylaws, rules and regulations of Tennessee REALTORS®, and the Articles of Incorporation, Bylaws, and Policies and Procedures Manual of the Clarksville Association of REALTORS®.
5. Preside at all general meetings of the general membership and at all Board of Directors' meetings.
6. Have voting privileges at Board of Directors meetings only to break a tie.
7. Supervise the business and affairs of the Association and its staff through frequent consultation with the Executive Officer.
8. Serve as an ex-officio member of all committees of the Association.
9. Appoint special committees as needed, subject to confirmation of the Board of Directors.
10. Not serve as the Chair of any committee at the same time as holding a seat on the Board of Directors.
11. Be the official spokesperson for the Clarksville Association of REALTORS®. At no time shall the President represent themselves as other than the President of the Association when appearing as its representative.
12. Will agree to serve as a member of the Board of Directors of Tennessee REALTORS® and attend all meetings paid for by the Clarksville Association and represent the Association as a voting delegate.
13. Be an authorized signatory for the Clarksville Association of REALTORS® financial accounts.
14. With the input, assistance and coordination of the President-Elect and the Executive Officer, shall host an annual retreat for the Board of Directors at a time and place deemed suitable for ensuring proper orientation of all members of the Board to adequately conduct business for the year.
15. Annually agree to and sign the Leadership Agreement to Serve (Appendix A) and the Leadership Social Media Policy (Appendix B).

PRESIDENT-ELECT

The President-Elect shall:

1. Be familiar with the Constitution, Bylaws and Interpretations of the National Association of REALTORS®, the Bylaws, rules and regulations of Tennessee REALTORS®, and the Articles of Incorporation, Bylaws and Policies and Procedures Manual of the Clarksville Association of REALTORS®.
2. In the absence, or inability to act, of the President, act as presiding Officer and perform such other duties of the President as may be required or designated by the President.
3. Perform such other duties, as the President or the Board of Directors shall determine.
4. Be available to assist the President at all times.
5. Shall succeed to the presidency of the Board the following year.
6. Appoint all Vice-Chairs of Committees, with the advice and counsel of the President and Executive Officer, subject to approval by the Board of Directors.
7. Act as liaison with the committee chairs and members as assigned by the President.
8. Not serve as the Chair of any committee at the same time as holding a seat on the Board of Directors.
9. Attend all Board of Directors' and general membership meetings of the Association.
10. Represent the Association as spokesperson when asked to do so by the President. At no time shall the President-Elect represent themselves as other than the representative of the Association when appearing in that capacity.
11. In the event of death, disability, resignation, or removal from office of the President, shall fill the unexpired term of the President.
12. With the Executive Officer, Treasurer, and Finance Committee, assists in preparing the budget for the upcoming year.
13. Be an authorized signatory for the Clarksville Association of REALTORS® financial accounts.
14. Annually agree to and sign the Leadership Agreement to Serve (Appendix A) and the Leadership Social Media Policy (Appendix B).

TREASURER

The Treasurer shall:

1. Be familiar with the Constitution, Bylaws and Interpretations of the National Association of REALTORS®, Bylaws, rules and regulations of Tennessee REALTORS®, and the Articles of Incorporation, Bylaws, and Policies and Procedures Manual of the Clarksville Association of REALTORS®.
2. Serve as member of the Board of Directors.
3. Present regular monthly financial reports to the Board of Directors. The Executive Officer will be responsible for preparation.
4. Serve as Chairperson of the Finance Committee.
5. Will call meetings of the Finance Committee, including the Executive Officer, minimally on a quarterly basis to review Association expenditures and finances to ensure overall fiscal integrity.
6. Not serve as the Chair of any committee at the same time as holding a seat on the Board of Directors.
7. Have the authority with the Executive Committee to invest funds in approved financial institutions.
8. Present to the Board of Directors an annual audit of the Board's financial records.
9. Be an authorized signatory for the Association's financial accounts.
10. Monthly, review all credit card statements of the Association and approve prior to authorizing staff to pay.
11. Attend all Board of Directors' and membership meetings of the Association.
12. Perform such other duties assigned by the President, which may include serving as Chair or liaison of one or more committees.
13. With the Executive Officer, President-Elect, and other members of the Finance Committee prepare the budget for the upcoming year.
14. Annually agree to and sign the Leadership Agreement to Serve (Appendix A) and the Leadership Social Media Policy (Appendix B).

EXECUTIVE COMMITTEE

The Executive Committee* shall:

1. Consist of the elected Officers (President, President-Elect, Treasurer), the Immediate Past President, and the Executive Officer.
2. Meet on the matters of the Association that are “time sensitive” and can vote on said items and report its decisions and actions at the next Directors’ meeting.
3. Set the policy for the Board, if time sensitive, and report to the Board of Directors.
4. Individually serve as representatives of the Clarksville Association of REALTORS® on the TN REALTORS® Board of Directors.
5. Serve as the Personnel Committee in matters pertaining to the Executive Officer, or in an instance where the Executive Officer is unable or unavailable to manage the support staff.
6. Review the performance of the Executive Officer on an annual basis.
7. The Executive Officer will hold in their name and secure an association credit card as approved by the Board of Directors.

*This Committee is not to be used in place of the Board of Directors; it is only for matters that need action immediately.

BOARD OF DIRECTORS

The Board of Directors shall:

1. Be the governing body of the Clarksville Association of REALTORS® and implement and approve any policies of the Association.
2. Upon acceptance as a Director, be familiar with the Constitution, Bylaws, and Interpretations of the National Association of REALTORS®, and the Articles of Incorporation, Bylaws and Policy and Procedures Manual of the Clarksville Association of REALTORS®.
3. Attend all meetings of the Board of Directors.
4. Attend general membership meetings and support other Association functions.
5. Recommend changes to the Bylaws to the membership for approval as provided in the Bylaws of the Clarksville Association of REALTORS®.
6. Approve committee chairs, and vice-chairs as submitted by the President.
7. Before amending any policy pertaining to the Association's corporate structure and/or Federal tax-exempt status, it must be approved prior to voting by Association Legal Counsel and/or Accountant, and if appropriate the National Association of REALTORS®.
8. Approve changes to the Association Bylaws that are "housekeeping" in nature and mandated by the National Association of REALTORS®.
9. Approve the annual budget of the Association.
10. Approve employment or termination of the Executive Officer and comply with the Employer/Employee guidelines referenced in Section 2 of the National Association of REALTORS® Directors & Officers insurance.
11. Act upon committee requests.
12. Serve on committees or act as liaison to committees if asked to do so by the President.
13. Not serve as the Chair of any committee at the same time as holding a seat on the Board of Directors.
14. Approve a list of financial institutions for deposit of Association funds.
15. Review and recommend any applicants if any, for Tennessee REALTORS® of the Year.
16. Hire necessary legal counsel as needed from time to time and/or on a continued basis.
17. Shall review with the Executive Officer insurances policies of the Association as they mature or upon review prior to preparation of the annual budget and may determine that policies be subject to overall bids.
18. No sitting board members may endorse or actively campaign for any candidate.
19. Annually agree to and sign the Leadership Agreement to Serve (Appendix A) and the Leadership Social Media Policy (Appendix B).
20. Shall annually participate in a Board Self Evaluation process to ensure the proper function and continuous improvement of the governing body of the organization.

BOARD AND COMMITTEE LIAISON ROLES AND RESPONSIBILITIES

1. Members of the Board of Directors shall serve as liaison to one or more committees as assigned by the President.
2. To ensure impartiality, a liaison may not serve as a member of the committee they are assigned to.
3. Liaisons shall deliver a report of actions and activities of the committee to the board regularly, in writing.
4. Liaisons shall prepare and present motions of recommendations of the committee for action by the Board of Directors.
5. Liaisons shall carry recommendations from the Board of Directors to the committees after first informing the committee leadership.
6. Liaisons shall serve as mentors and resources to the committee leadership.
7. Liaisons shall be familiar with the Bylaws and Policies of the Association and serve as a guide and resource to the committee in adhering to them.
8. Liaisons shall work with committee leadership to de-escalate any conflicts that may arise between members.

CAMPAIGN RULES AND GUIDELINES

The following rules and guidelines are to be followed by every candidate for a member of the Board of Directors:

1. All campaign rules and procedures are to be monitored and enforced by the Election Committee.
2. Campaigning by candidates may commence following the official notification to the members of the slate of candidates by the Nominating Committee.
3. No campaigning at any CAR sponsored functions (luncheons, classes, etc.) except for the designated candidate introduction time at a General Membership Meeting that should be planned within the window from announcement of nominating committee to beginning of election.
4. Candidates should not encourage formation of or participate in any campaign events sponsored by Affiliate Partners.
5. Giveaways or inducements shall not exceed a total expenditure per candidate of \$2,000. This is to include costs of advertising and social media promotions or boosting. Individual campaign giveaways shall not exceed a cost of \$2.50 item per recipient. Receipts should be maintained and presented upon request of CAR staff or the Election Committee within one business day.
6. The REALTOR® Code of Ethics applies at all times and in all actions when campaigning.
7. The candidate may not state or imply endorsement by CAR, TNR, or NAR at any time.
8. The candidate must ensure that all logos and trademarks of CAR, TNR, or NAR used accurately and appropriately.

Policy for Nomination by Petition

The provision for Nomination By Petition in the Clarksville Association of REALTORS® (CAR) bylaws is a necessary item to ensure a slate of candidates that is both qualified and relevant to the needs of the membership. To ensure the validity of the petition and the integrity of the process, the following procedures should be followed when pursuing a nomination by petition:

1. The minimum target of 20% of membership will be based on the membership count on the date that the first report of the Nominating Committee is sent to the membership.
2. The process of gathering signatures should be governed and enforced by the Nominating Committee.
3. Those pursuing a nomination by petition, whether for themselves or for another REALTOR®, are subject to the Campaign Guidelines established for the election process (other than policy #1).
4. The candidate is to be responsible for the actions of others pursuing the completion of the petition. Should the petitioned candidate or other person be found by the Nominating Committee to be in violation of the rules in this policy or of the Campaign Guidelines, the petition will be invalidated.
5. The candidate must meet all criteria established for the office nominated for.
6. Only the published and current Nomination by Petition form will be accepted. This form will include space for the following.
 - a. Member Name
 - b. Member M1 Number
 - c. Member Signature
 - d. A statement of what the petition is for and who it is intending to nominate.
7. All signors information and signatures must be legible and complete. It is the responsibility of the party submitting the petition to ensure validity and legibility. If a signature is deemed to be illegible or information incomplete, it will be stricken from the petition and not included in the final total.
8. The Executive Officer will validate all signatures, information and membership submitted prior to presenting to the Nominating Committee.
9. The Nominating Committee reserves the right to randomly contact petition signors to verify authenticity of signatures.
10. The Executive Officer will supply a copy of the validation report to the submitting party after the Nominating Committee has reviewed and taken action.
11. The submitted petition is not considered to be confidential and may be examined by other REALTOR® members of CAR in person by making an appointment with the Executive Officer.

Board of Directors Fiduciary Duties

To ensure compliance with applicable laws and to protect the Clarksville Association of REALTORS® and its members, officers, directors and committee members from potential legal problems regarding conflicts of interest and violation of fiduciary obligations to Clarksville Association of REALTORS®, the Clarksville Association of REALTORS® endorses and adopts the following statement of policy:

1. Duty of Loyalty

Among the fiduciary obligations of an officer, director or committee member of a non-profit corporation is a duty of loyalty to the non-profit corporation. This includes supporting, and not opposing directly or indirectly or taking any other stance against, the policies and positions duty adopted by Clarksville Association of REALTORS®'s Board of Directors. As representatives of the Clarksville Association of REALTORS®, officers, directors and committee members are obligated to maintain this duty of loyalty in all manner of activities during their terms of office. This duty of loyalty is not intended to, nor should it; discourage debate within board or committee meetings. Such debate is encouraged and is part of the individual's responsibility in the deliberative process.

2. Confidentiality of Board Discussions

In order to encourage and foster open and candid discussion at its meetings, the Board of Directors of the Clarksville Association of REALTORS® believes confidentiality must be maintained. Therefore, it is the policy of the Board of Directors of the Clarksville Association of REALTORS® that each director shall keep confidential any and all information relating to discussions at its meetings unless compelled by legal process to disclose such information, or as otherwise agreed by the Board. While Board members are free to discuss actions adopted by the Board, disclosing any information concerning the discussion of such items during the Board meeting is prohibited.

3. Conflicts of Interest

Another fiduciary obligation of a non-profit corporation officer, director and committee member is to avoid "conflicts of interest." A "conflict of interest" is generally defined as a transaction in which, because the individual is, either directly or indirectly, a party to the transaction or possible beneficiary of the transaction, there is or may be a conflict between the individual's fiduciary obligations to the non-profit corporation and the individual's personal or business interests. To avoid potential conflict of interest problems, Clarksville Association of REALTORS® implements the following procedures:

In any transaction involving the Clarksville Association of REALTORS® and a Clarksville Association of REALTORS® officer, director or committee member, or the Clarksville Association of REALTORS® and any corporation, partnership or other entity in which an individual is an officer or director has or expects or intends to have a financial or other beneficial interest, such individual, prior to any discussion or decision concerning the transaction, shall fully disclose to the Clarksville Association of REALTORS® Board or the specific committee considering the transaction the material facts of the transaction and the individual's interest of relationship.

Upon such disclosure, the individual shall take no further part in the meeting during which time the proposal is considered and voted upon.

After receiving such disclosure, prior to approving the transaction, the Clarksville Association of REALTORS® or specific committee must conclude that the transaction is "fair to the

Clarksville Association of REALTORS®” and must approve the transaction without the participation or the vote of the interested individual.

The interested individual’s presence at the meeting may be counted in determining whether a quorum of the board or committee is present, but that individual shall not vote on the transaction.

4. Fiduciary Obligations as to the Clarksville Association of REALTORS® Opportunities
Finally, another fiduciary obligation prohibits an officer or director of a non-profit corporation from seizing a “corporate opportunity” for their company’s personal benefit. This means that such an individual may not take advantage of a business opportunity in which the officer or director knows the Clarksville Association of REALTORS® has a genuine interest and where such an association opportunity would be consistent with the Clarksville Association of REALTORS®’s purposes, mission and goals as a not- for -Profit Corporation. Further, if the officer or director becomes aware of such an opportunity, they obliged to so inform the Clarksville Association of REALTORS® and allow the Clarksville Association of REALTORS® to act first.

5. Participation in Deliberations and Actions
In any case in which there is a question of loyalty, conflict of interest, of corporate opportunity raised, the officer or director shall not participate in the meeting for the entire time the matter is discussed and voted upon.

COMMITTEE GUIDELINES

SELECTION OF COMMITTEE CHAIRMEN AND VICE-CHAIRMEN

In selecting a committee chairman and vice-chairman, the President and President-Elect should look for the following criteria and characteristics:

1. Interest in the work or duties of the committees.
2. Previous experience on the committee or experience gained from another source.
3. Open mind. Ability to seek out all views of committee members.
4. Willingness to abide by a majority decision and follow through to the completion of a project.
5. Leadership abilities, in general.
6. Interest and dedication to the Clarksville Association of REALTORS®, Tennessee REALTORS®, and the National Association of REALTORS®.
7. Whenever possible, select members with an emphasis on developing new leadership.
8. Other than those Officers whose positions automatically result in their chairmanship of a committee, those selected to Chair a committee shall not serve also on the Board of Directors at the same time.

GUIDELINES AND REGULATIONS FOR ALL COMMITTEES

1. All committees shall have a chairperson and a vice-chairperson. The vice-chairperson shall generally serve as a chairperson for the upcoming year.
2. The Committee Vice-Chair shall act as Treasurer to the Committee.
3. The Committee Chair is encouraged to remain on the committee in the following year as Immediate Past Chair to ensure consistency in function and messaging.
4. The Executive Officer is an ex-officio member and Liaison to all committees.
5. The President is an ex-officio member of all committees.
6. Beginning with the 2026 committees, members are limited to a maximum of two (2) committee appointments at any one time. This does not preclude members of the Board of Directors' from being appointed to serve as liaison to committees above and beyond their chosen volunteer service.
7. All committees will coordinate meetings and activities with the Executive Officer.
8. Committees are to hold meetings at the Association office and are to be scheduled with the Executive Officer. In instances where the health and safety of the committee members may be in question if they meet in, the Chairman may hold the meeting via electronic means or allow individual committee members to participate electronically.
9. Committees are to meet as soon as possible after appointment for the purpose of developing programs for the coming year. It shall be the duty of the chair to call this meeting.
10. Committee chair shall be responsible for notifying all committee members, including the President and the Committee Liaison of all meetings. Adequate advance notice, minimum of 2 weeks, should be given for all committee meetings except in case of urgency of action.
11. Committees are to review minutes of previous months/years in order to provide continuity and to ensure achievement of stated goals.
12. All committee recommendations must be submitted in writing for the approval of the Board of Directors.
13. Committee chair, or someone designated by the chair, will be responsible for preparing and submitting agendas to the Executive Officer.
14. To conduct business at a meeting of a standing committee, a quorum of 51% must be achieved. De Facto and Ex-Officio members are not to be counted towards that quorum.
15. Permanent records (agendas and meeting minutes) will be maintained at the Association office.

16. The Committee Liaison will notify committee chair of decisions regarding their requests by the Board or Directors.
17. Committee should meet as often as necessary as determined by the functions and programs of that committee. Three (3) absences from a committee meeting may result in replacement of the committee member by the Committee chair with approval of Board of Directors.
18. Only duly appointed members of the committee shall be allowed into the committee meetings. This policy applies to spouses, children and pets of committee members. Service animals will be permitted.
19. The Board of Directors shall approve all statements of position or policy made by the committee prior to issuance.
20. Association functions will not be held at any facility permitting discrimination.
21. No Committee member shall commit the Association to any expenditure or bind the Association to any agreement without prior approval of the Board of Directors.
22. Only the Association elected officers or the Executive Officer, at the discretion of the Board of Directors, may sign contracts for the Association activities.
23. No contract shall be executed, or funds distributed without a minimum of two (2) signatures by the Association Elected Officers, or members designated by the Board of Directors by resolution.
24. Budget proposals for the following year are to be submitted to the Budget & Finance Committee no later than July 31.
25. Committee's requested calendars of events for the following year are to be submitted to the Executive Officer no later than October 31. The Executive Officer will develop the preliminary calendar and submit to the Executive Committee for review and revision. The Executive Committee will then seek approval of the calendar from the Board of Directors. Once the calendar has been approved, any additional events must be approved by the Board of Directors.
26. No committee may vote on the use of budgeted funds without a quorum of 51% of the sitting committee present.
27. Committees may utilize Subcommittees from time to time to facilitate efficient planning and execution of committee events. All subcommittee recommendations shall be presented to the full committee for approval prior to execution.
28. Virtual Meeting Attendance:

The Clarksville Association of REALTORS® believes that in-person attendance at meetings is the preferred method and lends to the highest level of effective interaction and collaboration. However, to ensure inclusivity and continuous engagement and participation by all committee members, committee meetings may be attended through electronic means if attendance in person is not possible. When attending via Zoom or other electronic and virtual means, the following behaviors should be followed to ensure full participation:

 - a) The participant should fully engage in the meeting as if they were present.
 - b) The participant should ensure they are in a quiet and private environment when attending virtually.
 - c) The camera should remain on and the participant's face visible on screen throughout the entire meeting. Failure to participate with the camera on will result in being marked as absent for the meeting.
 - d) The participant's microphone should be muted unless actively engaging in discussion.
 - e) Participants should use the "raise hand" feature to notify the monitor that they wish to contribute to the meeting.
 - f) If the meeting is hybrid in nature, the meeting facilitator (Chair, Vice-Chair, etc.) shall be present at the association office.

- g) This policy applies to all committees where non-confidential discussions are held. If confidential discussions are a regular part of the committee agenda, virtual attendance will not be allowed. This policy ensures that there is consistency across the association in the allowance of virtual/electronic attendance for committee meetings.

COMMITTEE CHAIRPERSON

Committee Chair shall:

1. Annually agree to and sign the Leadership Agreement to Serve (Appendix A) and the Leadership Social Media Policy (Appendix B).
2. Notify Association staff of all scheduled meetings. Committee chair shall be responsible for proper notice to all committee members.
3. With the assistance of the Executive Officer, keep written minutes of each meeting showing that is present, actions taken, pending and suggested, and the result. A copy will be maintained at the Association office as a permanent record of business transacted as well as a means of follow-up on committee decisions and actions.
4. Be aware of the committee's responsibilities as outlined in this manual and the Bylaws of the Association so as to guide the committee by ensuring that it strives to accomplish its objectives.
5. Guide the committee in its duties in compliance with the long and short-range goals of the Association as detailed in the approved Strategic Plan.
6. Attend meetings of the Board of Directors, when requested, and be prepared to give an oral report of the committee activities or submit written reports.
7. Prepare and present, in person when available, a detailed report and rationale to the Board of Directors of any committee requests including, but not limited to, budgets, events or activities, policy changes, and public endorsements or oppositions.
8. Prepare an overall report for the transition meeting of the Association stating what was and what was not accomplished, offering suggestions as how to improve the committee.
9. Coordinate all approved expenditures with the Board's Executive Officer.
10. The Vice-Chairman of that committee shall automatically replace any Chair not setting a meeting date by March 31st to activate their committee.
11. Any committee requests for staff assistance must be directed through the Executive Officer.

COMMITTEES AND THE EXECUTIVE OFFICER

Most committees will need some assistance from the Executive Officer. To facilitate the process, the following guidelines have been established:

1. Files for each committee will be kept in the Association office. Any mail or other pertinent information regarding the committee will be placed there for the chairman's review and use.
2. No request for payment will be processed without invoices submitted.
3. Committee chair shall coordinate with the Executive Officer expenditures within the amount of their approved budgets. Any payment more than the budget will not be made without prior approval of the Board of Directors.

BUDGET AND SPENDING POLICY FOR EVENTS, FUNRAISERS, AND OTHER OFFERINGS

(This policy will be in effect for any event occurring in 2024 and beyond.)

CAR has a long history of planning and implementing impactful events and fundraisers for the benefit of our organization and our membership. To ensure that these events are managed with a mindful budget and an eye on efficiency, the following policies are in place:

1. All events must be first approved by the Board of Directors before any bookings may begin. The exception to this is to secure a location with a deposit as long as the deposit has a window of time where it may be refunded if the event is not approved by the Board of Directors.
2. To seek approval from the Board, the committee must develop a general event budget of all predicted expenses to be presented. These expenses include, but are not limited to, venue, catering, bar, entertainment, emcee/speaker/auctioneer, gifts and swag, printing, decor, A/V and technology, advertising, etc.
3. Once approved, any events with an expense budget of \$10,000 or more shall provide monthly financial updates to the Budget & Finance Committee.
4. All fundraising events will be held for the benefit of the CAR Spreading Our Support Foundation. It is from that foundation that other community organizations receive benefits. The active committee may make a recommendation to the SOS Board of Directors as to the disposition of the funds however, the decision will be fully in the realm of the SOS BOD.
5. All obligations requiring an agreement or contract may only be approved and signed by the Executive Officer or Board President.
6. Sponsorships should be considered for every event, if appropriate, and factored into the overall general budget.
7. An event that requires sponsorships must have a written sponsorship package and may not be deviated from without approval of the Executive Officer or Executive Committee.
8. Sponsorship opportunities must be offered to Affiliate members before soliciting outside of the association.
9. All video, photos and websites created and or paid for by CAR of the event are property of CAR. All passwords and content must be approved by the Executive Officer. No members may create a website or social media page on behalf of the event or CAR without the approval of the Executive Officer.
10. No sponsor will receive advertising benefits without payment in full prior to the event.

THE COMMITTEES

BUDGET & FINANCE COMMITTEE

PURPOSE:

This Committee shall supervise the preparation of the annual budget and the financial affairs of the Association subject to action of the Board of Directors.

Recommended structure of the Finance Committee: at least ten (10) members with a minimum experience of two (2) years in real estate. Immediate Past President, and current President-Elect are Ex-officio members of the Committee. The term for a committee member will be three years with no more than 1/3 going off every year.

DUTIES:

1. Work with the Budget & Finance Chair in preparation of the annual budget for presentation to the Board of Directors. The final draft of the upcoming year's budget is to be presented to the Board of Directors for approval no later than the regularly scheduled meeting in October.
2. To review and recommend to the Directors any change in the dues structure.
3. Monitor interest income accounts and make recommendations to the Board of Directors the best investment possible at the time.
4. Shall review with the Executive Officer insurance policies of the Association as they mature or upon review prior to preparation of the annual budget and may determine that policies be subject to overall bids.
5. Shall review and recommend to the Board of Directors the employment of a CPA or public accountant.
6. Association records are available for inspection by members calling the Association Office and making an appointment with the Executive Officer. No copies shall be made.
7. Minimum funds kept in Liquid Reserve are \$200,000 or ninety (180) days of budgeted expenses, whichever is greater.
8. Minimum funds kept in Liquid Reserve designated for Facility Maintenance (separate from Operating Reserves) are \$50,000.
9. Any Authorization for the use of Reserve Funds shall require a 2/3 Positive vote of the Board of Directors at 2 consecutive meetings.
10. The Executive Officer is to provide the actual bank statements and any credit/debit cards statements to the Finance Committee/ Treasurer each month.

CERTIFIED LOCAL EXPERT CERTIFICATION COMMITTEE

Purpose:

(PENDING)

STRUCTURE:

(PENDING)

DUTIES:

(PENDING)

DIVERSITY, EQUITY, AND INCLUSION COMMITTEE

Purpose:

The purpose of the Diversity Committee is to create an environment of diversity, inclusion, and equality. The committee will promote the recruitment and retention of Realtors from different backgrounds including but not limited to race, gender, age, ethnicity, sexual orientation, religion, and other underrepresented groups. The Diversity Committee will strive to educate the membership on the necessity and importance of equal opportunity in fair housing, fairness in lending, cultural diversity issues, and establish instruction, policies, practices, and procedures addressing diversity inclusion, and equality. The committee will create a greater awareness of pertinent information as it relates to housing and lending and will be responsible for the dissemination of the information to the membership. The Diversity Committee will also work with city and county officials to identify systems addressing shortcomings in fair housing and accessibility to lending within the community. The committee will also establish a greater presence at community events celebrating various cultures.

STRUCTURE:

The Diversity Committee will consist of a minimum of 12 members and affiliates and will meet monthly.

DUTIES:

1. Identify underrepresented groups and establish a plan for recruiting from those groups. Create a plan of retention among underrepresented groups.
2. Determine areas the association is lacking in training and assisting underrepresented groups with better tools to help their success.
3. Develop a plan to educate the membership on critical issues such as the importance of equality, diversity, and inclusion especially as it pertains to fair housing and fair lending.
4. Initiate a plan to keep up with issues involving diversity, equality, and inclusion especially those that pertain to fair housing and fair lending.
5. Create a plan to disseminate the information to the membership including a way to inform the public of the work that the association is doing to promote diversity issues.
6. Construct a plan to participate in the cultural celebrations hosted by the county. Form a plan on how members and affiliates can be more active and present at those events. Include meeting with county and/or city officials as needed.
7. Plan an event every April celebrating Fair Housing. This can include providing classes on financial planning, first time home buying, taking care of their homes, and become a REALTOR®.
8. Educate members on what are underrepresented groups, what diversity, equality, and inclusion means and initiate programs to ensure the association is inclusive.

PROFESSIONAL DEVELOPMENT COMMITTEE

PURPOSE:

The purpose of this committee shall be to promote awareness of a solid education background needed for real estate sales, as well as encouraging Association members to adopt in letter and in spirit the Code of Equal Opportunity in Housing and Employment adopted by the National Association of REALTORS®. This committee shall provide legal programs with quality instructors, provide support for the Tennessee Real Estate Education Foundation (TREEF) GRI programs through co-sponsorship; provide members with means for training and education whereby they and their associates may be afforded the opportunity to improve their knowledge and competence in real estate; encourage and assist those responsible for the organization and presentation of real estate training programs; stimulate in young people an interest in real estate courses; promote the addition of real estate courses in universities and colleges that do not presently offer real estate in their curriculum; and conduct orientation programs for new members.

DUTIES:

1. To consider annually ongoing programs previously approved by the Board of Directors and make recommendations as to continuance, revision or discontinuance.
2. To conduct, review and update New Member Orientation program.
3. To inform members of their obligations and opportunities under the Equal Opportunity and Fair Housing Laws; and to provide assistance and guidance to members in voluntary compliance programs.
4. To develop and implement continuing education courses and seminars for members, to include one annual workshop on Fair Housing. Continuing education courses will be offered in sufficient numbers to meet education requirements for both Tennessee and Kentucky.
5. To coordinate with Executive Officer requests for designation and certification courses, to submit said requests in the proper form, and to adhere to the guidelines for those programs as established by the sponsoring organizations.
6. To assist the Executive Officer with registration, monitoring classroom attendance, and any other such functions required during or any other course offered by the Association.
7. To recognize those members attaining designations such as CCIM, CRB, CRS, GRI, etc.
8. To coordinate with the President-Elect and Executive Officer suggested speakers for membership meetings and seminars when appropriate to do so.
9. To review applicants and make recommendations to the Board of Directors for recipients of the Annual Educational Achievement Awards.

Professional Development Committee
Policy for Approval of Instructors to Teach CE Courses

To ensure that the continuing education that is offered at CAR to our members is valuable and relevant and that the association regularly increases the roster of local members approved to teach CE, the following procedures shall be adhered to for considering new instructors that will be hired:

- The instructor must be in good standing with CAR or their local association. If they are not members of CAR, a Letter of Good Standing from their local association must be submitted.
- The instructor must hold a valid real estate license at the Broker level. A copy must be submitted to CAR staff for verification.
- If the instructor is a professional in a field with a license issued by any agency other than a state real estate commission, the instructor must hold a valid license as issued within that profession. A copy must be submitted to CAR staff for verification.
- If the instructor is a professional in a field with a license issued by any agency other than a state real estate commission, the instructor must have been licensed for a minimum of 3 years prior to application.
- The instructor's Broker's post-licensing education must be complete and a transcript of applicable education included with the initial request to instruct.
- The instructor must hold a valid Tennessee Real Estate Commission (TREC) Instructors license.
- If the instructor has been approved to instruct by the Tennessee Real Estate Education Foundation (TREEF), a copy of the TREEF approval must be submitted.
- The instructor must submit a copy of their professional resume demonstrating their expertise and prior relevant teaching history in the areas they are requesting approval to teach.
- The instructor must provide two (2) letters of recommendation. One letter must be from the instructor's broker or supervisor. One letter must be from a real estate professional from outside of the instructor's team or brokerage.
- The instructor must provide a copy of their CE Broker history showing the instructor's experience as a student in a mix of classroom and technology platform settings.
- The instructor must provide a video recording or links to an existing video of at least fifteen (15) minutes in length showing the instructors personality and demeanor while instructing in front of other people. This shall be of an uninterrupted segment of a single session of instruction within the previous 2 years.
- The instructor will be asked to submit to an interview with the Professional Development Committee Chair, Vice-Chair, Board Liaison and Staff Liaison.
- The instructor must be approved by a majority vote of the Professional Development Committee after recommendation by the committee's leadership.
- All instructors will be evaluated annually by the Professional Development Committee.

This policy is effective beginning on November 20, 2024. For those instructors who do not meet these requirements but are currently scheduled to instruct, they have until December 31, 2025 to reach all licensing and education requirements. If an instructor is scheduled to instruct but does not meet these requirements by December 31, 2025, an alternate instructor will be identified for those courses.

HELPING HANDS COMMITTEE

PURPOSE:

To encourage members to take an active role in improving the community which provides their livelihood. To act as the fundraising body of the Spreading Our Support (SOS) Foundation.

DUTIES:

1. To consider annually ongoing programs previously approved by the Board of Directors and make recommendations as to continuance, revision or discontinuance.
2. Plan and execute programs and events to serve the community and its citizens.
3. Plan and execute programs and events to raise funds for the Spreading Our Support Foundation and individual charities recommended by the SOS Board of Directors.
4. Encourage and demonstrate regular volunteerism and community service by the members of the Clarksville Association of REALTORS®.
5. Partner with community civic and charitable agencies to lend assistance and support.
6. To annually consider the Community Involvement Award nominees and select a recipient to be submitted to the Board of Directors for approval.
7. To submit the annual Community Involvement Award recipient to TN REALTORS® for nomination for the Good Neighbor Award.

MEMBER ENGAGEMENT COMMITTEE

PURPOSE:

The member engagement committee will work to ensure that all members, regardless of tenure or specialty, are given programs and opportunities for participation that deepen their pride in the REALTOR® brand and deepen their commitment to membership.

STRUCTURE:

Open to participation from Clarksville Association of REALTOR® members at the REALTOR®, Affiliate Partner, and support staff levels. The full committee will divide into smaller task groups to deliver upon individual programs and events annually.

DUTIES:

- Task groups meet as needed to accomplish individual priorities.
- Full committee meets quarterly
- Deliver upon the strategic plan
- Plan and execute events designed to entertain and engage members of all tenures and demographics.
- Advise the association on Affiliate Partner recruitment opportunities
- Broker outreach and involvement
- Encouraged to share social media posts
- Partnership with committees for event and program support
- Support committees with their member engagement activities.
- Welcome and engage new members with regular outreach
- Advise the association on the optimal member experience as it relates to communications and digital strategies.
- Identify and develop new potential member benefits and make recommendations of such to the Board of Directors.
- Advise on content for annual member satisfaction and services surveys
- Administer awards and recognition program (with the exception of the Realtor of the Year committee)

REALTOR® OF THE YEAR COMMITTEE

POLICY GUIDELINES: REALTOR®-OF-THE-YEAR AWARD

REALTOR® of the Year Award is to give recognition to the perseverance of the REALTOR® efforts and work expended in the interest of fellow REALTOR®, their profession, and to our REALTOR® organization; and to turn the spotlight of publicity on the work of REALTOR® in advancing their profession and their communities.

1. The award should be made annually.
2. The Association shall distribute nomination forms to the membership for the award. The numbers of nominations submitted does not constitute an advantage for the nominee.
3. The Structure shall consist of the President of the Clarksville Association of REALTORS® for the applicable year, plus (4) past REALTOR® of the Year to be appointed by the President. The Committee must always consist of (5) Members, the President and at least 4 past REALTOR® of the year recipients.
4. The person making the nomination will complete nomination form. The nominee should not be advised of the nomination.
5. No member of the REALTOR® of the Year Committee may independently submit a nomination during the open nomination period.
6. The selection will be made on the basis of the individual's achievements, support of the Clarksville Association of REALTORS®, and participation in REALTOR® activities during the year for which the member is nominated.
7. Recipient of the Award shall be kept completely confidential until the time of presentation, except that staff will be informed for preparation of the recognition award.
8. Award shall be presented at the Installation and Awards Ceremony. The preceding year's recipient will make the presentation.
9. Members who are not eligible for the award include: The Association president for the year being honored, and the two immediate past REALTOR® OF THE YEAR winners.
10. The award recipient each year will be submitted to TN Realtors® for consideration for their annual Tennessee REALTOR® of the Year.

GOVERNMENTAL AFFAIRS COMMITTEE

PURPOSE:

To educate the membership on the importance of political awareness; to keep the membership informed on legislative bills and actions that relate to our industry; to refer information to the Board of Directors when action is necessary and to perform such other duties as may be requested by the Board of Directors; to encourage active involvement of REALTORS® in all phases of political activities and recommend to the membership for election those area candidates who support the free enterprise systems, private property rights, and other positions of the Clarksville Association of REALTORS®. Responsible for programs determining voter registration among the Association members while establishing a means of conducting programs for said registration. To be aware of issues and candidates' attitudes towards issues affecting individual property owners and the free enterprise system; to communicate their concerns and candidate choices to the state REALTOR® Political Action Committee (RPAC).

DUTIES:

1. To consider annually ongoing programs previously approved by the Board of Directors and make recommendations as to continuance, revision or discontinuance.
2. Ensure a representative of the committee attends all City and County meetings where information will be discussed that directly or indirectly affect the real estate industry.
3. Review all proposed local legislation, and identify opportunities for new legislation, that affects real property and the real estate profession and make recommendations to the Board of Directors, as necessary.
4. Review proposed state legislation, and identify opportunities for new legislation, impacting the area of the Association's jurisdiction and make position recommendations to the Board of Directors.
5. To develop and maintain for the Association favorable relations with local elected and appointed officials.
6. To promote the importance of political involvement at general membership meetings and through articles published by the Association.
7. To recommend REALTORS® to fill vacancies on boards and commissions and search out qualified members to run for elected office.
8. Ensure communication is maintained by the Clarksville Association of REALTORS® with the Legislative Committee and Director of Governmental Affairs of Tennessee REALTORS®.
9. Educate the membership about NAR Calls to Action and encourage participation.
10. Annually, as a part of the annual association budgeting process, the committee will consider what funds they will require for the following year from the TN Realtors® RPAC Allocations for legislative activities and support of candidates. This request will be presented to the Board of Directors for approval.

RPAC FUNDRAISING COMMITTEE

PURPOSE:

To educate the membership on the importance of investing in the REALTOR® Political Action Committee and to develop and implement local fund-raising programs for RPAC.

DUTIES:

1. To consider annually ongoing programs previously approved by the Board of Directors and make recommendations as to continuance, revision or discontinuance.
2. To promote to the membership that RPAC financial support is needed to promote REALTOR®-friendly legislators and legislation.
3. Through personal contact, membership meetings, and Association publications, inform members as to the structure and procedures of RPAC at the local, state and national levels.
4. To encourage 100% participation in RPAC and provide appropriate recognition to supporters.
5. To undertake no activities that would require registration as a Political Action Committee under federal or State Laws.
6. The form for requested funds must be completed and submitted to the Association office. (See "Request for RPAC Funds" form).
7. The request for RPAC Funds shall be forwarded to the RPAC Committee of the local Association for verification and recommendations. Requests shall be submitted to the Board of Directors; and, if approved, a letter on Association letterhead, signed by the President or the Executive Officer will be submitted to Tennessee REALTORS® RPAC Trustees.
8. Annually, as a part of the annual association budgeting process, the committee will consider what funds they will require for the following year from the TN Realtors® RPAC Allocations for RPAC Fundraising events. This request will be presented to the Board of Directors for approval. The Governmental Affairs Committee will have first priority for these funds for contributions to candidates and legislative activities.

STRATEGIC PLANNING COMMITTEE

PURPOSE:

To gather information internally and externally and use such information to develop comprehensive objectives and strategies with which to guide current and future Association leadership.

To review the governing documents of the Association to assure strict compliance with the membership policies and procedures of NAR and to recommend revisions from time to time that further the objectives of the Association.

MISSION STATEMENT:

The Clarksville Association of REALTORS® serves to promote the success and future development of its members in association with Tennessee REALTORS® and the National Associations of REALTORS®.

STRUCTURE OF COMMITTEE

Chairman: President-Elect of the Clarksville Association of REALTORS®

Facilitator: Responsible Designee (Shall be a member of the previous years' committee)

Members: Three (3) members from the Board of Directors (to include President);

Minimum three (3) members at large from the membership, with emphasis on new leadership;

Executive Officer of the Clarksville Association of REALTORS®

DUTIES:

1. To provide a continuous evaluation of the external and internal forces that impact the Association and its members and to identify important trends and issues.
2. To review and update the mission statement.
3. To develop priority goals and objectives based on their perception of movement in the external and internal environment, recognizing that planning is not programs. The development of programs is a form of implementation that is within the province of the operating committees, subject to approval by the Board of Directors.
4. To identify and prioritize strategies.
5. To work with the Executive Officer in developing changes to the Bylaws and policies and procedures as needed and make appropriate recommendations to the Board of Directors.

LEADERSHIP ACADEMY COMMITTEE

PURPOSE:

To oversee the Leadership Academy program; conduct and facilitate the application and selection process; and implement all program sessions.

Recommended structure of the committee is to be at least seven (7) members comprised of past Leadership Academy graduates, past members of the Board of Directors or current members of the Board of Directors. Committee members are to serve terms of 2-years and terms are to be staggered to ensure continuity of knowledge and experience year to year.

The Leadership Academy program for new students is to occur every other year. On the off year, the committee is to plan and implement continuing development programs for the alumni.

DUTIES:

1. To consider annually ongoing programs previously approved by the Board of Directors and make recommendations as to continuance, revision or discontinuance.
2. Accept and review all applications and make recommendations to the Board of Directors.
3. Administer the application and admissions process. The following minimum standards for applicants and the class apply:
 - a. Minimum 18 months experience as a REALTORS® prior to date of application, even if with another local association. Exceptions may be made based on prior leadership experience with approval of the Board of Directors.
 - b. If the applicant has no previous CAR committee experience, a letter of recommendation from the applicants Broker is to accompany the application.
 - c. Consider history of education completed but not use it as a prerequisite beyond meeting the minimum TREC/KREC requirements.
 - d. Limit the students to 15 per class. Higher counts of students are to be approved by the Board of Directors.
 - e. Committee reserves the right to conduct in-person interviews if deemed necessary
 - f. There are to be no pending or current Ethics proceedings against the applicant. This is to be confirmed by a statement on the application and verified by the Executive Officer.
 - g. Affiliate Partners may apply but should understand that priority is given to the REALTOR® members and that their participation will not qualify them for a seat on the Board of Directors.
4. Establish committee budget.
5. Meet required deadlines.
6. Develop and approve curriculum based on established general guidelines and select appropriate instructors for each topic. Topics to be covered must include, but are not limited to the following topics:
 - a. Composition, relationship and function of the Association, Board of Directors and Committees.
 - b. Cooperative relationship between local, state & national association.
 - c. Code of Ethics Enforcement
 - d. Roberts Rules of Order
 - e. Public Speaking
 - f. Leadership
 - g. Teamwork
 - h. RPAC & Governmental Affairs

- i. Group Projects
 - j. Off-site event or team bonding event
- 7. Appoint facilitators for each retreat. Other duties as deemed necessary by the committee and/or Board of Directors.
- 8. At the end of the class year, consider each student and determine if they have met the minimum requirements to graduate to include:
 - a. Full attendance at all retreats, events, field trips.
 - i. If a student misses a retreat but has maintained active involvement throughout the program with the project group, they may complete the missed retreat in the next Leadership Academy session to successfully complete the program.
 - b. Attend at least 1 Board of Directors meeting.
 - c. Participation in group project development and presentation.
 - d. Other tasks or projects as may be determined by the Committee.

YOUNG PROFESSIONALS NETWORK COMMITTEE

PURPOSE:

To help young real estate professionals excel in their careers by giving them the tools and encouragement to become involved in the four core areas of the REALTOR® Association, the real estate industry, their peers and the community.

DUTIES:

1. To consider annually ongoing programs previously approved by the Board of Directors and make recommendations as to continuance, revision or discontinuance.
2. To plan and execute events that bring members of all ages and experience levels together to focus on professional development, inter-generational communication awareness, new member mentoring, governmental advocacy and participation, cross association relations, and networking.
3. To encourage attendance at REALTOR® conferences, conventions, expos, and webinars by all members of the association.
4. To provide a foundation of leadership and development that encourages members to pursue leadership roles within the Clarksville Association of REALTORS®, TN REALTORS®, and the National Association of REALTORS®.
5. To partner with the Governmental Affairs and RPAC Committees in taking an active role in policy discussions and advocacy issues, to be informed about the latest industry news and trends, and to raise funds for the Realtors Political Action Committee.
6. To partner with other committees to network and learn from one another by attending events, participating in online communications, and seeking out mentoring opportunities.
7. To partner with the Helping Hands Committee and SOS Foundation on initiatives to ensure they are exceptional members of the community by demonstrating a high level of REALTOR® professionalism, volunteering for causes they feel passionate about, and securing resources and raising funds to support those initiatives.

HANDBAGS FOR HOPE COMMITTEE

PURPOSE:

The Handbags for Hope Committee will plan and execute the Handbags for Hope event as a profitable fundraiser for the Spreading Our Support Foundation.

DUTIES:

1. Conduct regular meetings, as necessary, to ensure committee involvement and engagement in the event.
2. Establish event policies to ensure enjoyment and participation by all attendees
3. Plan and execute a comprehensive marketing plan to ensure event awareness throughout the community
4. Recommend and select vendors for all aspects of the event including but not limited to location, catering, bar, entertainment, decor, gifts/appreciation, and publicity.
5. With assistance of association staff, develop a comprehensive event budget to submit to the Budget & Finance Committee for approval.
6. In partnership with association staff, monitor the event budget and ensure that all expenditures stay within approved guidelines.

MULTIPLE LISTING REPRESENTATIVES

PURPOSE:

To represent the Clarksville Association of REALTORS® as a member of the RealTracs, Inc. Board of Directors, and to disseminate Multiple Listing Service (MLS) information to the members of this Association.

DUTIES:

1. Shall be appointed by the President and approved by the Board of Directors for a three (3)-year term as MLS Representative to RealTracs, Inc. Board of Directors. (RealTracs, Inc. Bylaws). Must be currently serving, or have previously served, on the Board of Directors.
2. To attend all meetings of RealTracs, Inc. Board of Directors.
3. To inform members of changes in MLS policies of RealTracs, Inc. and any other information.
4. The Chairman of RealTracs, Inc. Board of Directors has the right to dismiss any Board member who misses three (3) meetings during any calendar year without a valid excuse or reason.
5. If the representative to the RealTracs, Inc. Board of Directors is dismissed for any reason, the president of the Clarksville Association of REALTORS® shall appoint a new MLS representative to serve the remainder of that person's term.

Or alternatively, "If the MLS representative to the Board of Directors of RealTracs, Inc. is unable to serve, for any reason, the president of the Clarksville Association of REALTORS® will appoint a replacement, subject to the approval of the Board of Directors, to serve out the remainder of that person's term.

GENERAL ASSOCIATION POLICIES

1. CODE OF ETHICS ENFORCEMENT: Effective January 1, 2022, the Clarksville Association of REALTORS® will participate in the Tennessee REALTORS® Code of Ethics and Arbitration Enforcement program. All complaints filed by members of the association or members of the public will be forwarded directly to the appropriate Tennessee REALTORS® staff member for follow up. CAR will continue to recruit and encourage volunteerism amongst our membership in the state program to ensure adequate representation.
2. INCOMING CORRESPONDENCE: All incoming mail at the Association office addressed to the President of the Association shall be opened at the Association office unless otherwise directed by the current President. Mail addressed to the committee chairs shall be opened and forwarded to that person.
3. OUTGOING CORRESPONDENCE: All outgoing correspondence on behalf of the Association must be on its letterhead and cleared with the Executive Officer.
4. BUSINESS HOURS: The Office opens at 8:00 a.m. and closes at 4:30 p.m.
5. ASSOCIATION RECOGNIZED HOLIDAYS AND CLOSINGS: The Association will observe by remaining closed all federally recognized holidays as described in US Code (5 U.S.C. § 6103) and the following days:
 - i. New Year's Eve.
 - ii. Good Friday.
 - iii. Friday following Thanksgiving.
 - iv. Christmas Eve.

Any Holidays falling on a Saturday will be observed on the previous Friday. Those falling on Sunday will be observed on the following Monday.

The Association office will close at 12:00pm on the Fridays prior to Memorial Day and Labor Day.

6. ANNUAL AUDIT: The Board of Directors, upon recommendation of the Finance Committee, will appoint an accountant or CPA to conduct an annual audit of the Association Finances. Such accountant or CPA will prepare the Balance Sheet Statement and Corporate Tax Return (990 Form).
7. COMMISSIONS: Commissions in real estate transactions are negotiable between REALTORS® and their sellers and buyers and ARE NOT DETERMINED by the Association. At no time during any meeting will commission rates be discussed.
8. FAIR HOUSING: This Association is an equal opportunity employer. We are committed to making the opportunity of homeownership available to all people in accordance with current Federal Fair Housing Guidelines and the NAR Code of Ethics. It is our goal to provide REALTORS® with the knowledge and tools to find opportunities for housing all members of the community.
9. LEGAL COUNSELING. The Board of Directors will engage legal counsel for the Association and only the Board of Directors may terminate such legal counsel.
10. HARASSMENT: Any member of the Association may be reprimanded, placed on probation, suspended, or expelled for harassment of an Association or MLS employee or Association Officer or Director after an investigation in accordance with the procedures of the Association. 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 investigatory team comprised of the President, and President-elect and/or Immediate Past President 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 the

Association. Disciplinary action may include any sanction authorized in the Association's Code of Ethics and Arbitration Manual. If the complaint names the President, President-elect, or Immediate Past President, that officer may not participate in the proceedings and shall be replaced, by another member of the Board of Directors selected by the highest- ranking officer not named in the complaint.

11. BOARD OF DIRECTORS MEETINGS:

- (A) The Board of Directors shall meet regularly as determined by the President with the dates and times of the meetings for the year being set no later than the first meeting of the Board of Directors each year by the President. The regular meetings of the Board of Directors shall be scheduled so as not to conflict with TN REALTOR® or NAR meetings. Absence from Directors' meetings is addressed in the Association Bylaws.
- (B) No devices capable of recording audio or video (recording devices, smart phones, smart watches, etc.) except those that are the property of the association and are present to facilitate the meeting may be allowed in the room while the Board of Directors are meeting.
- (C) To facilitate open discourse and ensure confidentiality of discussions and decisions, meetings of the Board of Directors are closed to spectators and visitors.
- (D) A member wishing to speak to the Board of Directors on a matter of business must their request to the Executive Officer no later than one week prior to the regularly scheduled Directors' meeting to ensure a place on the agenda. At no time will a visiting member (not on the Board of Directors) be permitted in the Association's conference room during a discussion of Professional Standards decisions.

12. MEMBERSHIP MEETINGS: Association meetings will be held regularly. Locations will be arranged by the Executive Officer with approval of the President-Elect of the Association and advice of Professional Development Committee Chairman if meeting is in conjunction with a seminar. Reservations must be made in order to attend the meeting whether partaking in a meal or not. Members without prior reservations who attend membership meetings shall be on a "standby basis."

13. TN REALTORS® DIRECTORS: The President shall serve as a TN REALTORS® Director. Additional Directors, as allocated by Tennessee REALTORS®, shall first be the President-elect, the Treasurer and the Immediate Past President. Any additional allocated seats will be appointed by the President and approved by the Board of Directors. Directors unable to attend meetings will notify the Association Office thirty (30) days prior so that alternates may be appointed.

14. BENEVOLENCE: Flowers or a charitable contribution (if appropriate) are to be sent in the case of death of member, their spouse or their children, or upon the death of any past Association President. Decisions are to be left to the discretion of the Executive Officer and President. It is important that Board staff be notified of death or illness of a member.

15. EDUCATION: The Association will abide by all policies established by the Tennessee Real Estate Commission for Continuing Education courses and additionally has established the following policies to apply to educational events and offerings held by the Professional Development Committee:

- i. Only members properly registered for classes will be allowed in the classroom during instruction time. This policy applies to friends, spouses, children and pets. Service animals are permitted.
- ii. In the event of inclement weather, any course scheduled will be automatically cancelled if the Clarksville Montgomery County School System is closed.
- iii. Cancellations for class attendance are accepted up to 24 hours before the class begins. Failure to cancel attendance will result in a Seat Fee (see Fee Schedules and Policies for more detail).

- iv. The Association will make copies of the course materials available through digital formats no later than 24 hours prior to the course start time.
 - i. A limited number of sets of materials will be available at each class for purchase by the students for \$5.00 per set. These funds will be credited towards the Education Committee budget. Cash or check can be accepted for these materials by the course proctor, or the member may be invoiced.
- v. Students that arrive after any Association sponsored course (less than 8 hours in length) has begun (based on advertised scheduled start time) will be allowed to attend the course but will be denied any credit, whether for CE or Association Credit.
- vi. For Designation & Certification Courses that carry a fee to enroll:
 - i. CAR will invoice registrants and payment is due no later than the start of the course.
 - ii. Failure to pay for OR cancel the course by the end of the advertised Early Bird period will result in the student having to pay the full advertised price.
 - iii. All Early Bird registration periods will run from the time the course is opened for registration until 14 calendar days prior to schedule course date.
 - iv. Registrations completed later than 48 hours prior to course date/time may not have printed materials available to them. A link to download the materials will be provided to the student.
 - v. Cancellations for FULL refunds are ONLY accepted until the registration deadline for each designation or certification course. Any refunds will be issued by check within 2 weeks from date of cancellation.
- vii. Instructors shall agree to the Instructors' Honor Contract and agree to abide by its principals by signing and submitting to association staff at the beginning of each year that the instructor is scheduled to instruct.

16. FEES AND POLICIES

- ACCEPTED FORMS OF PAYMENT: CAR accepts personal or business checks, cashier's checks, money orders, Visa, MasterCard, American Express and Discover for payment. Cash is not accepted for payment of dues, fees, and/or merchandise. Cash may be accepted on a limited basis for community events open to the public on a case-by-case basis.
- GENERAL DEADLINES: For all items requiring action and/or payment, the time of such action or payment is to occur by 4:30pm on the date designated or the next business day if the original due date falls on a weekend or holiday. Time is determined based on the Association clock shown on the office telephone displays.
- ANNUAL DUES:
 - Early Bird Period: Members renewing their membership by paying their dues in FULL by close of business October 1 of each year will receive a \$25 discount on the Local portion of the dues. The State and National portion cannot be reduced. After October 1, the Early Bird discount will no longer apply. Members paying in installments must have the FULL amount the Local, State and National dues paid before October 1 to enjoy the Early Bird discount.
 - Due Date: As stated in the CAR Bylaws (Article X, Section 3) dues are payable annually in advance of the first day of January. The Board of Directors has established December 31 as the preliminary due date for all membership renewal

- payments. Members that have not paid in full by December 31 will be placed into Inactive status. To return to Active status, the full amount of the dues and a \$100 reinstatement fee will be required.
- A voluntary investment line for RPAC investments in the amount of \$25 will be included on all dues invoices.
 - A voluntary contribution line for SOS Foundation donations in the amount of \$25 will be included on all dues invoices.
- **NEW MEMBERS:**
 - **New Licensees:** When a newly licensed agent affiliates with one of CAR's member firms, that licensee must join a REALTOR® Association that the Broker holds membership in; or, the Broker must pay the Non-Member Assessment Fee to CAR within ten (10) calendar days of the issuance of the license as shown on the Tennessee Real Estate Commission website. Failure to ensure one of these 2 events occurs within that ten (10)- day window will result in a \$500.00 fine assessed to the Broker.
 - **Non-REALTOR® Transferring Licensees:** If a licensee that did not previously hold REALTOR® membership in the State of Tennessee transfers to a CAR member firm, the same rules apply as in (1)(a) with the start of the ten (10) days being the date the transfer was finalized by the Tennessee Real Estate Commission.
 - **REALTOR® Transferring Licensees:** If a licensee is a member of another REALTOR® organization in the State of Tennessee that the Broker is also a member of, that licensee may maintain their membership with that Association. The Broker will be responsible for communicating this alternate membership to CAR annually during dues billing.
 - **APPLICATION FEE:** There is a \$500.00 application fee for all new REALTOR® members and/or new REALTOR® firms due with receipt of membership application and the full amount of annual dues as set by the Board of Directors or the prorated amount based on membership application date. This fee is non-refundable except in the event that the Board of Directors rejects the application for membership.
 - Should the member leave the Association and return within 6 months of termination date, a reinstatement fee of \$100.00 will be due to return to Active status. If the member is gone for more than 6 months, the full application fee will be due upon return.
 - **REINSTATEMENT FEE:** In the event that a REALTOR® member leaves and rejoins the Association multiple times, upon the third instance of joining the Association, the \$500.00 application fee is waived and a reinstatement fee of \$100.00 shall be assessed instead. This fee is due with receipt of membership application and the full amount of annual dues as set by the Board of Directors or the prorated amount based on membership application date.
 - **TRANSFERS:** When a member transfers from one member firm to another, the receiving Broker shall furnish the Association Office with the Tennessee Real Estate Commission Form No. 1 (TREC-1) within 30 days of initiation of transfer.

- TRANSFER FEE: A \$25.00 transfer fee will be assessed upon any members transfer from one member firm to another. This fee is due within 30-days of receipt of the TREC-1 form by the Association office.
- AFFILIATE PARTNER APPLICATION FEE: There is a \$125.00 application fee for all new Affiliate Partner members due with receipt of membership application and the full amount of annual dues as set by the Board of Directors or the prorated amount based on membership application date. This fee is non-refundable except in the event that the Board of Directors rejects the application for membership.
- SEAT FEES: Any member who fails to attend and previously cancel their registration for an Association sponsored education session will be assessed a seat fee equal to \$10 per credit hour minus \$5. (Example: 4-hour course would be \$35. 4 hours x \$10 = \$40. \$40 - \$5 = \$35.) This is due no later than 30-days after the scheduled course.
- EDUCATION MATERIALS: A small number of materials for CAR sponsored CE Courses will be available for student purchase at a rate of \$5.00 per set.
- REINSTITUTION OF STATUS FEE: Any member who fails to fulfill any financial or membership obligation as outlined in the Association Bylaws will be subject to suspension of their membership. These members will be charged a \$50.00 fee for reinstatement upon satisfaction of the debt. This fee must be received prior to reinstatement.

17. SENTRILOCK FEES

- DUES: Annual Sentrilock Dues are determined by the Board of Directors and are payable by February 28 for the period of March 1- February 28 of each year. Dues will be prorated for the first year based on the date the member subscribes to the Sentrilock program.
- SENTRICARDS: A member's first Sentricard will be provided at no cost to the member upon enrollment in the program. Replacement cards not deemed defective by Sentrilock are \$30.00.
- LOCKBOXES: The most current version of SentiLock lockbox will be sold at cost plus shipping, rounded up to the nearest whole dollar.
- LOCKBOX TRADE-IN/UPGRADE: Members can trade in used Generation I, Generation II and NXT (non-wireless) Lockboxes towards the purchase of a current version box and receive a 20% discount on the new box. CAR reserves the right to discontinue this discount without notice based on the reciprocal discount being given by SentiLock to CAR.
- BATTERIES: Batteries for the Generation I and Generation II are \$10.00 each. Batteries for the NXT and NXT Wireless boxes will be provided free of charge upon either notification from Sentrilock of a need or by bringing the box into the Association office and the need identified by the staff.
- OTHER SENTRILOCK PRODUCTS: Many other SentiLock products are available in the CAR store for purchase.

BOARD REPRESENTATION POLICY

Each year volunteer leadership and staff of our Association are expected to represent the Clarksville Association of REALTORS® at certain local, state and national events. The following suggested guidelines are meant to clarify this policy regarding support and documentation, etc.

1. Round trip airfare shall be based on lowest available coach fare. No first-class passage shall be paid. Attendee traveling by personal auto shall be reimbursed for actual mileage to meeting, not to exceed the cost of the lowest available commercial coach round trip airfare.
2. In the event reservations were made and the member does not attend, any fees, meeting registration, and room shall be refunded to the Association by the member unless valid excuse is presented for not attending. Valid excuse shall be death or serious illness of attendee or immediate family member. If refundable ticket is issued and canceled, attendee shall be responsible for cancellation fee without same excuse.
3. Length of stay: Duration of meeting and allowance for reasonable arrival time.
4. Officers designated as the official delegate will be expected to attend any and all meetings where voting occurs.
5. The Board of Directors shall approve entertainment of specific individuals for benefit of the Association by the President/Association Officer.
6. A per diem of \$75.00 for "in town" meetings and \$175.00 for "out of town" meetings, as described below will be paid in advance when traveling for approved meetings, conferences and conventions. The per diem is to compensate the representative for, but not limited to, meals, transportation and mileage, tips and gratuities and other incidental expenses.
7. Meetings two (2) days or longer in length, 100 miles or further from the Association office will be considered "out of town". Meetings less than 100 miles from the Association office and outside of Montgomery County will be considered "in town" for the purposes of the per diem. Meetings less than 100 miles from the Association office and outside of Montgomery County, but two (2) days or longer in length, will be allowed an association covered hotel stay at the conference hotel.
8. Hotel/Lodging: Charges covered shall be limited to room, tax, and parking.
9. Mileage: per mile rate to be tied to annual IRS regulations.
10. Spouse or guests' expenses are to be paid for personally.
11. For as long as there is a licensing agreement in place, a CAR member shall be appointed by the Board of Directors to serve on the Bluegrass REALTORS® Forms Committee to represent the association and bring back necessary information.
12. The following individuals or their designee, as approved by the Board of Directors and as allowable in the budget, shall attend the following meetings, conferences and conventions:
 - NAR Association Executives Institute
 - Executive Officer
 - Member Engagement Manager
 - NAR Spring Legislative Conference
 - President
 - President-Elect
 - Executive Officer
 - Public Affairs Coordinator
 - Chair of Governmental Affairs Committee
 - Chair of RPAC Fundraising Committee
 - NAR Governmental Affairs Director Institute
 - Public Affairs Coordinator

- NAR Communication Directors Institute
 - Member Engagement Manager
- NAR Leadership Summit
 - President-Elect
 - Executive Officer
- YPN Leadership Summit
 - YPN Chair-Elect
 - Member Engagement Manager
- NAR Fall Convention
 - President
 - President-Elect
 - Treasurer
 - Immediate Past President
 - Executive Officer
- NAR Annual Legal Seminar
 - Board retained legal counsel
- TN REALTORS® Spring Conference and Day on the Hill
 - TN REALTORS® Directors
 - Public Affairs Coordinator
 - Executive Officer
- TN REALTORS® Fall Conference
 - TN REALTORS® Directors
 - Executive Officer
- REALTOR® Association Professional Development Directors Institute
 - Education Services Coordinator
- American Society of Association Executives Annual Convention
 - Executive Officer

13. Travel expenses shall be estimated prior to preparation of the Association's budget.

14. TN REALTORS A.R.E.A.: Annually, CAR may provide two (2) scholarships of up to \$900 for members to participate in the TN REALTORS Academy of Real Estate Advancement (AREA). By receiving the scholarship, the members agree that if they fail to complete the program within the TN REALTORS® guidelines, they will reimburse CAR for the full amount of the scholarship. Established fee payable policies will be in effect. These scholarships will be evenly divided among all CAR members accepted into AREA during that year.

INVESTMENT POLICY

PURPOSE:

To insure that the Operating and Reserve funds of the Clarksville Association of REALTORS® are managed with care, skill, prudence and diligence in order to fulfill the fiduciary obligations imposed on the Treasurer by the Bylaws of Clarksville Association of REALTORS® (CAR) and the obligation imposed on the leadership of the organization to use the resources of CAR wisely.

DUTIES:

1. Per CAR Policy and Procedures, the Operating Reserves are to be \$200,000.00 or 180 days of budgeted expenses, whichever is greater.
2. Per CAR Policy and Procedures, the Facility Maintenance Reserves are to be \$50,000.00 and accounted for separately from Operating Reserves.
3. Both of these accounts must be liquid accounts, allowing for easy access to funds when needed.
4. The Finance Committee will make recommendations to the CAR Board of Directors as to the placement of these funds into interest bearing accounts or a similar type account, in an approved financial institution, in order to allow for these funds to grow while being held in reserve and also allow for immediate access if needed.
 - a. The primary use of any operating surplus (above required reserve amounts) should be reduction of any CAR debt. The Financial Committee shall make recommendations to the CAR Board of Directors for approval should it be determined said surplus is to be used for any other purpose.
 - b. No single investment or deposit will exceed FDIC insurance amounts.
5. Prohibited investments:
 - Commodities and Futures Contracts
 - Options
 - Short Selling
 - Resolution Trust Corporation Notes
 - World Bank Bonds
 - Privately held securities.

6. The Finance Committee will be responsible for making any and all recommendations to the CAR Board of Directors regarding these funds, and any expenditures or use of these funds will be in accordance with CAR By Laws and Policies and Procedures (at this time, any authorization for use of reserve funds requires a 2/3 positive vote of the CAR Board of Directors at 2 consecutive meetings.)

The Finance Committee may, at the Treasurer's discretion, select a task force from within the Committee to make the recommendations as to investment of CAR Reserve funds. Any such investments shall be approved by the Board of Directors with the advice of a qualified financial consultant chosen by the Board of Directors

DOCUMENT RETENTION POLICY

It is the policy of the Clarksville Association of REALTORS® to avoid the undue accumulation of documents that are no longer likely to be needed in our business operations. The regular discarding of outdated business records keeps our storage costs down and enables the Association’s staff to make more efficient use of these documents and files that is needed for current operation. Unless specifically notified to the contrary, the staff, under the direction of the Executive Officer, is responsible for retaining the following types of documents for the respective periods indicated following the date such documents were written. Unless otherwise specified or prohibited, all documents can be maintained digitally.

<u>TYPE OF RECORDS PERIOD</u>	<u>RECOMMENDED RETENTION</u>
1. Originals Board Charter from NAR	Permanent
2. Articles of Incorporation	Permanent
3. Board Bylaws, Original and as Amended	Permanent
4. IRS letter granting Tax Exempt Status	Permanent
5. Minutes of Directors’ meetings	Permanent
6. Minutes of all Association Committee Meetings	6 years
7. Annual Financial Reports	Permanent
8. Journal and Ledger Accounting Records	Permanent
9. Voluntary Affirmative Marketing Agreement	Permanent
10. Signatories to VAMA	Permanent
11. Code of Equal Opportunity	Permanent
12. Privileged Attorney-Client communications between Association and its legal counsel, unless the issues discussed by any Attorney-client communication has become definitely and irrevocably mooted.	Permanent
13. Accounting Records	Seven Years
a. Bank Statements	
b. Cancelled Checks	
c. Contracts after expiration	
d. Paid Bills/Invoices	
e. Purchase Orders	
f. Membership Dues (Billed & Collected)	
14. Personnel and Payroll Records	Permanent
a. Employee Payroll Records	
b. Quarterly and Annual Payroll Tax returns and W-2’s	
15. Administrative Records	One Year
a. Memo to Members (except legal issues)	
b. Attendance Records at Directors Meetings	
c. General Correspondence (Exception: any document Relating to another category herein listed)	
d. Insurance Policies (After expiration)	
16. Professional Standards	
a. Grievance Records, if dismissed	Until after appeal time has expired
b. Grievance Records, if sent to hearing	3 yrs after file is closed
c. Professional Standards Records	3 yrs after file is closed
d. Mechanical records of Hearing	Until after appeal time has expired
e. Cooperative Enforcement Agreement	One Year after agreement term

17. Property Records

a. Deeds of Title

Permanent

b. Leases

2 years after expiration

c. Records of property Damage

7 years after termination of ownership

d. Appraisals

Permanent

CYBER SECURITY POLICY

This Cyber Security Policy establishes guidelines to protect the digital assets, systems, and confidential information of the Clarksville Association of REALTORS® (CAR) from cyber threats. It ensures compliance with applicable data protection laws and promotes a culture of security awareness among staff, volunteers, and partners.

This policy applies to all employees, board members, contractors, and third-party vendors who access, manage, or store association data. It covers all association-owned devices, networks, and cloud-based services.

Data Protection & Access Control

- Only authorized personnel may access sensitive association data.
- Strong password policies must be enforced (e.g., minimum 12 characters, combination of uppercase, lowercase, numbers, and symbols).
- A password management “vault” shall be used to store universal association account passwords.
- Offline data backups must be kept and stored securely.
- A VPN shall be implemented for all off-site access to association systems and accounts.

Email & Internet Security

- Employees must not open suspicious emails or click on unknown links.
- Phishing awareness training will be conducted annually.
- Association email accounts should not be used for personal activities.
- Public Wi-Fi should not be used to access sensitive association data unless a VPN is in use.
- Any email correspondence that contains sensitive data should be sent via confidential mode/encryption to prevent downloading and forwarding.

AI Security Policy

- No confidential, proprietary, or personally identifiable information (PII) related to the Association, its members, or clients may be entered public AI platforms.
- AI tools must not be used to process or analyze member financial data, contractual agreements, or legal documents without prior authorization of the Executive Officer.
- Analysis performed on sensitive data must be done within private AI systems/servers
- All AI-assisted decision-making must comply with applicable data protection laws and the Association’s privacy policies.
- Employees and members must report any suspected misuse of AI tools or potential security risks associated with AI applications.

Credit Card Handling, Storage & Processing

- Credit card payments must only be processed through approved and PCI-compliant payment systems or third-party vendors via encrypted systems.
- Storage of Credit Card information is handled via a PCI compliant third-party service provider. Credit Card information should never be stored via CAR’s internal network. CAR staff does not determine storage preferences. Only end users of CAR’s systems can make those elections.
- Only authorized personnel with a legitimate business need may handle or process credit card transactions.

- All payment processing systems should be monitored for unauthorized access or suspicious transactions

Data Transfer Security

Transferring data introduces security risk. Employees must:

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

Device & Network Security

- All association devices must have up-to-date antivirus software and firewalls.
- Personal devices used for association business must meet security standards.
- Wi-Fi networks must be encrypted and secured with strong passwords.

Incident Response & Reporting

- Any cybersecurity incident (e.g., data breaches, unauthorized access) must be reported immediately to the Executive Officer.
- An incident response plan will be in place to assess, contain, and mitigate security breaches.
- Affected members or stakeholders will be notified if their data is compromised.

Training & Compliance

- All employees and board members will undergo annual cybersecurity training.
- Regular security audits will be conducted to ensure compliance with this policy.
- Failure to comply with cybersecurity protocols may result in disciplinary action.

Policy Review & Updates

This policy will be reviewed annually and updated as needed to address emerging cyber threats and technological advancements.

Insurance

The Association's cybersecurity insurance coverage provided by the National Association of REALTORS® and that included in the association's private insurance will be annually reviewed.