Policy and Procedure Manual

"INDEX"

MISSION STATEMENT

"To serve our members by providing education and resources that enhance professionalism, integrity and competency; to promote the REALTOR Code of Ethics; to strengthen the REALTOR image in the community; and to protect the right to own, use and transfer real property.

VISION

"To be known as the foremost authority on real estate dedicated to delivering progressive innovative services, support, & resources to assist our members in becoming informed, respected professionals."

SECTION ONE

OFFICERS AND DIRECTORS

SECTION 1.1 - PRESIDENT/DIRECTOR

The President/Director is the executive head of the East Central Iowa Association of REALTORS® and is responsible to the Association of Directors. They shall preside at all meetings, appoint special committees, subject to approval of the Association of Directors and is an ex-officio voting member of all committees, They are expected to perform such duties as may be assigned by the Association of Directors.

The President is expected to meet with the Heads of Office semi-annually to update them on the work of the BOD and discuss any problems or concerns.

The President is the major spokesperson for the Association and must stay informed on all Association projects, industry related developments and state and national events. The President is expected to attend other local, state and national meetings and events in order to gather ideas for new programs and solutions. The President is expected to be accessible and visible to the membership.

SECTION 1.2 - PRESIDENT ELECT/DIRECTOR

The President Elect/Director shall assume all duties of the President during the absence or disability of the President, or upon vacation of the office of the President. They shall familiarize themselves in all duties and responsibilities of said office.

SECTION 1.3 – VICE PRESIDENT/DIRECTOR

The Vice President/Director should familiarize themselves with the operation of the Association. Shall serve as a member of the Finance Audit Committee and be well versed in the procedures associated with this position.

SECTION 1.4 – SECRETARY-TREASURER/DIRECTOR

The duties of the Secretary-Treasurer shall be those of the Vice President in their absence, other than those duties of a financial or administrative nature. They must monitor and review the record keeping of the East Central Iowa Association of REALTORS® and East Central Iowa Multiple Listing Service. They shall serve as Chair of the Finance/Audit committee which reviews the budget and financial conditions of the Association and ECIMLS. They shall be called upon to sign certain legal and banking documents and conduct investment reviews and strategies as needed. They shall notify the membership the annual dues and fees associated with the Association and ECIMLS and establish late fees.

SECTION 1.5 – IMMEDIATE PAST PRESIDENT/DIRECTOR

The Immediate Past President shall serve on the Association for one additional year. The primary role of this individual is to advise and recommend to the Association based on experience gained as Association President. The Immediate Past President shall serve as Chair of the Association Nominating Committee.

SECTION 1.6 – ASSOCIATION OF DIRECTORS

The primary responsibility of the Association of Directors is to serve as the governing body of the East Central Iowa Association of REALTORS®. It has the authority above all committees to carry out the all duties, expressed or implied that are included within the management jurisdiction of the Association. This responsibility is contained in the governing documents of the Association. The Association of Directors approves policies and plans that provide the framework within which major Association Operations must be accomplished. Although the Association of Directors is responsible for the general overall management of Association affairs, it is not responsible for the day to day operations. This is accomplished by the Chief Executive Officer in close coordination with the Association, elected officers and committees.

Newly elected Officers and Directors must attend an Orientation session conducted by the Association/MLS President and Chief Executive Officer. They must also read and sign the Association/MLS "Duties of an Officer and Director and Conflict of Interest Agreement".

Association of REALTORS Federal ID #: 42-09886657
Job Service of Iowa #: 064467-4

SECTION 1.7 – CHIEF EXECUTIVE OFFICER

The overall responsibility of the Chief Executive Officer is to supervise the staff work required to meet the aims and objectives of the East Central Iowa Association of REALTORS® (ECIAR) and the East Central Iowa Multiple Listing Service (BOD), and provide guidance and counsel to the officers and committees of the ECIAR and ECIMLS.

Essential Functions:

A. Establish administrative policies and procedures for office functions.
B. With ECIAR/ECIMLS -BOD approval, Recruit, hire, train, promote, and when necessary terminate staff.
C. In cooperation with the Finance/Audit Committee and ECIAR/ECIMLS Treasurer, prepare and administer the ECIAR and East Central Iowa Multiple Listing Service (ECIMLS) annual budgets.
D. In cooperation with the ECIAR/ECIMLS Treasurer, exercise responsibility for the day-to-day and ongoing management of cash flow for the ECIAR and ECIMLS Corporations.
E. Maintain proficiency in the use of office related equipment including computer software and hardware at the discretion of the BOD President.
F. Prepare and present monthly financial statements to the ECIAR/ECIMLS-BOD and ECIMLS Committee.
G. Facilitate the execution of service provider contracts, ECIAR/ECIMLS commitments and/or established policies as authorized by the BOD.
H. Collect Dues and Fees as set forth in the ECIAR Bylaws and ECIMLS Bylaws and

Rules and Regulations, or the ECIAR/ECIMLS-BOD.
I. Adhere to the highest standards of Professionalism
J. Acknowledge all complaint calls and forward to the Chair of the Grievance Committee
K. Monitor and assist Committees of the ECIAR/ECIMLS in a professional and appropriate manner.
L. In cooperation with the ECIAR/ECIMLS President Elect and Secretary/Treasurer determine the lines of communication between the various entities of the ECIAR/ECIMLS and ensure the process is timely and effective.
M. Maintain effective relationships with internal and external organizations, public and private, as a representative of the ECIAR/ECIMLS.
N. Report activities of the ECIAR-BOD to IAR and NAR as directed by the ECIAR-BOD.
O. Attend all state/national and AE meetings as directed by the ECIAR/ECIMLS-BOD.
P. Develop an effective membership orientation program that details professional development and membership services of the ECIAR and ECIMLS.
Q. Prepare appropriate documents to better illustrate or communicate important ECIAR and ECIMLS information as deemed necessary by the ECIAR/ECIMLS-BOD.
R. In cooperation with the ECIAR/ECIMLS President and ECIMLS Chair, prepare and distribute formal communications (letter, e-mail, speeches).
S. Serve as liaison between ECIAR/ECIMLS and service/product providers.
T. Process new ECIAR/ECIMLS members.
U. Communicate in a timely and effective manner any important information from the BOD to ECIAR/ECIMLS members.
V. Update and distribute to members all NAR approved changes to ECIAR AND ECIMLS Bylaws and Rules and Regulations
W. Work with Association Office Procedures and Building Maintenance Committee to keep Association Office Policy and Procedures updated and current.
X. Serve as Instructor of the new member Association School
Y. Finally, carry out any and all other duties as assigned by the ECIAR/ECIMLS-BOD.

SECTION TWO
COMMITTEES

All meetings governed by: Article VIII of the ECIAR Bylaws and conducted under Roberts's Rules of Order. The President is an ex-officio member of all standing committees and shall be notified of all meetings.

2.1 - AWARDS/REALTOR OF THE YEAR (SEMI-ANNUAL)

President chairs committee.
Vice Chairperson is past REALTOR® of the Year.
Three (3) additional people serve

Functions:

1. Select a REALTOR® who has gone above and beyond normal duties - i.e.:

volunteering for Association work and joint community service.
Committee should meet prior to the awards General Membership Meeting.

2.2 - MULTIPLE LISTING COMMITTEE (MONTHLY)

This committee acts as an arm of the Association. Committee comprised of not less than seven or more than ten people. This committee will be appointed by the President of the Association Directors, each person being selected for a three year staggered term. All must have been an Association member for at least three years. Chairperson or designee shall attend all Association Directors meetings. The Chief Executive Officer or office staff is to be present at meetings to take minutes. The MLS Committee Chair will be appointed for a One (1) year term by the President.

Functions:

1. Monitor current MLS policies and procedures at the Association Office and Submit projects or topics of general interest for discussion at General Membership meetings.
2. Monitor rules and regulations and MLS Bylaws
3. Periodically review MLS forms and update as needed
4. Review, as needed, contracts with service providers

Dubuque Multiple Listing Service, Inc. Federal ID#: 42-1135648
Job Service of Iowa #: 145445-3

2.3 - EQUAL OPPORTUNITY COMMITTEE /DEI COMMITTEE (SEMI-ANNUAL)

Shall be comprised not less than five members.

Functions:

1. The Equal Housing and DEI (Diversity, Equity, and Inclusion) Committee is dedicated to promoting and ensuring fair housing practices, fostering diversity, and creating inclusive environments within the real estate industry.
2. Education and Awareness: Develop and provide training programs, workshops, and seminars on fair housing laws, DEI principles, and cultural competency
3. Policy and Advocacy: Advocate for policies and practices that promote fair housing and prevent discrimination in housing.
4. Communicaty Engagement: Partner with community organizations to support and promote equitable housing opportunities. Organize and participate in community events that celebrate diversity and foster inclusion.
5. All financial requests must be submitted and approved by the BOD.

2.4 - FINANCE/AUDIT COMMITTEE (SEMI-ANNUAL)

Shall be comprised of not less than five members.
Secretary-Treasurer of the BOD shall serve as Chair
President of the Association shall be Vice Chair
President Elect, Vice President, and MLS Committee Chair shall be members.

Functions:

1. Prepare and submit an annual budget to the BOD at the November meeting. Annual projections and recommendations are to be presented at that time.
2. Establish a check and balance system for financial operations.
3. Monitor signature cards, investments and securities.
4. The Committee Chair must monitor and ensure maintenance of the financial records.
5. Review Association insurance policies annually and obtain bids.
6. Review attorney fees biannually.

2.5 - GRIEVANCE COMMITTEE (AS NEEDED)

Every Signatory Board who is part of the IAR Statewide Professional Standards Agreement will appoint (1) member to serve on the Grievance Committee. The appointments are subject to review and confirmation by the IAR Leadership Team. These members shall serve (2) year terms. A Chair of the Grievance Committee will be appointed by the IAR President. The Grievance Committee will meet regularly to review ethics complaints and arbitration request and determine whether they will be referred for a hearing. Alternatively, IAR Staff, in consultation with the Chair of the Grievance Committee, may select panels of (3) members of the Grievance Committee to act on behalf of the Committee.

2.6 - LEGISLATIVE COMMITTEE (SEMI-ANNUAL - AS NEEDED)*

Committee shall consist of not less five members with one director of the Association Directors serving.

Function:

1. To monitor local, state, and national laws and issues of importance to the real estate industry.
2. Recommend to the Association any vital issues requiring action of the membership.
3. Coordinate local efforts with IAR Legislative Chair

* Meets virtually every Monday morning during state legislative sessions to receive web conference updates from IAR.

2.7 - NOMINATING COMMITTEE (SEMI-ANNUAL)

Shall be comprised of six members with four of the members who served as an officer or director of the ECIAR. The Chairperson of the Committee shall be the Past President of the Association, Vice-Chair/ current president.

Function:

1. Meet one month prior to nominations to compile and submit a slate of officers and Association Directors.

2.8 - PROFESSIONAL STANDARDS COMMITTEE (AS NEEDED)

Every Signatory Board who is part of the IAR Statewide Professional Standards Agreement will be responsible for appointing members to serve on the Professional Standards Committee. The number of appointments for each board are apportioned by size of each board to ensure there is a fair and balanced hearing panel pool. The East Central Iowa Association of REALTORS is responsible for appointing 5 REALTOR members to serve on this committee. These members will be subject to review and approval by the IAR Leadership Team to ensure they meet the qualifications recommended by NAR.

- Members applying must have held membership as an IAR Member for a minimum of three years.
- The IAR Leadership Team shall annually confirm members referred by the East Central Iowa Association of REALTORS that meet the requirement above and upon reviewing criteria submitted by those Members consisting of a minimum number of closed transactions per year, as agreed to by the Leadership Team, and/or industry experience of the Member wishing to serve on the Professional Standards Committee.
- The Leadership Team shall also consider the following recommended criteria:
    - Number of years in the real estate business
    - Primary and secondary fields of real estate endeavor/expertise
    - Participation in post-licensing real estate education
    - Training in the Code of Ethics
    - Role or position in brokerage company or firm (principal, non-principal)
    - Size of brokerage company or firm
    - Common sense or judgement characteristics displayed by applicant
    - Open-mindedness
    - Familiarity with state(s) laws and regulations
    - Receptiveness to instruction/training
    - Other relevant professional or procedural training
- The Leadership Team will seek to create a committee with a reasonably balanced composition, to include a balance of REALTOR, REALTOR ASSOCIATES, men, and women, and representatives of various racial and ethnic groups. Committee members should be mature, experienced, knowledgeable persons of a judicial temperament. Members of the Professional Standards Committee are prohibited from serving on more than one (1) tribunal in the same matter.
- Members who are selected to serve on the Professional Standards Committee will be required to attend an annual training program every year sponsored by the IAR.

2.9 - MEDIATOR/PROFESSIONAL STANDARDS (SEMI-ANNUAL - AS NEEDED) "REQUIRES CERTIFICATION"

Functions:

1. Provides services to disputing parties to effect reconciliation.

2.10 - PUBLICITY/PUBLIC RELATIONS COMMITTEE (AS NEEDED)

President and President Elect must serve on committee and at least five (5) others.

Primary Purpose:

To promote the need for use of a Professional REALTOR® in any Real Estate transaction to the general public and other interested audiences.

Functions:

1. Prepare an annual marketing budget to present to Association Directors and Iowa Association of REALTORS® for matching funds.
2. Discuss programs and create ideas to better serve the community.
3. Disseminate appropriate news releases and promotional articles to local media
4. Prepare appropriate responses to any media inquiries.

2.11 - RPAC (REALTORS® POLITICAL ACTION COMMITTEE) TASK FORCE (SEMI-ANNUAL)

Current President is chair BOD members are members.

Function:

1. Conduct an annual fund drive to support NAR/IAR/ECIAR PAC in support of issues in legislation favorable to the Real Estate Industry on national, state and local levels.

2.12 - SOCIAL COMMITTEE (AS NEEDED)

Committee members shall plan and implement Realtor and Affiliate Member social and fundraising events.

2.13 COMMUNITY INVOLVEMENT COMMITTEE (AS NEEDED)

Committee members plan and implement events that benefit the community.

Functions:

1. Must identify a specific need the committee is capable of addressing
2. Endeavors to be self- sustaining or ask for or seek additional funding from affiliates or the association.
3. Make recipient recommendations to the Association for any and all funds raised in excess of expenses.

2.14 - Community Impact Committee (AS NEEDED)

The Community Impact Committee reviews and awards annual grants of up to $5,000 to support local projects across the tri-state area. Applications are accepted July 1–September 30, with awards announced in November. The Committee consists of 5–7 members appointed by the ECIAR President and evaluates applications that support safe and affordable housing, address food insecurity, and enhance quality of life. The Committee is committed to equitable distribution of funds across all communities where our REALTORS® live and work.
The Community Impact Committee also has the ability to award up to $15,000 annually in grant funds, based on the available balance within the ECIAR Community Impact Checking Account, and subject to Board of Directors approval.

2.15 - SPECIAL AD HOC COMMITTEE/TASK FORCE COMMITTEES

Special committee(s) appointed by the president with Association Directors approval to assess a certain subject in-depth and report with the results

All meetings governed by: Article VIII of the IAR Bylaws and Robert's Rules of Order. The President is an ex-officio voting member of all standing committees and shall be notified of their meetings.

SECTION THREE

ECIAR OPERATIONAL POLICIES

GENERAL POLICIES

Rules and policies which have been established by the Association of Directors from time to time are documented below and are dated as to when the rule or policy was established.

SECTION 3.1 – FLOWERS/DONATIONS/GIFTS
Total expenses for these items shall not exceed the budgeted amount approved by the Association of Directors annually:
Flowers/Gifts

- Deceased REALTOR®/PARTNER $100.00
- Deceased REALTOR'S® spouse $50.00
- Deceased REALTOR® immediate family member should have a card sent from the Association Office signed by the office staff of the Association of REALTORS® for the Association and monitored by the Chief Executive Officer.

Donations/Contributions

- The Association shall not make donations/contributions to efforts that are not related to the real estate industry or to causes the Association does not promote. All contributions must receive the Association of Directors approval.

SECTION 3.2 – MEETINGS

A. Unless otherwise directed, Association of Directors meetings are held on the third Wednesday of each month at 8:30 A.M. at the Association office.
B. Unless otherwise directed, The East Central Iowa Multiple Listing Service Committee meetings are held on the second Wednesday of each month at 9:00 A.M. at the Association office.
C. Unless otherwise directed, General Membership meetings will be held three times a year at a time set by the Association of Directors, at a designated location.

SECTION 3.3 – OFFICE KEYS
Keys to the Association Office are held by the Chief Executive Officer and MLS Coordinator. If Association staff will not be present the CEO will coordinate with the Association President. Executive Assistant and current Association President.

SECTION 3.4 – OPERATING HOURS
The ECIAR Office is open from 8:00 A.M. to 4:30 P.M. except national holidays.

SECTION 3.5 – INSURANCE

- Should be reviewed by December 1 by the Finance/Audit Committee.

SECTION 3.6 – LEASE – BUILDING

Monthly rent shall be collected and deposited by the office staff.

SECTION 3.7 – RECORD RETENTION

- Listing Agreements –1 day
- Arbitration files - 5 years
- Yearly Committee Activities & Reports - 5 years
- Accounting Records - indefinitely
- Elective Offices - indefinitely
- Association Minutes - indefinitely
- ECIMLS Committee Meetings - indefinitely

SECTION 3.8 – ECIMLS COMPUTER DATA SCHEDULE TO PURGE

- Listing- forever, unless Association office or LPS delete them
- Sold- 120 months (10 years)
- Withdrawn- 60 months (5 years)
- Expired- 60 months (5 years)
- All records will be retained electronically

SECTION 3.9 – OFFICE PROCEDURE FOR HANDLING CASH, MAKING DEPOSITS AND WRITING CHECKS

- Any check written in the amount of $1000 or more must have two (2) signatures or electronic approval – The Chief Executive Officer and 1 of the following: President, Secretary/Treasurer.
- Deposits are to be prepared by ECIMLS Coordinator and then checked by another person and initialed.
- Any cash received in the office should be counted in front of the individual who brought the cash, issued a receipt requiring initials next to the amount on the receipt by the individual who brought the cash or by two or more office staff. Cash is placed in office safe.

SECTION 3.10 – TRAVEL

Iowa Association of REALTOR® Meetings and Conventions

A. Eligible Attendees: President, Chief Executive Officer, and other current officers of the ECIAR as designated by the President.

1) Expense Reimbursement:

• Registration fees	All fees
• Personal auto	Current IRS Rate
• Lodging	Reasonable cost at designated hotel
• Meals (if not provided)	$50.00 per day

National Association of REALTOR® Meetings and Conventions

A. Eligible Attendees: President or President Elect, Chief Executive Officer with Association Approval

1) Expense Reimbursement

• Registration Fees	All fees
• Personal auto	Current IRS Rate
• Airfare	Coach Rate purchased in advance
• Lodging	Reasonable cost at designated hotel(s)
• Meals	$75.00 per day
• Taxi/Bus	Business related
• Rental Car	Reimbursable when necessary

Other Meetings

A. Attendance at other business related meetings by the Chief Executive Officer, or Association members must be approved by the Association of Directors.

1) Expense Reimbursement as prescribed above.

State Committee Travel Reimbursement

ECIAR members serving on Iowa REALTORS® State Committees may receive up to $1,000 annually for hotel, registration, and mileage expenses related to attending required state meetings. Members must provide proof of committee appointment and obtain pre-approval from the ECIAR CEO before travel. Eligible expenses include hotel stays, registration fees, and mileage reimbursed at the IRS rate.

General Membership Meetings

Association Staff and guest speakers shall receive free meals at General Membership meetings.

NOTE: ATTENDEES MUST ATTEND 80% OF THE MEETINGS AND/OR TRADE SHOW AND PROVIDE EITHER A WRITTEN SUMMARY OR VERBAL REPORT TO THE ASSOCIATION OF DIRECTORS.

DUES, FEES AND FINES

SECTION 3.11 – INITIATION FEES

All REALTOR®/Appraiser applicants must pay an initiation fee along with the required dues upon application being made. Details associated with the initiation fees can be found in attachment "A".

SECTION 3.12 – AFFILIATE MEMBERSHIP

Annual dues for Affiliate members shall be $350.00 per year per lender $200 per inspector, 200 per attorney, $200 per photographer. All Affiliate members' names shall appear on the ECIAR web site.

Affiliate members who provide inspection services to clients will need to undergo a background check, provide the Association with a copy of their license/certification and proof of insurance annually.

SECTION 3.13 – INACTIVE MEMBERS

Inactive membership status may be retained by paying the annual Association dues only. Inactive members are those members not active in the ECIMLS, not active in real estate sales, or have been granted a waiver by the Association of Directors. These members shall pay national, state and local dues.

Procedure for inactive member status:

- Must make written request to the Association of Directors and the Iowa Real Estate Commission.
- Approval must be made once every three years.
- Member must pay license renewal fee to the Real Estate Commission to retain inactive status.
- Inactive members cannot attend regular Association functions without paying regular membership dues.
- Inactive members do not have to meet the thirty-six hour continuing education requirements, but may do so.
- If an inactive member decides to become active again, they must complete the hour requirements for all the years they were inactive.

SECTION 3.14 – ECIMLS & ECIAR FEES

A.	Quarterly ECIMLS Dues and Fees	$100
B.	Quarterly ECIAR Dues and Fees	$118
C.	Agent Transfer Fee	$50
D.	Broker Update Fee	$100
E.	ECIMLS New Member Fee	$450
F.	ECIAR New Member Fee	$450
G.	New Office Set Up Fee	$500
H.	New Team Set Up Fee	$100
I.	Team User Profile	$100

- **ECIMLS Nonpayment of Financial Obligations.** The following action may be taken for noncompliance with the rules:
  (a) For failure to pay any service charge or fee within one (1) month of the date due, and provided that at least ten (10) days' notice has been given, the Service shall be suspended until service charges, fees or fines are paid in full. A 1.5%, or minimum $25 penalty fee will be assessed for every 30 days from invoice due date for late payment. If service was suspended, a reinstatement fee of $100 and costs for registered mail notifications will be added to the invoice.
  (b) Should the board be notified that payment lacked sufficient funds, subscriber will be charged an additional insufficient funds processing fee of $30.
  I If subscriber is delinquent more than 60 days from invoice due date, membership in the ECIMLS is terminated.

- **ECIAR Nonpayment of Financial Obligations**. If dues, fees, fines, or other assessments including amounts owed to the ECIAR not paid within one (l) month after the due date, the nonpaying Member is subject to a $25 late Fee and a suspension at the discretion of the Board of Directors. Two (2) months after the due date, membership of the nonpaying Member may be terminated at the discretion of the Board of Directors. Three (3) months after the due date, membership of the nonpaying Member shall automatically terminate unless within that time the amount due is paid. However, no action shall be taken to suspend or expel a Member for nonpayment of disputed amounts until the accuracy of the amount owed has been confirmed by the Board of Directors. A former Member who has had his membership terminated for nonpayment of dues, fees, fines, or other assessments may apply for reinstatement in a manner prescribed for new applicants for membership, after making payment in full of all accounts due as of the date of termination.

- **Deposits and Expenditures**. The Board of Directors shall administer the day to day finances of the Association, but shall not incur any obligation in excess of $100.00 over the available cash assets without authorization by vote of a majority of the REALTOR Members eligible to vote present at the meeting.
- **Notice of Dues, Fees, Fines, Assessments, and Other Financial Obligations of Members**. All dues, fees, fines, assessments, or other financial obligations to the Association or Association Multiple Listing Service shall be noticed to the delinquent Association Member in writing setting forth the amount owed and due date.
- **REALTOR EMERITUS**. The dues of REALTOR® Members who are REALTOR® Emeriti (as recognized by the National Association), Past Presidents of the National Association or recipients of the Distinguished Service Award shall be as determined by the Board of Directors.
  NOTE: The Board of Directors may, at its option, choose to have no dues requirement for such individuals except as may be required to meet the Association's obligation to the State Association with respect to such individuals. Member Associations should determine whether the dues payable by the Association to the State Association are reduced with respect to such individuals. It should be noted that this does not affect a "designated" Realtor's dues obligation to the Association with respect to those licensees employed by or affiliated with the "designated" REALTOR® who are not Members of the local A"sociation.

SECTION 3.15 – SENTRILOCK LOCKBOX SYSTEM
SentriLock Lockboxes:
SentriLock lockboxes shall be the responsibility of the Brokers. Lockboxes will be issued only to Brokers for distribution to member agents. Brokers shall not have 10% more lockboxes than listings at any given time. Upon request by the Chief Executive Officer, Brokers they shall return the overage to the Association office. If Brokers need more Lockboxes an email requesting them must be sent to the Chief Executive Officer for approval. Lost lockboxes are the responsibility of the Broker. The cost of the lost lockbox to the Broker is as follows:

A. 1 SentriLock Lockbox $105.00

<u>Sentrikey Access:</u>
The Association staff shall issue Sentrikey Access to agents of broker members. Upon first

entering the system the agent must read the SentriLock Lockbox system rules. Agents will be responsible for paying quarterly fees for the lockbox system.

A. Quarterly Fee for Sentrikey Access $49.00

VOW/DATA AGGREGATE RETS FEEDS – fines associated with the violation of VOW or Data Aggregate RETS feed rules and regulations are as follows:

1st Offense	$2500
2nd Offense	$5000
3rd Offense	Termination

SECTION 3.16 – CODE OF ETHICS ARBITRATION DISPUTES

3. Code of Ethics Violations:

Filing an alleged violation of the Code of Ethics

- Must be submitted to the Iowa Association of REALTORS Professional Standards Program.

Filing fee

- None
- NAR Certified Mediator will work with Complainant and Respondent to effect reconciliation.

3. Ethics Appeal:

- Must be filed with the Iowa Association of REALTORS Professional Standards Program.

3. Arbitration Disputes:

Filing an alleged dispute

- Must be submitted to the Iowa Association of REALTORS Professional Standards Program.

SECTION 3.17 Becoming a Member of the East Central Iowa Association of REALTORS® and or East Central Iowa Multiple Listing Service

Steps and Fees

1) Complete REQUIRED 60-hour Pre-license, 12-hour Listing Practices, 12-hour Selling Practice and 12-hour Developing Professionalism classes.
2) Undergo the Iowa Real Estate Commission background check process.
3) Pass the Iowa Licensing Exam
4) Pay the Annual Iowa Licensing fee (Salesperson)
5) Obtain errors and omissions insurance
6) Apply for a real estate license
7) Pick up New Member binder. ECIAR & ECIMLS Bylaws are available for download at https://eciaor.com/bylaws (Print version available upon request)
8) Fill out ECIAR REALTOR® application for the office staff.
9) Sign and Complete "I have read and understand ECIAR Policy and Procedures,

ECIAR Bylaws, and ECIMLS Bylaws" Document *Signed by Both Broker and Agent

10) Complete the 3 ½ hour Paragon Academy online course & submit certificate to the Association Office

11) Pay New Member fees and Dues (SEE CURRENT SCHEDULE OF DUES)

12) East Central Iowa Association of REALTORS® New Member Fee
   a) Initiation fee of **$450**, state local and national dues must be paid before member can practice.
   b) ECIAR Fees ($118 per quarter)

13) East Central Iowa Multiple Listing Service New Member Fee
   a) Initiation fee of $**450** must be paid before member can practice.
   b) ECIMLS Fees ($100 per quarter + $49 Sentrilock Fee)

YOU'RE NOW A MEMBER OF THE ASSOCIATION AND OR MLS

14) Complete the NAR 2 ½ hour Code of Ethics online course within 90 days of becoming an active member. MLS Only members are exempt. (Course information will be emailed from Association Office)

Initials _______

15) Register for quarterly ECIAR/ECMLS New Member Orientation:
   a) If you are attending class prior to joining the ECIAR/ECIMLS a $200 Deposit will be required to be paid on the day of New Member Orientation.
   b) If you miss the Orientation closest to your start date you will be fined $150. If you miss it a second time, you will be shut off from all Operating systems.

Date of Orientation: ___________ **Initials _______**

16) Attend New Member Orientation.

<u>Current Schedule of Dues</u>: -2024

	Jan- March	Apr – June	July-Sept	Oct-Dec
National Assn. Dues	$156.00	$117.00	$78.00	$39.00
NAR Image Assessment	$45.00	$45.00	$45.00	$45.00
Iowa Assn. Dues	$170.00	$127.50	$85.00	$42.50
IAR New Member	$100.00	$100.00	$100.00	$100.00
IAR Special Assessment	$15.00	$15.00	$15.00	$15.00
East Central Iowa Association Dues	$118.00	$118.00	$118.00	$118.00
ECIAR New Member	$450.00	$450.00	$450.00	$450.00
ECIMLS New Member	$450.00	$450.00	$450.00	$450.00
ECIMLS Fees Quarterly	$149	$149	$149	$149
Sentrikey Set Up	$50.00	$50.00	$50.00	$50.00
TOTAL	$1703.00	$1621.50	$1540.00	$1458.50

16) SENTRILOCK system is available to members for a quarterly fee of **$49.** A **$50** one-time fee to set up Sentrikey Access is required.

If paying by credit card East Central Iowa Association of Realtors charges a 3% courtesy fee.

1) ECIAR Dues – Cost **$472**
2) IAR Association Dues – Cost **$185**
3) NAR Association Dues – Cost **$156**
4) NAR Assessment – Cost **$45**
5) Pay the annual Lock Box Fee – Cost **$196**
6) ECIMLS Annual Fee – Cost **$400**

Total Annual Fee Cost $1454

Some information websites:

www.ECIAOR.com – East Central Iowa association of Realtors
www.IowaRealtors.com – Iowa Association of Realtors
www.realtor.org – National Association of Realtors
www.state.ia.us/irec - Iowa Real Estate Commission

SECTION 3.18 INVESTMENT POLICY OF THE EAST CENTRAL IOWA ASSOCIATION OF REALTORS® (ECIAR)

Purpose: To provide guidance to the Association of Directors of the ECIAR in the investment of reserve and surplus funds. This policy will determine the goals, objectives and types of investment vehicles which are appropriate for the Association's funds. It will provide for clear communication between the ECIAR membership, its Association of Directors, and its financial agents regarding the investment of its funds.

ECIAR recognizes that certain investments of our excess funds can be used to further the growth of the housing market. Therefore, investments in Association Affiliated banks and credit unions will be considered appropriate elements of the Association's portfolio.

The ECIAR will maintain two classes of accounts (outside of the operating expense – See ECIAR Bylaws Article X Section 1 and Section 6):
Cash Reserve and Capital Fund

<u>Cash Reserves</u>
An emergency cash reserve will be invested in low risk, low volatility vehicles to preserve the principle while seeking the maximum short-term return on principal in the form of current income. This emergency fund might be roughly two month's worth of operating expenses and should be in a highly liquid form to support emergency cash flow needs, if necessary. The funds are to be maintained in insured accounts (such as FDIC.)

<u>Capital Fund</u> –
Conservative Growth of Capital – no income or withdrawals are expected from the portfolio in any given year, and an allocation to fixed income securities and cash is an attempt to reduce portfolio value fluctuations in the short-term. Moderate short-term swings in portfolio value are

acceptable due to varying market conditions in an effort to achieve higher investment returns over and above inflation in the long-term. Long-term average rate of return on investment assets we are targeting for this fund is 5% or great. ECIAR shall maintain a Capital Fund reserve account equal to or greater than two (2) months not to exceed 12 months operating expenses.

Objectives: Investment activities should be carried out in such a manner as to achieve the following objectives:

- Safety. Safety of principal is the foremost objective. Each investment transaction shall seek to ensure that capital losses by default or erosion of market value are avoided.

- Yield. To ensure that the funds of the Association are invested to achieve the highest possible rate of return using safe and prudent investment practices.

- Liquidity. The investment portfolio shall remain sufficiently liquid to meet the Association's ongoing financial obligations.

- Diversification. The investment portfolio shall be diversified to avoid incurring unreasonable and avoidable risks regarding an individual security, industry group, specific security type and excessive market fluctuation.

Finance/Budget Committee: The Finance/Budget Committee will keep the Association of Directors informed of current investment values and opportunities by making a report at each regularly scheduled monthly meeting of the Association. The Committee shall be responsible for maintaining an awareness of the local and national investment marketplace in order to identify investment opportunities consistent with the Investment Objectives outlined in this policy.

The role of the Finance/Budget Committee is advisory only. The ECIAR Association of Directors must approve by majority vote the investment of any Association funds other than purchase of short-term instruments for operational cash reserves that are expected to be used in less than one year.

The Committee may recommend to the Association of Directors the selection of an investment manager. Any investment manager retained by the Association of Directors on behalf of the Association shall be fully informed of the Association's investment policy. The Committee may not authorize actual financial transactions, whether with the investment manager or with any financial institution.

The Finance/Budget Committee reports to and makes recommendations to the Association of Directors. The Committee does not report directly to the Association membership.

Investment Policy for Funds Expected to Be Retained for More Than One Year

Cash reserves must be invested in such a manner that the maturity of any security will not exceed five years and the average maturity of the portfolio (with the exception of money market funds) will not exceed three years.

The portfolio of these funds shall be invested among the following instruments according to the guidelines specified below:

1. Certificates of deposit shall be limited in principal amount to FDIC or FSLIC insurance ceilings. Whenever possible, certificates of deposit are to be purchased from ECIAR Affiliate Lenders to generate good public relations for Association members. However, if higher rates can be obtained elsewhere, the Association may also seek investments in certificates of deposit with financial institutions who are not Affiliate members.
2. Direct obligations of the United States Government and its Agencies.
3. Corporate bonds, rated a minimum of A3 or A- by Moody's Investor's Service, Inc., or Standard & Poor's Corporation, respectively, at time of purchase. Purchase subject to member vote for any dollar investment.
4. Common and preferred stocks publicly traded on the New York, American or NASDAQ exchanges. Purchase subject to Association of Directors vote for any dollar investment.
5. Commercial Paper, rated in the highest quality class by Moody's Investor's Service, Inc. (P1) or Standard & Poor's Corporation (A1). Purchase subject to member vote for any dollar investment.
6. Money market funds, to hold funds from matured investments until reinvestment.
7. No-load or low-load mutual funds whose investment practices fall within the confines of this policy.
8. General Obligation Municipal Bonds of Municipalities located within the Association's jurisdiction, and whose purpose is for the generation of cash to be used for municipal projects that improve the housing market and/or quality of life in our community, without favoring a particular Affiliate member or firm.

It is recognized that equity investments carry a greater level of market risk than debt or fixed income securities. All investment portfolio decisions, including security selection, size and quantity of holdings, and changes in investment instruments shall be approved by a majority vote of the Association of Directors.

Investment Policy for Cash Reserves – Funds Expected to Be Used in Less Than One Year

Cash Reserves must be invested in a manner that allows maturity dates of investments (one year or less) to match the financial obligations of the Association.

Cash reserves shall be invested as follows:

3. Negotiable certificates of deposit shall be limited in principal amount to FDIC or FSLIC insurance ceilings. Whenever possible, certificates of deposit are to be purchased from Affiliate Lenders to generate good public relations for Association members. However, if higher rates can be obtained elsewhere, the Association may also seek investments in certificates of deposit with financial institutions outside the local MLS area.
2. Direct obligations of the United States Government and its Agencies.
3. Money market funds.

Investment Restrictions

- Maturities of debt securities may not exceed five years.
- Investment in structured notes is prohibited.
- No securities may be purchased on margin or leverage.
- No short-sale transactions will be made.
- Transactions in financial futures and options are prohibited.
- Commodity trading is prohibited.
- Purchases of restricted stock or other non-marketable securities are prohibited.

Reporting Requirements

The Association shall be informed in writing of all transactions.

The Association of Directors shall receive from the Finance/Budget Committee a semi-annual report summarizing investment valuation and a detailed listing of investments, cash equivalents and earnings, and a summary of each transaction.

(Rev. 2/21/2024)

SECTION 3.19 Social Media Policy for the East Central Iowa Association of REALTORS®

Social Media Definition:

'Social media' is the term commonly given to websites and online tools that allow users to interact with each other in some way – by sharing information, opinions, knowledge and interests. As the name implies, social media involves the building of communities or networks, encouraging participation and engagement.

Principles:

These are the official guidelines for social media at ECIAR. If you're an association employee, contractor, or volunteer creating or contributing to blogs, wikis, social networks, virtual worlds, or any other kind of social media both on and off our association website, these guidelines are for you. We expect all who participate in social media on behalf ECIAR to understand and to follow these guidelines. These guidelines will continually evolve as new technologies and social networking tools emerge—so check back occasionally to make sure you're up to date.
Emerging social media platforms for online collaboration are fundamentally changing the way

our association engages with customers/members, colleagues, and the world at large. As an association we believe social computing can help us build a stronger, more successful real estate community, and it's a way for staff, members, and the public to have conversations about matters important to our real estate environment

As a member of the ECIAR staff, keep the following principles in mind:

1. Be professional; remember that you are an ambassador for our organization both on and off the job. Wherever possible, disclose your position as a representative of ECIAR.
2. Be responsible and honest at all times.
3. Be credible, accurate, fair, and thorough.
4. Post meaningful, respectful comments – in other words, no spam and no remarks that are off-topic or offensive.
5. Respect proprietary information and confidentiality both of our members, and of our internal operations.
6. When disagreeing with others' opinions, be objective and respectful.
7. Always remember that your online comments are permanently available to all, and may be republished in other media.
8. Stay within the legal framework and be aware that anti-trust, libel, copyright and data protection laws apply. Don't plagiarize.
9. Don't disclose sensitive or "inside" information, make commitments or engage in activities on behalf of ECIAR unless you are authorized to do so. If you are in doubt, avoid any contribution until you have received express permission from the AE. In other words, "If in doubt, leave it out."
10. Even in your private communications, don't forget your day job. You are a representative of ECIAR.

A more thorough explanation of these guidelines includes the following:

Be honest and transparent. Social Media is no place to hide. Use your real name if you are commenting about the association or its programs and identify yourself as a staff member. Don't violate EICAR's privacy though, and protect your own personal privacy as well. Remember that what you post will be available for a long time, as will photos of you and your personal comments. In other words, think before you post.

Make a mistake? If you make a mistake, admit it. Be upfront and be quick with your correction. For example, if you're posting to a blog, you may choose to modify an earlier post—just make it clear that you have done so.

Be Fair. There can be a fine line between healthy debate and hysterical reaction. Do not badmouth ours or other associations and, even more importantly, other staff, our leaders, members, and their profession in general. See if you can invite differing points of view without inflaming others. Remember that once your words are online, you can't recall them. And once an inflammatory discussion gets going, it's hard to stop.

Add value. There's lots of traffic on today's social media. The best way to get yours read is to contribute subjects or information your readers will value. Social communication from our association should help our members and co-workers. It should be thought-provoking and build a sense of community. If it helps people improve knowledge or skills, build their businesses or solve problems, or if it helps them understand our association better—then it's adding value. If you are tempted to post about your breakfast cereal or your new haircuts…don't.

Be Conversational. Social Media is conversational, so talk to your readers like you would talk to real people in professional situations. Encourage comments. You can also broaden the conversation by citing other experts in your blogs, or by 'reTweeting' others' comments.

Perception is reality. In online social networks, the lines between public and private, personal and professional are blurred. Just by identifying yourself as an ECIAR employee, you are creating perceptions about our association by our members and by the public.

Write what you know. Make sure you write and post about your areas of expertise. Use the first person. If you publish to a website outside ECIAR, please use a disclaimer something like this: "The postings on this site are my own and don't necessarily represent ECIAR's positions, strategies or opinions." Also, please respect brand, Realtor trademark, copyright, fair use, confidentiality and financial disclosure laws. If you have any questions about these, see your AE. Remember, you are personally responsible for your content.

Moderating Content: The ECIAR encourages its staff to maintain a responsible and balanced online dialogue, and respects each staff person's responsibility to maintain adherence to that principle. However, ECIAR does reserve the right to moderate content of employee postings. Should ECIAR staff exercise that prerogative, content moderation will be based solely on whether or not the content violates the law, or is offensive and/or denigrating to the organization or to personalities involved.

Respecting Association Commitments: Unless specifically assigned, social media activities should not interfere with regular work commitments. Association staff is expected to respect other appropriate policies relating to work performance.

Resources:

BBC, "Editorial Guidelines for Social Networking"
Carl Haggerty, "Carl's Notepad" (blog)
IBM, "Social Computing Guidelines"

Section 3.20 East Central Iowa Association of Realtors – Whistleblower Policy
This policy is intended to encourage Board members, staff (paid and volunteer) and others to report suspected or actual occurrence(s) of illegal, unethical or inappropriate events (behaviors or practices) without retribution.

1. The Whistleblower should promptly report the suspected or actual event to his/her supervisor.

2. If the Whistleblower would be uncomfortable or otherwise reluctant to report to his/her supervisor, then the Whistleblower could report the event to the next highest or another level of management, including to an appropriate Board committee or member.

3. The Whistleblower can report the event with his/her identity or anonymously.

4. The Whistle blower shall receive no retaliation or retribution for a report that was provided in good faith – that was not done primarily with malice to damage another or the organization.

5. A Whistleblower who makes a report that is not done in good faith is subject to discipline, including termination of the Board or employee relationship, or other legal means to protect the reputation of the organization and members of its Board and staff.

6. Anyone who retaliates against the Whistleblower (who reported an event in good faith) will be subject to discipline, including termination of Board or employee status.

7. Crimes against person or property, such as assault, rape, burglary, etc., should immediately be reported to local law enforcement personnel.

8. Supervisors, managers and/or Board members who receive the reports must promptly act to investigate and/or resolve the issue.

9. The Whistleblower shall receive a report within five business days of the initial report, regarding the investigation, disposition or resolution of the issue.

10. If the investigation of a report, that was done in good faith and investigated by internal personnel, is not to the Whistleblower's satisfaction, then he/she has the right to report the event to the appropriate legal or investigative agency.

11. The identity of the Whistleblower, if known, shall remain confidential to those persons directly involved in applying this policy, unless the issue requires investigation by law enforcement, in which case members of the organization are subject to subpoena.

Section 3.21 Diversity and Inclusion Statement

The East Central Iowa Association of REALTORS® stands united with all the diverse communities we serve to foster a culture where diversity and inclusion are integrated as part of our core values. Through inclusive collaboration and mutual respect for our colleagues, we focus on the principals that matter to our Association and strive to engage each other to reach our common goals. We fully embrace perspectives from all walks of life – regardless of race, ethnicity, gender, religion, age, sexual orientation, gender identity, disability, national origin, socioeconomic status, political affiliation or any other qualities by which we may define ourselves. As REALTORS® we have the power and responsibility to act as champions of equality and inclusion by being active participants in developing solutions that ensure our communities are safe and secure for all families and individuals who dream of home and property ownership.

Section 3.22 Harassment Policy

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 Vice 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 Vice President, they may not participate in the proceedings and shall be replaced by the Immediate Past President or, alternatively, by another member of the Board of Directors selected by the highest ranking officer not named in the complaint.

NOTE: Suggested procedures for processing complaints of harassment are available online through http://www.REALTOR.org, or from the Member Policy Department.

3.23 Document Retention and Destruction Policy

The Sarbanes-Oxley Act addresses the destruction of business records and document and turns intentional document destruction into a process that must be carefully monitored.
Nonprofit organizations should have a written, mandatory document retention and periodic destruction policy. Policies such as this will eliminate accidental or innocent destruction. In addition, it is important for administrative personnel to know the length of time records should be retained to be in compliance.

Federal tax laws require taxpayers to maintain books of account or records to support amounts reported on tax returns. The general rule is that such books and records must be kept as long as they may be relevant to a taxpayer's claim for a tax credit or refund or to an IRS attempt to assess additional tax for the year in question. Other documents may need to be retained for non-tax reasons.

Any document that contains "consumer" information (any record about an individual, whether in paper, electronic, or other form, that is a consumer report or is derived from a consumer report) requires special destruction procedures. Paper documents are to be burned, pulverized or shredded so that the information cannot practically be read or reconstructed. Electronic media is to be erased or otherwise destroyed with extra care being given prior to discarding or selling computers, hard drives, floppy discs, flash drives, etc.

3.24 Members' Access to Materials and Financial Information

Minutes of the Board of Directors Meetings shall be available to Members of the Association for review at the Association Office upon prior request. Minutes of the Board of Directors are available to all members except those actions pertaining to Association staff and vendor contracts. For that exception, review shall be authorized with the permission and at a time scheduled by the Secretary/Treasurer or the President of the Association headquarters.

At the request of a member the Association will make available for inspection the corporation's most up-to-date closed financial documents as prepared by the association's accountants, and all minutes of the proceedings of its members, Board of Directors and committees. Financial documents are to include Budget vs Actuals, Profit & Loss Statement, Balance Sheet, and Transaction by Account as requested. Financial documents will be available for review at an in-person meeting with the CEO, President, and Treasurer. Documents will not be made available outside of an in-person meeting. No photographic or facsimile copy is allowed to be taken from the meeting. Any information disclosed within said meeting is to be kept private and confidential.

Such requests shall be fielded by the CEO and coordinated with the President and Treasurer. This statement of policy shall not constitute a waiver of the Boards right, at its discretion, to maintain as privileged, any other documents in its files which it is not required by law to disclose. For any members requesting to examine the Board's financial documents, the Chief Executive Officer may request that the member submit any questions they have in writing to the CEO, who will then present them to the Board at the next regularly scheduled Board of Directors Meeting.

3.25 Members' Access to Meetings & Materials Policy

Purpose: This policy establishes guidelines for ECIAR members' access to the Association's Board of Directors meetings and materials while ensuring confidentiality and protecting the interests of the Association, its members, and employees.

ECIAR members are invited to attend the Association's Board of Directors meetings in person. Please note that virtual attendance is not permitted. Members wishing to attend a Board meeting must submit a request at least one week prior to the meeting to the ECIAR CEO or ECIAR President. Members may also request to have an item placed on the agenda to address the Board. Requests must be submitted in writing and follow the same timeline as attendance requests.

Committee chairs and state and national representatives are welcome to attend Board meetings as guests and, when attending, are required to provide a report relevant to their roles.

All guests will be excused when the Board is called into a closed session. Agenda items discussed during closed sessions will focus on matters requiring confidentiality and are determined by the Board of Directors. Additionally, all guests attending Board meetings must sign a confidentiality agreement prior to the meeting and agree not to take any pictures, video, or audio recordings during the meeting.

East Central Iowa Association of REALTORS® (ECIAR)
Board of Directors Meeting Attendee Agreement
As a guest attending a meeting of the ECIMLS and ECIAR Board of Directors, I understand and agree to the following terms:

1. **Prohibition on Recording**: I will not take any pictures, video recordings, or audio recordings of the meeting or any part thereof.
2. **Respect for Confidentiality**: I acknowledge that discussions during the meeting may involve sensitive or confidential matters. I agree to respect the confidentiality of the meeting and will not disclose any sensitive information shared or discussed during the meeting unless expressly authorized.
3. **Participation**: I understand that my attendance is as an observer and that I may only participate in discussions if invited to do so by the Chair of the Board of Directors.
4. **Conduct**: I will conduct myself in a professional and respectful manner during the meeting.
5. **Agreement Acknowledgment**: By signing this agreement, I acknowledge that any violation of the above terms may result in the termination of my permission to attend this and future meetings of the ECIAR Board of Directors.

Meeting Details:

- Date of Meeting: ______________________________
- Location: ___________________________________
- Time: _______________________________________

Acknowledgment and Agreement:
By signing below, I confirm that I have read, understood, and agree to abide by the terms outlined in this agreement.
Name (Printed): __________________________________
Signature: ______________________________________
Date: ____

Contact Information:

- Email: ____
- Phone: ____

For ECIAR Office Use Only:

- Approved by: __________________________________
- Approval Date: ________________________________

3.26 Procedure for Form Change Review and Implementation

1. **ECIMLS Agenda Request Submission**
   - All form change requests are submitted to the ECIMLS using the ECIMLS Agenda Request Document found in Dotloop and Paragon MLS Docs.
2. **ECIMLS Committee Review**
   - The ECIMLS Committee reviews the submitted form change requests during their monthly meetings.
   - The Committee compiles and submits form changes on a quarterly basis to advance through the process.
3. **Input and Legal Review**
   - The ECIMLS Committee's form change recommendations are sent to brokers for their input and review.
   - Form change recommendations that involve significant wording modifications or alterations to the form's structure will be submitted to legal counsel for thorough review.
4. **Expedited Form Change Procedure**
   - If circumstances arise that require an immediate change, an expedited form change can be submitted directly to the ECIMLS Board of Directors for review and approval, bypassing the standard committee process.
5. **ECIMLS Board of Directors (BOD) Review**
   - The recommended form changes, along with broker input and legal feedback, are reviewed by the ECIMLS Board of Directors for final approval.
   - If any significant changes are made by the BOD, the form will be resubmitted to Legal Counsel for review.

This process ensures that all form changes are carefully reviewed, legally compliant, and aligned with the needs of the brokers and the broader MLS community.

SECTION FOUR

PERSONNEL

SECTION 4.1 – EMPLOYMENT CLASSIFICATIONS

A. EQUAL OPPORTUNITY EMPLOYMENT – Equal treatment for all employees will be exercised in all activities and practices.

B. FULL-TIME EXEMPT EMPLOYEE – A full-time exempt employee is one who works a full scheduled work week (40 hours). Full-time exempt employees have a signed agreement with the East Central Iowa Association of Realtors that addresses all areas and general benefits of employment.

C. FULL-TIME PERMANENT EMPLOYEE – A full-time permanent employee is one who works a minimum of 34 hours a week and entitled to the following general benefits with descriptions in **Sections 4.3 – 4.8.**

- Holiday Pay
- Vacations
- Sick Leave/personal days
- 3% IRA Match

D. PART-TIME PERMANENT EMPLOYEE – A Part-time permanent employee is one who works less than 32 hours per week. Such employees are not eligible for general benefits unless approved by the Chief Executive Officer.

SECTION 4.2 - TERMINATION

Conditions do arise which require probation and/or termination

A. Voluntary Termination – If you voluntarily terminate, you are required to give at least a two week notice. Your final check will include vacation time earned. When you voluntarily terminate, you forfeit all seniority and benefits and if re-hired, you will be hired as a new employee.

B. Termination procedures that must be followed:

- First - Employee will receive an oral warning.
- Secondly, a written warning will be issued if the offense is still being committed. The written notice will be placed in the employee's file.
- Thirdly, a suspension will be warranted if there is still a problem. If the offense is still continuing, the employee will be released from duty. This firing should take a minimum of two weeks, upon Association approval. This applies to all hourly employees.

The Chief Executive Officer is to handle the oral warning; if a written copy is given, a copy must be sent to the President of the Association to make them aware of the situation.

If the hourly employee has a problem with the Chief Executive Officer, he/she must first discuss the problem orally and if that fails, the complaint should be put in writing with the original going to the Chief Executive Officer and a copy sent to the Association President.

If the written warning does not solve the problem/complaint, the Association President is to be advised so that proper steps can be taken to resolve the matter.

The Chief Executive Officer is the direct supervisor of the MLS Coordinator, support staff and any temporary or student worker.

C. Discharge – If you are discharged, you will receive your final check for work performed to the time of terminations including payment for vacation earned.

SECTION 4.3 HOLIDAYS

Paid Holidays for employees will be set annually by the Association of Directors.

Current Holidays:

New Year's Day	Memorial Day
Independence Day	Labor Day
Thanksgiving	Christmas Day

Day after Thanksgiving is a non-paid holiday for all Association Staff

There is the option of the day before or after Christmas or New Year's but not both holidays. The Chief Executive Officer is to receive full pay for the holidays and the MLS Coordinator will receive 1/5th of weekly pay based on the average of the last thirty days worked

SECTION 4.4 – MATERNITY LEAVE
Shall apply the same as sick days. Up to six weeks will be provided without pay except for the seven paid sick days mentioned in Section 4.6 below. Longer time will be allowed subject to the approval of the Association and due to the request of the attending physician.

SECTION 4.5 – REVIEWS

Chief Executive Officer salary, bonus and benefit reviews are conducted at sixty (60) and one hundred –twenty (120) days and one (1) year anniversary by the ECIAR/ECIMLS Board of Directors and ECIMLS Chair and annually thereafter. Annual reviews will take place in November-December with any pay, or benefit changes to begin January 1.

F/T Permanent and P/T Permanent employees hourly, bonus and benefit reviews are conducted at sixty (60) and one hundred –Twenty (120) days and one (1) year anniversary by the Chief Executive Officer and annually thereafter. Annual reviews will take place in November-December with any pay, or benefit changes to become active January 1.

SECTION 4.6 – SICK/PERSONAL DAYS
Sick days will be determined by the Association Directors. Current policy is: each Full Time (F/T) permanent employee shall have up to seven paid sick days per year after 90 days of the first calendar years when their probationary period is up. They shall have the seven days each year (from January to December) with accumulation not to exceed thirty (30) days. Up to three of the seven days may be used for personal business. When exceeding 5 years of continuous employment they shall receive an additional three days of Sick/Personal time bringing the total to ten days. (5/2017) Sick/Personal Days pay is determined by average of past thirty (30) days of hours worked.

SECTION 4.7 – VACATIONS
The time allowed for Full-time (F/T) permanent employee vacations will be approved annually by the Association of Directors. The actual dates F/T permanent employees take vacation must be approved by the Chief Executive Officer prior to said time being taken. Vacation pay is determined by average of past year of hours worked. Employee may not carry over Vacation days.

Vacation time allotted per year (s) of service:

One year	- One week
Two to ten years	- Two weeks
Ten to twenty years	- Three weeks
Over twenty years	- Four weeks

SECTION 4.8 – HEALTH AND SAFETY

The responsibility for the safety of our employees rests not only with the management of the Association, but also with the employees. Should an employee find an unsafe condition, the employee should report the condition to the Chief Executive Officer immediately.

SECTION 4.9 INCLEMENT WEATHER POLICY

The safety of our employees is a priority for the East Central Iowa Association of REALTORS (ECIAR). We realize there are dangerous situations caused by inclement weather. This inclement weather policy outlines how ECIAR will handle pay and notification of office closing to ECIAR members.

When a dangerous situation occurs where the ECIAR office is closed, all full-time exempt and non-exempt employees will receive pay for up to one week during the closure. After that time, employees are eligible to use paid time off to cover lost wages. No overtime will be paid during this time. Employees will continue to receive health benefits and any other benefit that does not require a physical presence for eligibility.

Should inclement weather occur during the work day, the ECIAR Chief Executive Officer will make the determination regarding what time the Association office will close. All employees will be paid for their scheduled hours for the remainder of the day.

During all Association office closures, any employee who can work remotely is required to do so.

Upon determination that ECIAR office will be closed due to a dangerous weather-related situation, Association members will be notified by posting the Association office closing information on the home page of Paragon.

Upon the Association office reopening all employees are expected to return to work. For any employee who needs more time to tend to repairs or damages due to inclement weather the employee will need to request a formal leave of absence without pay. In these cases, employees should stay in close communication with ECIAR leadership to ensure the time off is considered properly.

SECTION 4.10 - DUTIES OF THE ECIMLS COORDINATOR AND GOVERNMENT AFFAIRS DIRECTOR

The primary responsibility of the ECIMLS Coordinator is to monitor information and data associated with the Multiple Listing Service and assure members abide by the rules and regulations. In addition, the ECIMLS Coordinator will also issue and monitor the ECIMLS Lockbox program, assist the Chief Executive Officer in the daily operation of the ECIAR and ECIMLS and assume Chief Executive Officer responsibilities when the EO is out of the office attending meetings, conventions or seminars.

Essential Functions and Job Duties:

A. Monitor and manage ECIMLS data which includes the review and processing of new listings and changes to existing listings data in accordance with the rules and regulations of the ECIMLS.

B. Monitor the ECIMLS Lockbox program which includes issuing cards and lockboxes to members and brokers

C. Prepare and mail annual Association dues and quarterly ECILS participant invoices, issue credits, fines and late notice memos as appropriate.

D. By direction of the Chief Executive Officer, prepare checks, deposits and balance the banks accounts of ECIAR and ECIMLS.

E. Assist the Chief Executive Officer in the daily operation of the office and be capable of handling office if EO is attending meetings, conventions or seminars.

F. Additional duties include: answer phone, maintain REALTOR®, Affiliate and ECIMLS member rosters, update lenders rates daily, open mail, prepare files for new members, notify membership of new member/affiliate membership requests and post relevant information in Paragon.

SECTION 4.11 - ECIAR CEO Succession Plan

Definition of Leadership Team

For purposes of this plan, the *Leadership Team* of the ECIAR Board of Directors consists of the President, President-Elect, Treasurer, and Immediate Past President.

Short-Term Absence

If the ECIAR CEO is out of the office or unavailable for an extended period of time, the most appropriate staff person, as designated by the Leadership Team, shall immediately assume the leadership role and act as interim CEO until the CEO's return.

CEO Vacancy – Voluntary or Involuntary

If the CEO position becomes vacant, either voluntarily or involuntarily:

- The President will form a group of seven REALTOR® members (including three members of the Leadership Team, with the President serving as one of them) to recommend a new CEO to the Leadership Team.

- The Leadership Team has the authority to accept or reject the recommendation. If rejected, the group may be reformed to present a new candidate.

- Contract details will be provided by the Leadership Team to the group, with a smaller subset of the seven members authorized to negotiate on behalf of the association.

Death of the CEO
The ECIAR Bylaws grant the Board of Directors authority and responsibility as the governing body of the association. In the event of the CEO's death, the Board of Directors automatically assumes governance.
Recommended Actions:

- The ECIAR Leadership Team will hold an emergency meeting to determine the course of action.
- Staff will notify the National Association of REALTORS®.
- The most appropriate staff person, as designated by the Leadership Team, shall immediately assume the leadership role in coordination with the Leadership Team, overseeing day-to-day operations and staff until further direction is given by the Board.
- A communication confirming that ECIAR operations continue smoothly will be sent out promptly.
- A complete record of events, including all records written, taped, or photographed documentation, will be maintained by the appropriate staff person.