



THREE RIVERS ASSOCIATION OF REALTORS®, INC.

GOVERNANCE POLICY MANUAL

(Revised 04/16/2024)

## THREE RIVERS ASSOCIATION OF REALTORS®

### 1. **MISSION STATEMENT**

THE PURPOSE OF THE THREE RIVERS ASSOCIATION OF REALTORS® IS TO ENHANCE THE ABILITY AND OPPORTUNITY OF ITS MEMBERS TO CONDUCT THEIR BUSINESS SUCCESSFULLY AND ETHICALLY, AND TO PROMOTE THE PRESERVATION OF THE RIGHT TO OWN, TRANSFER AND USE REAL PROPERTY.

#### **THREE RIVERS ASSOCIATION OF REALTORS®:**

- Speaks to and addresses real estate issues.
- Supports a legislative environment favorable to its members.
- Promotes the highest level of integrity and fair business practices.
- Enhances the public image of its members.
- Provides opportunities for professional growth and education.
- Communicates information to its members to help them succeed in business activities.
- Identifies, anticipates and addresses economic and marketing trends in the real estate industry.

### 2. **ANTITRUST STATEMENT:**

Three Rivers Association of REALTORS® (hereinafter, “TRAR”) is a non-for-profit trade association devoted to improving the business conditions of the real estate industry. TRAR meetings and events include real estate professionals and other industry stakeholders who compete with each other for work for competing businesses. TRAR is committed to conducting all meetings and events in a professional, ethical, and lawful manner, including in adherence to all antitrust laws. To that end, the topics for all meetings and events will focus on advancing the interest of real estate professionals and consumers of real estate services, increasing competition, reducing risk for all parties involved in real estate transactions, and sharing insights on business best practices. The following discussion topics are always prohibited; agreements to fix prices, limit product or service offerings, allocate geographical territory for customers, and refuse to deal. Any discussion inconsistent with this policy will not be tolerated.

### 3. **CODE OF CONDUCT**

See Exhibit A attached.

## **4. LOCAL ASSOCIATION**

### **STRUCTURE AND GOVERNANCE**

Your local Association of REALTORS® is governed by a Board of Directors consisting of three (3) officers: President, President-Elect and Secretary/Treasurer, plus ten (10) Directors. To assure an orderly operation from year to year, Directors are normally elected to serve a three-year term. The only exception is the Immediate Past-President who serves as a Director for one year following their presidency. Officers are elected annually, although a commitment to be a candidate is generally made by candidates for each subsequent position.

All Association business is from your local office at 303 Springfield Avenue, Joliet, IL 60435. The office is staffed by a Chief Executive Officer (CEO) who has the responsibility for the day-to-day operations of your local Association office. Included in this responsibility is the staffing to carry out operations. Assigned responsibilities are:

- Director of Education & Events
- Communications
- Membership

Normal office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. The telephone number is: (815)744-4520.

Rather than directing inquiries to an Officer or Director, it is suggested that all inquiries and requests be placed through the Association Office. Those matters related to activities not covered by policies previously set may be referred to the assigned committees for their recommendation and then to the Board of Directors.

Depending on subject matter, a decision may then be made or forwarded to legal counsel for an opinion and/or to the State or National Association for advice before action is taken.

If subject matter involves policy or substantial monetary sums, all action must be by approved motions at regularly called or special Board of Directors' meetings.

If the action involves a change in the Bylaws (with the exception of policy changes mandated by the National Association of REALTORS®), affirmative action by the voting membership is required at a general membership meeting where a quorum is present.

All Bylaws are reviewed by the legal department of the National Association of REALTORS® for compliance with the National Association of REALTORS® Bylaws as well as their Rules and Regulations.

## **ASSOCIATION PRESIDENT**

### **ASSOCIATION FUNCTION:**

Serves as elected officer representing the entire membership and the best interests of the Association; exercises personal leadership in the motivation of other officers, Association members, committee members, staff and membership; influences the establishment of goals and objectives for the organization during term of office and acts as spokesperson and inspirational leader.

### **DUTIES AND SCOPE OF AUTHORITY:**

Within the limits of constitution, bylaws and policies, the Board of Directors President is responsible and has commensurate authority to accomplish the duties set forth below:

- Presides at and attends all meetings of the Board of Directors and coordinates agenda material with the Chief Executive Officer.
- Sees that the Board of Directors and officers are kept fully informed on the conditions and operations of the Association.
- Works with Chief Executive Officer in seeing that basic policies and programs that will further the goals and objectives of the Association are planned, formulated, and presented to the Board of Directors in accordance with the strategic plan.
- Appoints chairpersons of Association committees and task forces; outlines the purposes and duties of these committees; and monitors progress.
- Sees that the organizational structure and policies of the Association are reviewed annually with the Chief Executive Officer.
- Supports and defends policies and programs adopted by the Board of Directors.
- Promotes interest and active participation in the Association on the part of the membership and reports activities of the Association to members by means of letters, publications or lectures.
- Presents an annual report at the end of the term or at other appropriate meetings.
- With the Chief Executive Officer, acts as a spokesperson for the Association to the press, the public, legislative bodies, and related organizations.
- In cooperation with those with financial responsibilities, helps develop, recommends and, upon approval, operates within an annual budget, and sees that the finances of the Association are audited annually.

- Represents the Association at all IR functions; and represents the Association at specific National Association functions, including Three Rivers Association of REALTORS® delegate.
- Chairs Strategic Task Force as needed.
- Initiates the review structure for the Chief Executive Officer annually or more frequently as outlined in the employment agreement.
- Three Rivers Association of REALTORS Executive Board of Directors will be the only entity with access to Chief Executive Officer contract other than the Association Executive.

#### INTERNAL RELATIONSHIPS:

- Responsible to the Board of Directors and, through the appropriate body, to the membership for seeing that the programs and policies of the Association reflect the needs and aspirations of the membership.
- The Association President will consult and advise with the Chief Executive Officer on all matters pertaining to Association policies, programs and finances.
- May have contact with representatives from other Associations.

## **CHIEF EXECUTIVE OFFICER (C.E.O.)**

### **ASSOCIATION FUNCTION:**

Serves as the Chief Executive Officer, responsible to the Board of Directors for the effective conduct of the affairs of the Association. Recommends and participates in formulation of the Association mission, goals, objectives and related policies. Within that framework, plans, organizes, coordinates, controls and directs the staff, programs and activities of the Association.

### **SPECIFIC RESPONSIBILITIES:**

Within the limits of the Charter and Bylaws of the Association and policies established by the Board of Directors, the Chief Executive Officer, with appropriate delegation:

- Establishes the organization structure for the Association and related staffing structure.
- Establishes administrative policies and procedures for Association office functions.
- Recruits, hires, and trains staff while administering an effective personnel program which includes position description, performance standards, performance appraisals, and compensation system.
- Supervises all staff personnel, determines employee proficiency when necessary, and releases employees for sufficient cause.
- Is familiar with all office procedures, including correspondence and member services, in order to ensure that each job is completed with maximum efficiency.
- Approves bills for check preparation by bookkeeping.
- Is responsible for the general overseeing of the maintenance of the Association building.
- Attends MRED meetings and other duties as assigned by the Board of Directors.
- Develops and supervises an effective program of membership development and services in conjunction and coordination with the membership.
- Develops and maintains a publication program which is responsive to the needs of the membership.
- Conducts research necessary to inform the Board of Directors pertaining to elected officials, and membership as appropriate.
- Maintains effective internal and external public relations.
- Serves as spokesperson for the Board in conjunction with the President.

- Maintains an effective government affairs program to represent the interests of the Association members, in conjunction and coordination with the Governmental Affairs Committee, IR Public Policy and Government Affairs Director and Illinois RPAC Committee.
- Manages the finances of the Association, including the preparation of the annual budget and long-range forecasts of needs, in conjunction and coordination with the Finance Committee.
- Ensures the legal integrity of the Association, coordinates and consults on a regular basis with Association attorneys.
- Plans and coordinates meetings of the Board of Directors and of the general membership in conjunction with the President.
- Provides periodic reports to the Board of Directors along with recommendations.
- Monitors and assists committees of the Association.
- Performs any other duties that may be assigned by the Board of Directors.

INTERNAL RELATIONSHIPS:

Has regular contact with the Board of Directors and its committees on policy matters and other issues as appropriate. Maintains personal contact with Illinois REALTORS® (IR), National Association of REALTORS® (National Association) and the general membership to the greatest degree possible. Serves on the National Association of REALTORS® and the Illinois Association of REALTORS® Association Executives and other pertinent committees, if assigned.

## **PRESIDENT-ELECT**

### **ASSOCIATION FUNCTION:**

Assumes the responsibilities of the President in their absence or as requested; assists the President in carrying out the functions of that office; and performs specific duties delegated by the President.

### **SPECIFIC RESPONSIBILITIES**

- Serves as a member of the Board of Directors.
- Chairs the Finance Committee.
- Performs duties assigned by the President, and assists the President in the performance of their duties, when requested to do so.
- Reviews with the President and Chief Executive Officer the appointments of chair people, vice-chair people and members of the various committees.
- May serve as chairperson on one or more Association committees if requested by the President.

### **INTERNAL RELATIONSHIPS:**

- Reports to the President and Board of Directors.
- President-Elect's staff liaison will be the Chief Executive Officer.
- May have contact with representatives from other Associations.



## **SECRETARY/TREASURER**

### **ASSOCIATION FUNCTION:**

Ensures that records are maintained of Board of Directors and Committee meetings and ensures the integrity of the fiscal affairs of the Association.

### **SPECIFIC RESPONSIBILITIES:**

- Reviews Association expenditures and financial status on a regular basis to ensure overall fiscal integrity and serves as vice-chairperson of the Finance Committee.
- Serves as a member of the Board of Directors.
- Performs such other duties assigned by the President which may include serving as Chairperson of one or more committees.
- Works in partnership with the liaison staff member to ensure that all records are maintained for all meetings of the Association, the Board of Directors and committees and provides copies for minutes from each meeting to Board of Directors Members as appropriate.
- Is responsible to keep current copies of the Association Rules and Bylaws for use by the President or the Board of Directors.
- Ensures that the Association maintains accurate financial records.
- Submits regular financial reports to the Board of Directors.
- In the absence of the President and President-Elect, presides at meetings of the Board of Directors.

### **INTERNAL RELATIONSHIPS:**

- Reports to the President and the Board of Directors. Has regular contact with other Board members.
- May have contact with representatives from other Associations.
- Secretary/Treasurer's staff liaison will be the Chief Executive Officer.

## **IMMEDIATE PAST-PRESIDENT/DIRECTOR**

### **ASSOCIATION FUNCTION:**

- Keeps abreast of all Association activities to aid the President.
- Is aware of the short-term and the long-term programs as approved by the Board of Directors.
- Is familiar with the Bylaws of the Three Rivers Association of REALTORS® and parliamentary procedures.
- Attends meetings of the Board of Directors and weekly, quarterly and special membership meetings.
- Performs such duties as may be assigned by the President.
- Reports to the President and the Board of Directors.
- Immediate Past-President's staff liaison will be the Chief Executive Officer.

## **DIRECTOR**

### **PURPOSE:**

All corporate powers shall be invested in the Board of Directors.

### **MEMBERSHIP:**

The Board of Directors shall be composed of the elected officers, Immediate Past-President, and nine active members of the Board. The nine active members of the Board shall be elected to serve for three years. Any vacancies occurring during the year shall be filled by a simple majority of the Board of Directors until the next annual election.

### **RESPONSIBILITIES:**

- Attends all Board of Directors' meetings to weigh all recommendations to the Board of Directors from operating committees and to vote on those recommendations in the best interest of all Association members.
- Sets aside the allotted amount of time to adequately give the proper attention at each meeting.
- Adequately prepares for each meeting by reviewing material sent prior to the meeting and becoming knowledgeable on all issues to be discussed.
- Refrains from redoing the work of the committees.
- Considers and votes on all matters pertaining to upholding the Bylaws of the Association and to vote on issues concerning the welfare of all members.
- Ratifies professional standards decisions and keeps all confidential information confidential.
- Knows and upholds the Code of Ethics and is up to date on arbitration issues.
- Understands how to read the budget of the Association and ask questions, if necessary.
- Knows and understands how the Association fits in with IR, National Association and the ever-changing real estate environment.
- Performs the duty of Committee liaison as outlined and assigned by Board of Directors President.

## **AFFILIATE BOARD LIAISON**

### **PURPOSE:**

Affiliate member, nominated by the Affiliate Committee and approved by the Board of Directors, to represent the Affiliate members and their needs.

### **RESPONSIBILITIES:**

- Attends all Board of Directors' meetings to weigh all recommendations coming to the Board of Directors from operating committees.
- Sets aside the allotted amount of time to adequately give the proper attention each meeting deserves.
- Adequately prepares for each meeting by reading through material sent prior to the meeting and becoming knowledgeable on all issues to be discussed.
- Refrains from redoing the work of the committees
- Considers and participates in discussion on all matters pertaining to upholding the Bylaws of the Association and on issues concerning the welfare of all members.
- When the Board of Directors enters into an Executive Session, this person will leave the meeting, unless their presence is required.
- Knows and upholds the Code of Ethics and Code of Conduct.
- Understands how to read the budget of the Association and ask questions, if necessary.
- Understands the big picture; how the Association fits in with IR, National Association and the changing real estate environment.
- Performs the duty of Committee liaison as outlined.

## **TRAR OFFICE OPERATIONS**

### **BANK ACCOUNTS**

The Association's policy is to require two signatures on any checks written for amounts over \$5,000.00 (BOD 10/05). Signatories change every two years and they must be a member of the Board of Directors; generally, the Chief Executive Officer, the President, the President-Elect, Secretary/Treasurer and Immediate Past-President. All Association bank accounts are in banking institutions that provide FDIC insurance. Association investments will be researched by the Chief Executive Officer and approved by the Board of Directors.

### **45-DAY PERMIT**

When new agents join an office, the "Designated REALTOR®" must contact the Association Office within two weeks (14 days) to apply for membership. The new agent must email or bring a copy of their 45-day sponsor permit to show proof of start date with their sponsoring office. The amount charged for dues is calculated from the date of membership application. Applications submitted without a copy of the 45-day sponsor permit will not be processed until such time as a copy is provided (BOD 4/93).

## **TRAR OFFICE POLICIES**

### **ALCOHOL**

The Association will not provide an "open bar" at any membership event. (BOD 11/00).

### **ANTITRUST**

It is the policy of the Association that certain topics are never to be discussed within the organizational structure of the Association (ie: committee meetings, Board of Directors' Meetings, etc). These topics include, but are not limited to: marketing practices, economic conditions, boycotts, commission rates, etc.

Three Rivers Association of REALTORS® antitrust statement:

- Three Rivers Association of REALTORS® is a non-for-profit trade association devoted to improving the business conditions of the real estate industry. TRAR meetings and events include real estate professionals and other industry stakeholders who compete with each other for work for competing businesses. TRAR is committed to conducting all meetings and events in a professional, ethical, and lawful manner, including in adherence to all antitrust laws. To that end, the topics for all meetings and events will focus on advancing the interest of real estate professionals and consumers of real estate services, increasing competition, reducing risk for all parties involved in real estate transactions, and sharing insights on business best practices. The following discussion topics are always prohibited; agreements to fix prices, limit product or service offerings, allocate geographical territory for customers, and refuse to deal. Any discussion inconsistent with this policy will not be tolerated.

### **COMMITTEES**

This Statement of Policy is concerned with the composition and organization of specific committees and task forces of the Three Rivers Association of REALTORS®. This policy and any changes to it must be approved by the Board of Directors. If any committee or task force desires to formulate more specific operational guidelines, it may do so, but such guidelines must be within the spirit and intent of this policy or be approved by the Board of Directors.

## **STANDING RULES FOR COMMITTEE OPERATIONS**

Except as otherwise provided in the Bylaws or this Statement of Policy, no committee or task force, except the Professional Standards or Grievance Committees when considering ethics or arbitration matters or an appeal thereof, shall take any final action upon any subject matter under consideration. Committee authority, except as otherwise provided in the Bylaws, shall be limited to deliberations and reports with or without recommendations to the Board of Directors.

No committee member, including the chairperson shall, without express direction from the Board of Directors or the President of the Association, represent the Association or any committee thereof on any substantive issue before any governmental, public, or non-member forum either in person or by way of written or electronic communication.

No committee member, including the chairperson, shall have any authority to contract for or in the name of the Association, or otherwise obligate the officers, staff or members of the Association or the Association itself unless such authority is contained in an express resolution of the Board of Directors of the Association.

Committee appointments will be in effect starting October 1st and ending September 30th the following year. Acceptance of a committee appointment will be deemed a commitment to attend all committee meetings as called by the respective chairpersons. If unable to attend, a committee appointee will notify either the chairperson or the Association office. All members serving on Committees will be required to sign a Consent to Serve Agreement, Code of Conduct and Confidentiality Agreement.

It is policy to assign members to whatever committee they request, with the exception of the committees that require previous experience: Awards, Finance, Grievance, Nominating, and Professional Standards. The Board of Directors, Grievance Committee, Professional Standards Committee and Ethics Citation Committee members must attend local and IR Professional Standards training annually. The following committees are available to all members of the Association: Affiliates, Golf, Governmental Affairs, RPAC, Special Events and YPN.

Association budgets are to be created Annually, by the Finance Committee and then approved by the Board of Directors.

## **DESIGNATED REALTOR® MEETINGS**

Designated REALTORS® will be invited to attend quarterly meetings. Speakers and Three Rivers Association of REALTORS® Board Members may be invited to attend at the discretion of the CEO and Current Board of Directors Members. Past Board Members, including past presidents that are not an active Designated REALTOR® are not included in these meetings. (BOD 05/2024)

## **CONFIDENTIALITY**

It is the policy of the Association that anything discussed at the Board of Directors' level, committee meetings, etc, is absolutely confidential and is not to be discussed outside the parameters of our organization structure. All members of the Board of Directors, Committees and Task Forces will be required to sign a Confidentiality Agreement at the beginning of each Fiscal year.

### **Fiduciary Duties**

All Board of Directors Members will act in the best interest of the Association by following the Code of Ethics and Antitrust Policy. All directors will be required to agree and sign the Conflict of Interest Statement, Consent to Serve and the Code of Conduct.

### **Personal/Staffing**

Members or Immediate Family of members will not be considered for employment within the Association.

### **LATE FEE FOR NONPAYMENT OF ASSOCIATION DUES**

The late charge for non-payment of Association dues by November 1st is: \$50.00. (BOD 6/00)  
The late fee is subject to further review and, if necessary by the Board of Directors at a duly noticed and authorized meeting.

### **LICENSED PERSONAL ASSISTANTS**

Licensed personal assistants are required to pay the same fees and dues as other licensed REALTOR® members. (Strat Planning 9/96)

### **MEMBERSHIP**

#### **NEW MEMBER APPLICATION APPROVAL**

Membership of new offices are conditionally approved upon application, contingent on Board approval as needed. Should credible information be presented to the Chief Executive Officer that a member has failed to qualify for a license, the Chief Executive Officer may immediately terminate the affected member's access to the MLS service.

The Individual Application fee is \$250.00 and subject to annual or otherwise appropriate review by the Board of Directors. If a Member drops from membership for a period of more than 90 days, they shall pay the application fee, even if the Association dues had been prepaid during that time. (BOD 2/99 & 10/99). Annual Association dues are non-refundable.

#### **WAIVED APPLICATION FEE**

Individual Application fees for licensed REALTORS® are waived if applicants are in good standing with another Association and transfer to TRAR or join as a secondary member (BOD 6/95). A letter of Good Standing provided by Association that member is currently active with is required.

#### **TRANSFER FEE**

Transfer fees of \$25 per transfer will be assessed to agents transferring between member offices. (Effective 1/1/03). The transfer fee is waived if in good standing when transferring from another Association. (BOD 9/03)

#### **TEAMS**

There will be no discount allowed for membership fees of teams, related or not related.

## **MULTIPLE LISTING SERVICE POLICIES (MLS)**

### **BRANCH OFFICE**

At which time a potential member is setting up a branch office to eliminate the necessity of everyone in the main office paying for MLS services, we require a copy of the branch office license or verification of the application for the branch office license from Illinois Department of Professional Regulations shall be submitted to the Association. Failure to submit said license may result in duplication of charges for MLS services.

### **DIRECT BILLING**

The Association shall bill each agent directly for MLS fees, supplies, lockboxes, etc. via e-billing. Paper invoices may be mailed via USPS upon member request for a \$5 fee per mailing.

### **ELECTRONIC KEYCARD**

Electronic Key Cards are no longer supplied by the Association or Sentrilock. All agents are to use the provided app from Sentrilock.

### **MLS FEES/BILLING**

Billing is processed quarterly (January, April, July and October). Bills for supplies, etc., will be billed every other month (BOD 09/03). Bills are due on the last day of the month. Failure to pay by 4:30 P.M. on the due date will result in suspension of MLS service to the agent.

### **REACTIVATION FEE**

When agent services are suspended for nonpayment of fees, there will be a \$50.00 reactivation fee. (MLS 11/97 & 10/99)

### **BRANCH OFFICE**

The Association requires a copy of the branch office license.

### **NON-SUFFICIENT FUNDS CHECKS**

When a member makes any payment to the Association with a non-sufficient funds check, they will be notified and informed to bring cash or charge in the amount of the non-sufficient check plus a \$25.00 charge.

### **ORIENTATION**

All new members, with the exception of Association Transfers possessing a Letter of Good Standing are required to attend the next scheduled orientation session with TRAR. When that is not possible, members will be given one additional opportunity to attend the next scheduled session. Failure to attend one of the two orientations sessions offered will result in suspension of membership and all services, including but not limited to MLS, until which time an orientation session is attended by the member.

Any person re-entering the business, after being inactive or suspended with TRAR for more than 90 due to non-payment of membership dues or fees, must again attend orientation if they have not done so within the past three years. Members transferring from other Associations are exempted with a letter of good standing from their previous association.

## **PROFESSIONAL STANDARDS**

### **FILING FEES**

A deposit of \$250 is required for filing an arbitration request.

Failure to appear for a scheduled hearing by either party will incur a \$250 fine unless the association is notified in advance that an agreement has been made between both parties.

A \$250 fee is required for filing a procedural review.

Mediation, at \$50 per hour to cover administrative costs, may be available. (Strat. Planning 09/96)

### **CITATION PROCESS**

TRAR will abide by the IR process.

<https://www.illinoisrealtors.org/ethics/ethics-citation-program/>

### **PROCEDURAL REVIEW COMMITTEE**

The Procedural Review Committee shall consist of five members of the Board of Directors chosen by the President. Members must have attended the Illinois REALTORS® Professional Standard training that year.

### **TERMS**

When there is a break in service on the Professional Standards Committee for the duration of 1 to 5 years, the committee member is required to serve on the Grievance Committee for 1 year prior to being reinstated. When the committee member has a break in servicing for over 5 years the committee member is required to serve on the Grievance Committee for a 3 year term prior to being reinstated.

### **TRAINING**

If a committee member does not attend the IR training they cannot chair a panel or sit on a panel.

### **RECORD KEEPING**

Refer to the TRAR Document Retention Policy, available at TRAR office for review upon request.

### **BILLING PROCEDURES**

#### **REAL ESTATE EDUCATION FOUNDATION, REALTORS® RELIEF FOUNDATION and REALTORS® PROPERTY ALLIANCE**

\$5 will be billed to all members annually alternating by year between (REEF, RRF, RPA). Real Estate Education Foundation, REALTORS® Relief Foundation, and REALTORS® Property Alliance.

### **ROSTERS**

Electronic Rosters are available for Members only, one free per year, \$100 per set thereafter.

#### **REALTOR POLITICAL ACTION COMMITTEE (RPAC)**

Association Members will be billed \$32 annually.



## **SPONSORSHIPS**

All sponsorship payments are required to be remitted 2 weeks prior to the sponsorship event. If payment is not received, sponsorship will be revoked.

## **EDUCATION CANCELLATION FEES**

Failure to notify TRAR staff of inability to attend a class or course that has been registered for within a minimum period of 24 hours will be assessed a cancellation fee of between \$25-\$50 depending upon the type of course.

## **EVENT CANCELLATION FEES:**

Event fees/tickets for an event registration must be remitted unless TRAR staff is notified within 7 days of the event. Any cancellations after that time period are required to remit the original fee.

## **TRAVEL/MEETING REIMBURSEMENT**

### **IR COMMITTEE MEMBERS**

IR committee member reimbursement will provide lodging expenses for the night(s) that their committee meets. (BOD 8/26/14)

### **National Association COMMITTEE MEMBERS**

National Association committee members from TRAR will be provided lodging expenses for the one night that their committee meets (if the member is serving on multiple committees that meet on multiple days, they will be reimbursed for each night that their committee meets). There will be a \$2000 stipend towards travel and other expenses for the National Association Committee Chair and Vice-Chair. (BOD 1/28/2020)

## **EXECUTIVE BOD & CEO TRAVEL REQUIREMENTS**

### **National Association Convention (November)**

President  
President-Elect  
Chief Executive Officer

### **IR Public Policy Meetings (January)**

President  
President-Elect  
Secretary/Treasurer  
Chief Executive Officer

### **IR Business Meetings (March)**

President  
President-Elect  
Secretary/Treasurer  
Chief Executive Officer

**National Association Midyear Meetings (May)**

President  
President-Elect  
Secretary/Treasurer  
Chief Executive Officer

**National Association/IR Leadership Summit (August)**

President-Elect  
Chief Executive Officer

**IR Business Meetings/Convention (September)**

President  
President-Elect  
Secretary/Treasurer  
Chief Executive Officer  
Incoming Secretary/Treasurer

**ILLINOIS REALTORS & NAR AEI TRAINING**

Chief Executive Officer

Expenses incurred by any Association member paid for or charged to the Association in excess of the above approved schedule will be charged back to the Member responsible for incurring the expense. PROVIDE DOCUMENTATION OF ALL EXPENSES, INCLUDING HOTEL CHECKOUT RECEIPTS. Any spousal arrangements must be paid for at the time of reservation.

**THREE RIVERS ASSOCIATION OF REALTORS® LOGO USAGE POLICY**

**PURPOSE**

The purpose of this policy is to provide guidelines for the proper and consistent use of the Three Rivers Associations of REALTORS® logo. The logo is an asset that represents our organization's identity and brand, and it is important to maintain its integrity and professionalism in all applications.

**LOGO VARIATIONS**

The Three Rivers Association of REALTORS® logo exists in various formats and color variations. These variations include:



Full-color logo



Monochrome (black) logo

Reverse (white) logo (for use on dark backgrounds)

## **LOGO USAGE GUIDELINES**

### **AUTHORIZATION**

Only authorized personnel are allowed to use the Three Rivers Association of REALTORS® logo. This includes employees and members who have received explicit permission from the Three Rivers Association of REALTORS® CEO.

### **LOGO ALTERATIONS**

The Three Rivers Association of REALTORS® logo shall not be altered, distorted, modified, or redrawn in any way that could compromise its legibility, proportions, or recognizability. Any alterations must be approved by the Board of Directors.

### **CLEAR SPACE**

A clear space around the logo should be maintained to ensure its visual integrity. No other graphic elements, text, or imagery should encroach upon this space..

### **MINIMUM SIZE**

To maintain visibility and legibility, the logo should not be reproduced below a certain minimum size. The minimum size is determined by the legibility of the bottom line of text.

### **BACKGROUND CONTRAST**

The logo should be placed on a background that provides sufficient contrast to ensure visibility. The full-color logo is intended for use on light or neutral backgrounds, while the reverse logo is for use on dark backgrounds.

### **PROHIBITED USAGE**

The Three Rivers Association of REALTORS® logo must not be used in any of the following ways:

- In a manner that implies endorsement, sponsorship, or partnership without proper authorization.
- In a way that is misleading, defamatory, or offensive.
- In connection with any unlawful, unethical, or harmful activities.
- In a manner that could dilute the logo's distinctiveness and impact.

### **LOGO DISTRIBUTION**

The Three Rivers Association of REALTORS® logo is available for official use through request to staff. High-resolution versions of the logo can be provided to ensure the best quality in various applications.

### **NON-COMPLIANCE**

Failure to adhere to this logo usage policy may result in corrective action, including a request to cease logo usage, or legal action if deemed necessary.

### **POLICY REVIEW**

This policy will be reviewed and updated as necessary to ensure its relevance and effectiveness. Changes to the policy will be adopted by the Board of Directors. By using the Three Rivers Association of REALTORS® logo, you agree to abide by the guidelines outlined in this policy. Your compliance ensures the consistent representation of our organization's brand and identity.

## **EXHIBIT A**

### **THREE RIVERS ASSOCIATION OF REALTORS® Member Code of Conduct**

As a Member of the THREE RIVERS ASSOCIATION OF REALTORS® (hereinafter, “TRAR”), I will abide by the terms set forth herein. I pledge to demonstrate to all members of TRAR that I am a professional and strive to do my best in serving my clients.

All Members, volunteers, and staff of TRAR must work together effectively as a team to accomplish the goals of TRAR. The team and its efforts are strengthened and encouraged when there is an environment of mutual respect and courtesy.

Offensive behaviors stand in the way of the progress the Members of TRAR want to make and can expose TRAR and its staff and membership to legal liability. TRAR Members fully support the rights of its Directors, Members, volunteers, and staff to work in an environment free of hostility, discrimination, and harassment of any kind. Accordingly, all TRAR Members, Directors, Committee members, and volunteers are expected to adhere to these Conduct Policies.

#### **I. Code of Conduct**

To promote a positive public image and role for TRAR Members and the real estate industry, all Members, Directors, Committee members, and volunteers shall have an obligation to:

- Act in the best interests of and fulfill obligations to TRAR and its Members;
- Actively promote and encourage the highest degree of ethics at all levels within the real estate industry and to act honestly, as fairly as possible, ethically and with integrity;
- Maintain the highest standards of personal conduct by acting in a professional, courteous, and respectful manner;
- Comply with all federal, state, or local laws governing TRAR and understand and adhere to all governing documents, laws, and regulations applicable to TRAR;
- Abide by TRAR’s Articles of Incorporation, Bylaws, and Governance Policy Manual, and any other rules, policies, or procedures set by TRAR;
- Act in good faith responsibly with due care, competence, and diligence without allowing their independent judgment to be subordinated;
- Follow all policies regarding conflicts of interest and ownership disclosures of TRAR;
- Make available and to share with the Board of Directors any information that may be appropriate to ensure the proper conduct and sound operation of TRAR’s governance and management;

- Respect and maintain the confidentiality of information relating to the affairs of TRAR acquired in the course of service, except when authorized or legally required to disclose such information and to use information acquired in the course of business only for the TRAR's, not personal, purposes;
- Maintain loyalty to TRAR and pursue its objectives in ways that are consistent with member and public interest;
- Serve all TRAR members fairly and impartially and to strive for excellence in all aspects of leading and managing TRAR;
- Engage in no activities for personal gain at the expense of TRAR or the real estate industry;
- Respect the diversity of opinion expressed or acted upon by others;
- Refrain from and/or refuse to engage in any discriminatory, harassing, intimidating, or bullying conduct;
- Report any suspected acts of unlawful discrimination or harassment;
- Seek Members' input and opinion in matters coming up for consideration by the management of TRAR;
- Seek to resolve differences with other TRAR leaders, and avoid factionalism and behavior that exacerbates or prolongs conflict;
- Promote a welcoming and collegial environment for all Members and others with whom they interact in the conduct of TRAR business;
- Promote an environment of inclusiveness; and
- Ensure the objective of all TRAR action and pursuits is to provide the best possible services for all TRAR Members.

## **II. Anti-Harassment Policy and Complaint Procedure**

Members are committed to a volunteer and work environment in which all individuals are treated with dignity and respect. The members and staff of TRAR must work together effectively as a team to accomplish TRAR goals.

Therefore, it is expected that all relationships among employees, Members, and business associates both inside and outside the office will be business-like and free of bias, prejudice, and harassment.

Members must fully support the rights and opportunities of all Members, directors, officers, and employees to volunteer and work in an environment free from discrimination, harassment, and abusive conduct. Members will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint regarding violation of such policies will be investigated and resolved appropriately.

### **a. Encouragement of Reporting and Prohibition on Retaliation**

TRAR encourages reporting of all perceived incidents of sexual harassment, harassment, or abusive conduct, which together are referred to herein as prohibited conduct. It is the policy of TRAR to promptly and thoroughly investigate such reports. TRAR prohibits retaliation against any individual who reports sexual harassment,

harassment, or abusive conduct or who participates in an investigation of such reports.

Retaliation against an individual for reporting prohibited conduct or participating in an investigation of a claim of prohibited conduct is a serious violation of this policy and, like the barred conduct itself, will be subject to severe disciplinary action. Acts of retaliation should be reported immediately in the same manner as any other prohibited conduct addressed in this policy and will be promptly investigated and addressed in a like manner.

### **b. Sexual Harassment**

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, “sexual harassment” is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual’s body, sexual prowess or sexual deficiencies; leering, whistling, or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal, or visual conduct of a sexual nature. Sexual harassment does not include voluntary relationships between Members.

### **c. Harassment**

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written, or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, ethnicity, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law or that of their relatives, friends, or associates. Harassing conduct includes epithets, slurs, or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group.

### **d. Abusive Conduct**

Abusive conduct includes any verbal or physical conduct including threatening or obscene language, unwelcome actions like 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.

### **e. Individuals and Conduct Covered**

These policies on prohibited conduct apply to all Members of TRAR and its volunteers, whether related to conduct engaged in by fellow members or someone not directly connected to TRAR (e.g., an outside vendor, consultant or customer). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related

setting outside the workplace, such as during business trips, business meetings, and business-related social events. To the extent members experience any of the prohibited conduct described herein, they should refer to the policies set forth by TRAR.

#### **f. Reporting an Incident of Harassment or Retaliation**

TRAR encourages reporting of all perceived incidents of prohibited conduct or retaliation,

regardless of the offender's identity or position. The Complaining Witness in any TRAR investigation of a violation of the Code of Conduct may be either the victim/target of the alleged behavior or anyone who witnessed the alleged behavior. Members who believe that they have been the victim of such conduct should discuss their concerns with the Chief Executive Officer of TRAR. If the perceived incident of prohibited conduct or retaliation involves the Chief Executive Officer, then the conduct should be reported directly to the President of the TRAR. Any Member that receives a report of suspected misconduct shall immediately notify the Chief Executive Officer or President of the TRAR.

Said officers will handle expeditiously and fairly any allegations of prohibited conduct or retaliation whether or not a written or formal complaint has been filed. They will: (1) take all complaints or concerns of alleged or possible prohibited conduct seriously no matter how minor or who is involved; (2) ensure that prohibited conduct or inappropriate sexually oriented conduct is immediately reported so that a prompt investigation can occur; and (3) take any appropriate action to prevent retaliation or prohibited conduct from recurring during and after any investigations or complaints.

To knowingly allow or tolerate sexual harassment, harassment, or prohibited conduct (which shall include failing to immediately report such misconduct), or retaliation for reporting of the same, is a violation of this policy. When possible, TRAR encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that their behavior is unwelcome and demands that it be discontinued. TRAR recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

The complaint does not have to be in writing. It is helpful if details of dates, times, places, and witnesses, if any, to the prohibited conduct can be provided. TRAR encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of prohibited conduct.

#### **g. Complaint Investigation, Confidentiality & Discipline**

All complaints will be investigated promptly. The investigation may include individual



interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. During the investigation, both the complainant and the accused will be provided a full opportunity to tell their side of the story.

The identity of the employee or member making the complaint as well as the identity of the individual accused of the prohibited conduct will be kept strictly confidential to the extent circumstances will allow. Information regarding the accusations and the investigation that follows will be made known only to persons who are directly involved either as party or witness to the individuals investigating the claim. Witnesses interviewed will be provided only such information as is necessary to elicit from them their observations and other relevant information.

The prohibited conduct described above represents serious offenses and any Member or volunteer found to have engaged in such conduct is subject to as severe of discipline as TRAR believes is appropriate under the circumstances.

### **III. Discipline**

If any Member, Director, Officer, or volunteer is found to have violated these Member & Volunteer Conduct Policies, TRAR shall determine whether any sanction is warranted. Only the Chief Executive Officer, the President of TRAR, or the Board of Directors of TRAR has the authority to finally resolve all charges or accusations of violations of these policies and to make any determination regarding appropriate sanctions. Sanctions may include but are not necessarily limited to probation, suspension, written reprimand, removal from any or all Association leadership, committee, or other volunteer positions, or revocation of membership. If the penalty imposed is a suspension for less than six (6) months, the decision of the Chief Executive Officer is final and not appealable. If the penalty is a suspension in excess of six (6) months or is a total ban on further membership with the Association, the accused can appeal the decision of the Chief Executive Officer to the Board of Directors – at which point, the Board of Directors can either affirm the Chief Executive Officer's decision or proceed with a hearing on the appeal and decide the fate of the accused. Any decision by the Board of Directors, either in affirming the decision of the Chief Executive Officer or ruling after a hearing on any appeal, shall be final and not appealable.

If the Chief Executive Officer or President of TRAR is the individual accused of misconduct, that person then shall automatically be excluded from any involvement in the investigation of, reporting on, or sanctioning of the misconduct, and the matter will be referred either to the other of them. If both are involved, then the matter will be referred to the Board of Directors of TRAR.

Approved BOD 04/16/2024