THOMASVILLE AREA BOARD OF REALTORS®

Policy
and

Procedures

The Thomasville Area Board of Realtors is a professional trade organization whose members are licensed real estate professionals and/or professional organizations providing services to the real estate industry.

MISSION STATEMENT

The purpose of the Thomasville Area Board of REALTORS is to provide programs and services, which enhance the ability and opportunity of its members to conduct business successfully and ethically, and to promote the preservation of the right to own, transfer and use real property.

February 9, 2004

Strategic Plan

The Thomasville Area Board of REALTORS Strategic Plan, by reference, is made a part of these Policies and Procedures.

Administration

The governing body for the Thomasville Area Board of Realtors shall be the Board of Directors. The following officers have authority to vote: President,
Vice-President/Treasurer, Secretary, Past-President, Local Directors and State Directors. The Executive Officer does not have voting privileges.

The Vice-President serves a six-year term with two years as President-Elect, two years as President, and two years as Past President. The Secretary serves for two years. Local directors serve for two years, with one member rotating off each year. State Directors serve for two years with one member rotating off each year. All officers may serve more than one term of office. The President shall have voting authority but it is recommended that the President only vote when it is necessary to break a tie vote.

Governing responsibilities and authority of the Board of Directors.

A. All corporate powers shall be vested in the Board of Directors.

B. The Board of Directors shall administer the finances of the Thomasville Area Board of REALTORS and shall have authority to appropriate money.

C. The Board of Directors shall have full power to borrow money, to issue notes, bonds or certificates of indebtedness as may be deemed necessary to carry out the objectives of the Thomasville Area Board of REALTORS.

D. The Board of Directors shall have the power to establish dues and approve the annual operating budget.

E. The Board of Directors shall have the power to make and/or approve amendments to the constitution and bylaws, with appropriate approval of the membership.

F. The Board of Directors shall have the power to expel or suspend any member for cause, upon a two-thirds (2/3) vote of the Directors present at any regular meeting or any special meeting called for that purpose, provided a quorum is present.

G. When applicable, the Board of Directors shall have the power and responsibility to approve and/or disapprove applications for REALTOR membership and affiliate membership.

H. The Board of Directors shall have the power to approve and/or disapprove any committee appointment.

Duties of Elected and Appointed Positions

PRESIDENT

1. Board President has a responsibility to keep Board membership informed on all pertinent programs of the National Association and State Association *

2. Board President has a responsibility to see that proper Professional Standards procedures are set up with the Board structure and that the members of the Professional Standards and Grievance Committees are properly trained to deal with such matters.

3. Board President has the responsibility to appoint committee chairs. Members of each committee may be appointed by the president or may be appointed by the chair for each committee.

4. The President has the responsibility of being an ex-officio member of all committees.

5. Board President will preside at all Board of Directors meetings and regular meetings of the Board of REALTORS.

6. Board President has the responsibility of setting goals for the coming year and should furnish the officers and committee chairpersons with parameters and guidelines for meeting these goals at the beginning of the year.

7. Board President has the responsibility to see that proper Parliamentary Law and Protocol is maintained. *

8. Board Presidents has the responsibility to make sure that regular reports are presented to the Board of Directors from officers and committee chairpersons, particularly: budget, membership and MLS. *

9. Board Presidents has the responsibility to be sure that the Bylaws of the Board are reviewed at least every year. All changes in the Board Bylaws must be submitted to the National Association for approval. *

10. Board President has the responsibility for preparing the agenda prior to the meeting of the board of directors. *

11. Board President has the responsibility to offer input to the board of directors as necessary.

* These are shared responsibilities with the Executive Officer.

VICE -PRESIDENT/TREASURER

In the event the President is unable to serve, the vice president shall assume all the duties listed as the responsibility of the President.

The President and/or the Board of Directors from time to time may request the Vice-President/Treasurer to serve on behalf of the President. The Vice President/ Treasurer has the responsibility to become familiar with and participate in the budget making process.

1. Has the responsibility to attend all board of directors' meetings and regular meetings of the board.
2. Has the responsibility to offer input to the board of directors as necessary.
3. When applicable, receives monthly account statements with check images.
4. Work with the Executive Officer to become familiar with accounting procedures within the first month of assuming title of Vice President/Treasurer.
5. Provide a quarterly report to the general Association of our financial position upon request.

BOARD EXECUTIVE OFFICER

The Board Executive Officer applies policies of the Georgia Association and National As
assisting in formulation of Board policy to govern its operations. The Executive Officer is responsible for planning, organizing, directing and coordinating the staff, programs and activities of the Board to ensure that objectives are attained, plans fulfilled, and requirements of REALTORS are met.

The Executive Officer acts under the direction of the President through the authority of the Constitution and Bylaws. In the event the Executive Officer feels that there is any question as to the constitutionality of the President's direction, it must be settled by the Board of Directors. This is not to imply that the Executive Officer should question the direction of the President, but it is the Executive Officer's responsibility to be certain that the Constitution and Bylaws are strictly adhered to. The same applies as to the Executive Officer's job description.

In case of the absence of the President, the Executive Officer gets direction from the officers as indicated in the Bylaws.

Within the limits of the Constitution, Bylaws and Policies, the Executive Officer is responsible for and has commensurate authority to accomplish the duties set forth below.

Sees that the Board of Directors and Officers are kept fully informed on the conditions and operations of the Board, and on all important factors influencing them. Attends all meetings of the Board of Directors.

Assists in the planning and recommending of basic policies and programs which will further the objectives of the Board.

Assists in implementing the decisions of the Board of Directors.

Is responsible for the day-to-day administration of policies, procedures and programs established by the Board of Directors.

Is responsible for maintaining proper Parliamentary Law and Protocol at all Board Meetings.

Establishes a sound organizational structure for the headquarters office.

Recruits, hires, trains and motivates staff personnel by clearly defining its duties, establi
conducting performance reviews and maintaining competitive salary structure. Responsible for all promotions and terminations.

Provides the necessary liaison and staff support to committee chairpersons. Maintains effective relationships with other

organizations, both public and private,
and sees that the position of the Board and its members is enhanced in accordance with
the policies and objectives of the organization.

In cooperation with the President, Vice President and two members of the Board of Directors develops, recommends, and upon approval, operates within an annual budget. Ensures that all funds, physical assets, and other property of the Board are appropriately safeguarded and administered.

Serves as public relations liaison officer.

Is responsible for the publication of any newsletter and all other communications of the general membership.

Is responsible for the billing and collection of membership dues and for submission of portions thereof to the National and Georgia Associations.

When applicable, all invoices will be attached to checks when they are presented for signatures. Is responsible for the timely payment of all accounts payable and/or expenses incurred by the board.

Responsible for maintaining copies of the official minutes of Board of Directors and other
official meetings of the organization, provides security for all files, legal and historic documents and membership records.

Is responsible for assisting the Secretary and/or Hospitality Chairman with planning, promotion
official meetings of the organization.

Has the responsibility of being an ex-officio member of all committees and is respons
attending all committee meetings.

Acts as Administrator for the TABR MLS Service and for the TABR Lockbox System,.

Carries out such other general responsibilities as may be delegated by the Officers and the Board of Directors.

LOCAL DIRECTOR

The governing body of the Board shall be a Board of Directors consisting of the Presid
Secretary, Past President, six (6) local directors, and three (3) state directors. Directors shall be elected to serve for a term of two years, with one Director rotating off each year.

Individual Broker representation may not exceed thirty-three (33%) of the total member representatives serving on the Board of Directors. In the event a Board member(s) change their broker affiliation which results in the violation of this policy, the Board of Directors has the authorization to request the resignation of the Board member(s) involved.

Vacancies among the Officers shall be filled by a simple majority vote of the Board of Directors until the next annual election. Absence from three regular meetings without an excuse deemed valid by the Board of Directors shall be construed as resignation.

A quorum for the transaction of business shall consist of fifty (50% +l) percent of the officers eligible to vote.—-__The President, Vice President/Treasurer, Secretary, Past-President, Local Directors and State Directors are eligible to vote.

Three (3) State Directors will serve for a term of two (2) years, with one State Director rotating off each year. State Directors shall serve as liaison between the membership of the Thomasville Area Board of REALTORS and the membership of the Georgia Association of REALTORS. Directors **are required** to attend both the GAR Inaugural Meeting and the Annual GAR Convention and Trade Show.

Responsibilities of a Local Director

A. Attend all meetings of the Board of Directors and all Membership Meetings. The Board of Directors meet monthly, except in July. In July, the Directors meet only if there is a called meeting. General Membership Meetings are held the quarterly.

B. Even though it is not mandatory, Directors are expected to attend as many GAR and NAR meetings, conventions, etc. as possible.

All officers and Committee Chairpersons are strongly encouraged to attend the Leadership Conference offered annually by the Georgia Association of REALTORS.

C. As a member of the Board of Directors, directors represent the members of the Thomasville Area Board of REALTORS. Directors are expected to always place
the welfare of the Board first, without showing favoritism for any particular member or group. This may be challenging because there may be a multitude of viewpoints on various issues.

D. Know the issues of importance for the members and bring matters of concern to the attention of the Board.

E. Understand how the Board works. Reading the Constitution, Bylaws, Policies, etc. will help directors to have a clear understanding and will help in the decision-making process.

F. It is the responsibility of all Directors to stay up to date with the latest developments within the industry. This includes, but is not limited to, being informed about the latest policy changes at the National and State level, being informed about our ever changing state environmental and licensing laws, understanding Professional Standards Procedures, Grievances, Ethics, keeping current with all the new rules and regulations regarding the Multiple Listing Services and Lockbox Systems, Internet Exchange, our own local changes in zoning and land use and any other issues that impact the way REALTORS do business.

The Secretary acts as liaison between the President and the Executive Officer and serves a one-year term.

The Secretary acts under the direction of the President. In case of the absence of the President, the Secretary gets direction from the officers as indicated in the Bylaws.

The Secretary is responsible for:

1. Attendance at all Board of Directors Meetings and the Board of Realtors meetings.

2. Maintaining official minutes of the Board of Directors and the Board of Realtors meetings, and other official meetings of the organization. Minutes to be forwarded within seven (7) days to the Executive Officer for distribution.

    a. Form of Minutes - Certain preliminaries should be contained in every set of minutes: kind of meeting, name of organization, date, location, presence of President and Secretary or name of their substitutes, time meeting was called to order.
    b. Following preliminaries minutes should consist of item-by-item summary of actions taken: reports presented, motions made and their disposition. A separate item should appear in the minutes of each subject discussed.
    c. Minutes should include ALL actions of the Board. Highlights of all committee reports should be summarized and recorded.
    Minutes should be complete but not lengthy.

3. Carrying out such other general responsibilities as may be delegated by the Officers and Board of Directors.

4. Assisting the Executive Officer in providing an open communication channel for the Board of Directors and each member of the board.

COMMITTEES

GENERAL INFORMATION FOR COMMITTEE CHAIRPERSONS

Under the president's guidance, a committee will work toward the goals established by the Board and thereby contribute to its continuing successful growth.

Within 30 days after election, the incoming President shall appoint members of the board to compose the various committees.

The President and the Executive Officer shall be ex-officio member of all committees and shall be notified of all meetings.

All members of the committees shall be appointed for a term of one year, unless otherwise indicated, or until their successors have been duly appointed, except as follows:

All committees shall report to the President at his/her request.

Actions of all committees shall be reported to the Executive Officer and to the Board of Directors.

A minimum of three committee members shall constitute a quorum, except when a committee consists of more than nine members; on these committees five-members shall constitute a quorum.

GENERAL GUIDELINES FOR CHAIRING A COMMITTEE

A. It is the Committee Chairperson's responsibility to make sure that all duties and functions of the committee are performed throughout the year. When applicable the Committee Chairperson is responsible for making sure that the committee fulfills all the requirements of the Distinguished Service Award as outlined by the Georgia Association of REALTORS. (This information is available from the Executive Officer)

B. The Chairperson shall make these duties known to all members of the committee and shall disseminate any special said or guidelines to committee members.

C. It is the Chairpersons responsibility to inform committee members, the President, and the Executive Officer of the date, place and time of all meetings.

D. A file must be maintained at the Board office for each committee. The chairperson shall appoint a member of the committee to take minutes at each meeting. Minutes shall be approved by the Chairperson and within ten (10) days of the meeting a must be forwarded to the Executive Officer to be documented and placed in the appropriate file.

E. All motions and recommendations from the committee must be approved by the Board of Directors before they become official. -All committee activities requiring funding must be approved by the Board of Directors. The Chairperson may request permission from the President to attend the Board of Directors Meeting and present new proposals for approval and/or forward written proposals to the Board for their consideration.

F. Ad hoc committees or special groups are not to be appointed without prior approval of the Board President and Board of Directors.

G. The following is a checklist of points to remember when conducting a meeting.

1. Attendance should be recorded immediately.
2. Prepare and follow an agenda.
3. Participation should be encouraged, but keep all discussions to the point.
4. Recognize each member who wishes to speak.
5. As the presiding officer, you are **neutral.** If you disagree with the speaker,
6. ask questions but don't argue. ask questions but don't argue.
7. Motions should clearly express the committee's intentions.
   a. - Entertain only one motion at the time.
   b. Be sure each motion is seconded.

      The motion should be clearly stated and must be fully and properly recorded by the person taking the minutes before discussion is begun. The member who makes the motion should have the first opportunity to discuss it.
   c. If voting is public, the chair will vote **only** to break a tie. If the ballot is secret, the chair will vote with the rest.
   d. The meeting should not be adjourned until the committee is satisfied that all subjects have been adequately covered.
   e. If uninvited guests wish to speak, you can be tactful and firm, but YOU ARE NOT REQUIRED to give them the floor.

Note: GAR guidelines state that all committee meetings must be scheduled through the Board Executive Officer. The Executive Officer is required, when necessary, to attend all committee meetings.

OVERVIEW OF COMMITTEES

The following is a very brief overview of the responsibilities for each committee. Unless otherwise noted, committee members serve for a period of one year beginning in January and ending in December.

Awards:

Usually meets two times a year and/or as needed. The first meeting is to discuss any changes in rules and/or awards. The second meeting is to review applications and determine winners of the various awards. This committee also meets with the RPAC committee as needed to coordinate the annual awards banquet and may include catering, venue location, decorations and sponsor donations for live and silent auctions.

Community Service:

Meets as needed. Chair will coordinate with the Executive Officer and they will advise membe
Chair/Committee is responsible for planning community projects throughout the year.

Chair/Committee is responsible for making sure that the community service projects fulfill the requirements required by The National Association of REALTORS Core Standards.

Education/Equal Opportunity/Cultural Diversity -

Provides local education programs with quality instructors. The committee must schedule, at minimum, two education classes per year and one diversity class. Classes should be scheduled as soon as possible, and schedule dates provided to the Executive Officer as early as possible. The committee is responsible for providing notice to all members, handling registration through the GAR Partners In Education website (PIE), coordinating with the Hospitality Committee in providing class sponsors and providing EO with all necessary paperwork to be forwarded to the Georgia Association of Realtors for proper certification procedures. In addition, the committee is responsible for offering the required Ethics Class for new board members. This class to be offered in conjunction with Orientation in October of each year. The committee is responsible for supporting and encouraging participation in the state's GRI

Grievance: GAR State Committee

Restrictions: To be eligible to serve as a voting member of the Georgia Association Grievance Committee, a member must have served as a member of a local board/ association Grievance Committee a minimum of two (3) years. Must attend Professional Standards Training when presented by the Georgia Association of REALTORS. This is a two-year term.

Committee Members serve a three-year term with two members rotating off every year. Meets as needed. TABR participants in a Multi-Board Professional Standards Agreement with Valdosta, Moultrie, and SWGA. The Chair is selected and appointed by the presidents of each board. Members are called to serve by the Chairperson. When required by the agreement, the Executive Officer will act as administrator and will be required to attend all meetings.

Hospitality:

Committee is responsible for coordinating with other Committee Chairs when there is a need for special food arrangements, such as during Educational meetings.

MLS Committee:

Committee members serve for a period of two years, with a minimum of two members rotating off each year. Chair/Committee is responsible for the development, implementation, and enforcement of all Rules and Regulations and the Policies & Procedures regarding the MLS Service, as approved by the Board of Directors and in accordance with the all the rules and regulations of the National Association of Realtors. Chair/Committee is also responsible for the development of Market Place and any other issues related to the ILS Service. Responsible for development, implementation, and enforcement of all Rules and Regulations regarding the TABR Lockbox System, as approved by the Board of Directors and in accordance with all the rules and regulations of the National Association of Realtors. The chair will arrange meeting times with EO who will notify all members. Very Active Committee

Professional Standards: GAR State Committee

Restrictions: Except for those members who serve by virtue of office, no more than two members may be from the same primary Member Board.

Except for those members who serve by virtue of office, no more than four members may be from the same Region.

To be eligible to serve as a voting member of the Georgia Association of REALTORS® Professional Standards Committee, a member must be an active REALTOR® for a minimum of four years. You must have served on the Statewide Grievance Panel or Professional Standards Panel or you must have served at a local board/association level on the Grievance or Professional Standards Committee. All committee members must attend the Professional Standards Training when offered by the Georgia Association of Realtors. Three year term.

Option #1 - Members are required to have a signed GAR Confidentiality and Non-Disclosure and Policy Agreement on file with the staff liaison prior to any participation with the committee.

Option #2 - Based on the nature of the material to be reviewed and/or discussed, members may be required to sign a GAR Conflict of Interest Disclosure Policy and Agreement for a specific discussion item. (RATIONALE: Since conflicts are not always known in advance and are very situational, disclosure needs to be announced at the time the member or committee becomes aware of the conflict).

Committee members serve for three years, with two members rotating off every year. Meets as Needed. The committee is responsible for making sure that all policies are followed, and the protocol is used as outlined in the Multi- Board Professional Standards Agreement. The Chairperson is selected and appointed by the Presidents of each board participating in the Multi-Board Agreement. When appropriate, the Committee Members will be asked to serve by the Multi-Board Professional Standards' Chair.

Chair/Committee is responsible for educating members about ethical conduct, arbitration disputes, and follows through on complaints about the ethical conduct of Realtors from other Realtors and the public. When required, the EO will act as Professional Standards Administrator and must attend all meetings.

Programs:

Chair/Committee is responsible for arranging speakers and/or other programs for the regular meetings. Will be responsible for introducing guest speakers at all meetings. In addition, the Chair/Committee will be responsible for meeting with, making the necessary arrangements for, and generally overseeing the needs of any guest speakers.

Political Liaison/R,PAC;

Chair/Committee is responsible for processing and reporting all RPAC funds. Chair is responsible for advising the board when the RPAC goals have or have not been met for the current year.

Chair/Committee is responsible for developing ways and means to raise RPAC funds as needed. and works with the Awards Chair/Committee for the Annual Awards Banquet RPAC Auction. Chair/Committee keeps the Board of Directors, and the general membership informed on all new legislation that will have an impact on the Board and Board members. **Committee responsible for meeting the requirements of the National Association of REALTORS Core Standards.** Chair/Committee keeps the Board of Directors and the general Board informed on all new legislation that will have an impact on the Board and the Board members.

Current Events/Public Relations/Publications:

Chair/Committee is responsible for all public relations covering the Board's activities. This includes planning **for photos and when applicable having press coverage for various events. Also includes preparing articles and pictures to be submitted to the newspaper for printing. The President and/or the Executive Officer must approve all information prior to its release in any media.** Committee responsible for meeting the requirements of the National Association of REALTORS Core Standards.

Membership:

Chair/Committee is responsible for reviewing/rejecting/recommending to the Board of Directors the acceptance of all applications for membership. Additionally, the committee is responsible for encouraging qualified members to become members, encouraging affiliate membership and promoting the proper use of the REALTOR service marks. Active Committee

Affiliate Recruitment:

The Affiliate Recruitment Committee plays a vital role in strengthening the association by attracting and retaining affiliate members who support the real estate industry. This committee is responsible for identifying potential affiliates, promoting the benefits of membership, and fostering strong relationships between realtors and industry partners.

Key responsibilities include recruitment and outreach by identifying and engaging with

23

businesses and professionals who provide services related to real estate, such as mortgage lenders, home inspectors, title companies, insurance agents, and contractors. Membership growth is a priority, with a focus on developing strategies to increase affiliate membership and ensuring a diverse network of trusted service providers.
The committee is also responsible for engagement and retention by creating opportunities for affiliates to connect with realtor members through networking events, sponsorships, and educational programs. Value promotion is essential, ensuring that affiliates understand the benefits of membership, including access to association events, marketing opportunities, and professional development. Collaboration with other committees is key to integrating affiliates into the association's initiatives, ensuring mutually beneficial partnerships. The Affiliate Recruitment Committee serves as the bridge between realtors and industry professionals, enhancing the value and success of the association through strategic partnerships and collaboration.

Reminder: **The President and the Executive Officer are ex officio members of all committees and must be advised when a committee meeting is scheduled. All minutes of meetings shall be submitted to the Board Office within seven (7) days of such meetings.**

Nomination and Election of Officers:

Guidelines for nomination, election of officers and vacancies is included in the Thomasville Area Board of Realtors Bylaws, which by reference is made a part of these Policies and Procedures.

Criteria for elected officers shall include, but is not limited to:

Serving as a Chairperson **on an active committee, attending regular meetings of the Thomasville Area Board of REALTORS, being involved in Board functions or projects. In addition, to be nominated, the president and vice president must have served on the Board of Directors previously.**

Meetings:

The Board of Directors meet monthly, with the exception of July, and **as needed. The Board of Realtors Meeting is held quarterly, beginning in January. Meeting times, as needed, are subject to change at any time by the Board of Directors.**

Any member who would like to bring an issue to the attention of the Board is permitted to attend the Board of Directors Meeting providing that prior permission has been

received Members should call the Board Office and speak with the Executive Officer to obtain prior approval for attending.

The Board of Directors may from time to time call special meetings. At such times the date and place of the meeting will to be published to all members at least seven (7) days in advance of the called meeting.

Board of Director's minutes shall be maintained in an appropriate file at the Board Office. Minutes of all Board of Director's Meetings, when requested, shall be made available to any member for review.

Access to Records by the Public:

It is the policy of the Thomasville Area Board of REALTORS to allow the public access to the organization's Form 990 for the most current three years on the day of request for requests made in person.

Individuals wanting a copy of these records will be charged for photocopying expenses at the amount not to exceed what is specified by law. A record of examiners will be maintained.

Written requests (letters, email, faxes) for records will be honored within thirty (30) days if payment for postage and copying is received within 30 days or as soon thereafter as the payment for postage and copying is received.

Telephone requests for records will not be honored.

The Board office will not distribute any other documents to the public unless directed to do so by the Board of Directors. Such directions must be in writing and signed by the President.

Access to Records by Members

Tax Return, minutes of all meetings of the Board of Directors, Budget Reports, Strategic Plan, Mission Statement, Policies and Procedures and copies of all governing documents.

Member Privacy Policy:

Personal Information: The Thomasville Area Board of REALTORS® shall not release personal information of members (such as: home telephone, home fax, home address, cell numbers or e-mail addresses) to the general public.

Membership Directory: The Thomasville Area Board of REALTORS® shall maintain an online Membership Directory that displays individual member's name with office name, phone number, and city location. This information shall not be provided in any other format or to the general public or non-members.

Individual email addresses will be released to members only and shall not be provided to the general public or non-members.

Office Files and Related Materials:

Office files, including the MLS records, will be kept in accordance with the guidelines as set forth by the National Association of REALTORS and the Georgia Association of REALTORS. All files will be kept in an orderly fashion and all personnel files will only be available to those persons who have a need for such information.

In accordance with the Internal Revenue Policy, all necessary public information pertaining to a Non-Profit Corporation shall be readily available for review upon request

All information related to any transaction is confidential in nature and must be guarded as such. Information pertaining to listings, ownership of property, expirations and such are strictly confidential and may not be disclosed for any reason without the consent of the listing broker.

Record Retention Policy:

It is the Board's policy that the following records shall be maintained for at least the periods of time set forth below.
No employee, officer or director of the Board shall destroy any of the below referenced records without following the procedures set forth herein. The Executive Officer shall be responsible for periodically reviewing the records of the Board for compliance with this policy. No records of the Board shall be destroyed except under the supervision of the Executive Officer.

Any officer of the Board shall have the right to suspend the destruction of any records of the Board for thirty (30) days upon written notice to the Executive Officer specifying the records not to be destroyed during this thirty (30) day period of time.

Type of Document	Minimum Requirement
Bank Reconciliations	?years
Bank Statements	7 years
Checks	10 years
Contracts (still in effect)	Length of contract + 7 years
Correspondence - General	2 years
Correspondence - Legal Matters	10 years
Insurance Policies	Length of policy + 10 years
Internal Audit Reports	3 years
Membership applications and records	Permanently
Minute books, bylaws and articles of incorporation	Permanently
Outside Audit Reports	20 years
Payroll Records and summaries	7 years
Personnel files	7 years
Records of ethics hearings and commission arbitrations	10 years
Tax Returns and Worksheets	20 years
Withholding Tax Statements	7 years
Year End Financial Statements	20 years

Financial Procedure Policy

The Financial Procedure Policy is approved by the Board of Directors and is to be reviewed and/or revised upon recommendation of the Board of Directors on a periodic basis.

The policy of the Thomasville Area Board of Realtors is to maintain financial procedures and controls to allow the Board of Directors and staff to carry out the financial business of the Board in the most prudent and effective manner, allowing flexibility for unpredicted events.

Receipt and Processing of Money:

it is the responsibility of the Executive Officer to maintain proper accounting records for all monies received. The Executive Officer shall enter the funds into the appropriate accounting system and prepare funds for deposit. Copies of all deposits are to be attached to the appropriate check stubs and maintained in a secure place.
Monies should be processed weekly unless meetings or absences cause a delay.

Expenditures:

Authorization from the Board of Directors must be obtained before ordering or purchasing any products or service that is not included as a budget-line item in the current operating budget. Authorization for unbudgeted expenditures must be approved in advance by the Board of Directors either during a regular meeting or when necessary by telephone or email.

The Thomasville Area Board of Realtors authorizes and permits the use of one Board Credit Card to be used by the Executive Officer. Limit not to exceed $500.00 and paid in full monthly. Board Credit Card will be guaranteed by the Executive Officer or by one of the other officers.

Bank Reconciliation Procedures:-

All bank statements are to be reconciled by the Executive Officer with the Board's records and with the check registers. All bank statements, including cancelled checks, are to be submitted to and reviewed by the auditors at the end of each fiscal year. Copies of monthly statements with check images shall be submitted to the President and/or Vice President/ Treasurer for review.

Monthly Financial Reports:

Immediately after completion of all bank reconciliations, a monthly/year-to-date financial report shall be prepared for each account and copies will be distributed to the Board of Directors at the regular monthly meeting.

Audit Timelines and Procedures:

The Thomasville Area Board of Realtors has a fiscal year beginning January 1 and ending December 31. When requested by the Board of Directors, an outside audit from a recognized accounting firm will be conducted. Auditors are to be given access to all Board records. Copies of the final audit will be prepared and submitted for review by the Board of Directors. The accountant will provide an annual review to meet the requirements of the National Association of REALTORS Core Standards.

End of the year accounting to be completed by February 15th following the end of the fiscal year and sent to the accountants for review/audit. IRS Form 990 to be completed and returned for the Directors review by the end of April of each year prior to the filing date of May 15th of the year following the tax year.

Budget Timelines and Procedures:-

The President, Past-President and Vice President/Treasurer and two state directors will meet with the recommendations for the year's budget. The

annual proposed budget will then be prepared by the Executive Officer and submitted to the Board of Directors no later than November 15th preceding the year for which the budget is being prepared.

Budget is based on zero-bottom line. The Board of Directors will review the proposed budget and make any changes they deem necessary. In the event that the budget is out of balance after the budget has been finalized and no more changes can be realistically made to balance the budget, then the Board of Directors is charged with the responsibility of asking for a dues increase to balance the budget.

The final proposed annual budget is then approved by the Board of Directors.

Reserve Policy:

The policy of TABR is to maintain sufficient funds in reserve to allow the Board of Directors and staff to manage the finances of the Board prudently and with the flexibility necessary to accommodate unpredicted changes in income levels. In accordance with recommended guidelines the Board, whenever possible, should maintain in reserve between 25% and 100% of the annual operating budget.

Travel and Expense Reimbursement Policy

The IRS allows reimbursement for travel expenses that are ordinary, necessary and directly related to the purpose of the Board. General policy will apply to all Officers and staff of the Board who seek reimbursement for travel and other expenses incurred on behalf of the Board. A travel and expense reimbursement policy is required and must be adhered to and certain limitations are provided in connection with per diem allowances and spouse travel.

A travel and expense reimbursement form must be completed and submitted to the Board Office within thirty (30) days of the actual event. Staff must turn in completed expense forms within seven (7) days of the event. No reimbursement for spouse's travel will be authorized and/or approved.

The President, Vice-President,/Treasurer, and State Directors are allowed reimbursement-for all hotel fees, parking fees, registration fees, and $75.00 per diem allowance for mileage/fuel/ and food. Air fare will and expected to use the most cost effective, but reasonable form of travel.

The Realtor of the Year will be reimbursed for all hotel fees, parking fees, registration fee, and banquet fees. There will be two reimbursable trips per year for the President, Vice President/ Treasurer and State Directors during their term of office. Designated trips will include the Inaugural & Legislative Meeting and the Annual Convention Meeting. There will be one reimbursable trip per year for the Realtor of the Year. Designated trip will include the Inaugural & Legislative Meeting.

The Executive Officer is allowed reimbursement for all hotel fees, registration fees, mileage/air travel and $50.00 per diem allowance for food. The Executive Officer is expected to use the most cost-effective, but reasonable form of travel. Mileage reimbursement for use of a private automobile will be at the current IRS rate. Supporting documentation and/or receipts (except the per diem allowance) are required for all reimbursement of expenses. The Executive Officer is expected to attend the AE Regional Conference, the Inaugural convention, and the Gar Convention and Trade Show held in the Fall.

When necessary, the Board of Directors has the authority to approve officer and staff travel expenses, that exceed these guidelines. With the Board of Directors' approval staff and officers may be reimbursed for miscellaneous expenses such as air fare, where it is the most economical form of transportation, attending political fund-raisers, functions of the Board or affiliated industries and other expenses that are considered both reasonable and prudent.

Conflict of Interest:

A member of the Board's decision-making body will be considered to have a conflict of interest whenever that member:

Is a principal, partner or corporate officer of a business providing products or services to the Thomasville Area Board of REALTORS or in a business being considered as a provider of products or services or

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

Whistleblower Policy:

1. Policy

It is the Board's policy that its financial affairs be managed professionally, honestly, and in acco practices and the requirements of the Bylaws. All directors, officers, employees and other persons who are entrusted with receiving, managing, safeguarding, spending or disposing of the funds and other property of the Board shall be responsible for complying with this policy.

2. Reporting Violations

It is the responsibility of all directors, officers and employees to report violations or suspected violations. Any employee of the Board who suspects that the above-referenced policy is being violated, or suspects other financial irregularities or wrongdoing, shall immediately report the same to his or her supervisors or to the Executive Officer. If the employee is uncomfortable raising these issues with either of these persons for any reason whatsoever, the employee shall report the same to the President of the Board.

It is the responsibility of any director and officer who suspects that the above-referenced policy is being violated or suspects other financial irregularities or wrongdoing, to report the same to the Board of Directors or to the Executive Officer.

3. No Retaliation

No adverse or retaliatory action shall be taken against any person reporting alleged or possible violations of this policy by others.

PERSONNEL AND OFFICE POLICIES:

THE HANDBOOK, (WHICH BY REFERENCE IS MADE A PART OF THESE POLICIES) AND THE POLICIES CONTAINED IN IT, DO NOT CREATE A CONTRACT OF EMPLOYMENT, EXPRESS OR IMPLIED, BETWEEN THE THOMASVILLE AREA BOARD OF REALTORS® AND ITS EMPLOYEES. ALL EMPLOYEES OF THE THOMASVILLE AREA BOARD OF REALTORS® ARE EMPLOYEES AT WILL. EITHER YOU OR THE COMPANY MAY TERMINATE THE RELATIONSHIP AT ANY TIME, WITH OR WITHOUT CAUSE OR NOTICE.

INTRODUCTION:

The Thomasville Area Board of REALTOR Employee Handbook is intended to give you a general overview of the Board and information regarding policies and procedures governing the employment relationship between the Board and its employees. The policies stated in this handbook are subject to change at the sole discretion of the Board of Directors. These policies and procedures are not intended to be all-inclusive. There may be situations that arise that are not covered, either directly or indirectly, by these policies. In such instances, the Board's policy will be determined on a case- by-case basis.

You may receive changes in policy from time to time, and those updates should be kept with your copy of this handbook. If at any time you have any questions about the policies of Thomasville Area Board of REALTORS please do not hesitate to ask any member of the Board of Directors.

EMPLOYMENT AT WILL:

This handbook, and the policies contained in it, do not create a contract of employment, express or implied, between the Thomasville Area Board of REALTORS® and its employees. All employees of the Thomasville Area Board of REALTORs® are employees at will. All employees, full-time, part-time, temporary, hourly and salaried, are employees-at-will. this simply means that both the Board and the employee retain the right to terminate the employment relationship at any time for any reason, with or without prior notice.

The Thomasville Area Board of REALTORS® is part of the Georgia Association of REALTORS® (GAR) and the NATIONAL ASSOCIATION OF REALTORS®
(NAR), which is the largest professional trade organization in the United States, with approximately 1,000,000 members.

MEMBERSHIP:

REALTORS® are members of the local, state, and national associations simultaneously, each having its separate dues structure. Membership is voluntary and is open to active real estate licensees in the state. All members of the REALTOR® organization subscribe to and uphold a strict Code of Ethics that governs their behavior in all professional transactions.

REALTOR® TRADEMARK:

The term REALTOR®, REALTORS®, REALTOR-ASSOCIATE®, and the REALTOR®
logo are federally registered collective membership marks owned exclusively by the NATIONAL ASSOCIATION OF REALTORS®. These marks may be used only by members of the NATIONAL ASSOCIATION OF REALTORS® and its local and state boards and associations. These marks serve the singular function of identifying and distinguishing members of the National Association from all other persons engaged in real estate activities. The marks should always be spelled in capital letters and always should include the registered trademark (®).

MEMBER SERVICES:

The Thomasville Area Board of REALTORS® provides directly and indirectl
its members, including but not limited to:

- Professional development through a wide array of basic and specialized services
- A process for resolving disputes among members through mediation and arbitration
- A process for mitigating and resolving ethics disputes filed by the public or fellow REALTORS® using the procedures of NATIONAL ASSOCIATION OF REALTORS®.
- Continuing educational courses
- Legislative and political advocacy on behalf of the real estate industry and support of the public's right to own and use private property
- Providing standard forms for use in real estate transactions
- Quarterly membership meetings.
- Information on local, state, and national real estate trends and markets

BOARD STAFF:

The Board of Directors employs an Executive Officer to manage the operations of the Board as dictated by the Board of Directors. The Executive Officer and/or the Board of Directors is responsible for recruiting, hiring, indoctrination, training and motivation of all Board employees. The Executive Officer is also responsible for all transfers, promotions and terminations of employees.

EQUAL EMPLOYMENT OPPORTUNITY POLICY:

The Thomasville Area Board of REALTORS® is an equal opportunity employer and maintains a strong policy of equal employment opportunity for all employees and applicants for employment. We hire, train, promote, and compensate employees on the basis of personal competence and potential for advancement without regard to race, color, religion, gender, age, national origin, marital status, disability, mental, physical and/or sensory handicaps unrelated to job performance, or citizenship as well as other classifications protected by applicable federal, state, or local laws.

EMPLOYMENT OF RELATIVES:

~~The Thomasville Area Board of REALTORS®~~ has no prohibition against hiring relatives. However, one general restriction has been established to help assure fair treatment of all employees. While we accept and consider applications for employment from relatives, close family members such as parents, children, spouses or in-laws will not be hired into regular positions where they directly supervise or are supervised by another close family member.

ETHICAL STANDARDS:

The Thomasville Area Board of REALTORS® is committed to maintaining a reputation for conduct
integrity, fairness, and in accordance with the highest ethical standards. As an employee, you enjoy the benefits of that reputation and
are obligated to uphold it in every business activity. If you are ever in doubt whether an activity meets our ethical standards or compromises the Board's reputation, please discuss it with the Executive Officer or the President.

CONFIDENTIALITY:

In the course of Board work, employees often have access to material of a confidential nature, and it should be treated in a very professional manner. Employees are not allowed to give out any information regarding finances, internal personnel policies, or other functions of the Board. Any request for such information should be directed to the Executive Officer or the President. Any dissemination of personal information about an employee (including salary and/or bonuses) is not allowed except under the written consent of the Executive Officer, the President, subpoena or court order. An employee who divulges confidential information or discusses salaries with any employee other than the Executive Officer, may be terminated. Employees of the Thomasville Area Board of REALTORS® may not during their employment, or for any time thereafter, use, sell, distribute, copy, or in any other way appropriate any of the educational, seminar, or other materials developed by the Thomasville Area Board of REALTORS® for the education of the public and REALTOR® members, without the express written permission of the Board of Directors. Any subpoena or court order or warrant shall immediately be brought to the attention of the Executive Officer and the President. No member information shall be given to anyone without explicit or implied permission of the Executive Officer and/or the President.

IMPORTANT TO REMEMBER:

•ALL FILES MAINTAINED BY THE BOARD ARE DEEMED AS "OFF LIMITS" TO ANYONE EXCEPT AUTHORIZED PERSONNEL AND PERSONS OPERATING UNDER A COURT ORDER.

•EMPLOYEES AT NO TIME ARE ALLOWED TO GIVE LEGAL OPINIONS TO MEMBERS OR THE PUBLIC. CARE WILL BE TAKEN AT ALL TIMES TO AVOID THE UNAUTHORIZED PRACTICE OF LAW. STAFF ATTORNEYS MAY PROVIDE LEGAL ADVICE AND DIRECTION ON MATTERS DIRECTLY RELATED TO THE BUSINESS OF REAL ESTATE.

•ANY ACTION OR POLICY OF THE BOARD OF DIRECTORS OR BY A BOARD COMMITTEE IS TO BE SUPPORTED BY A STAFF MEMBER BEFORE A BOARD MEMBER OR THE GENERAL PUBLIC.

NO FINANCIAL OR PERSONNEL RECORDS OF THE BOARD MAY BE REMOVED FROM THE BOARD OFFICE WITHOUT PRIOR WRITTEN APPROVAL OF THE EXECUTIVE OFFICER AND/OR PRESIDENT

STANDARDS OF CONDUCT:

To maintain a professional and productive workplace, you must follow the established standards of the Thomasville Area Board of REALTORS® when you are involved in Board business. The following is a guide to some of the types of behavior prohibited by the Thomasville Area Board of REALTORS. It is only intended to be a representative sample and, of course, is not an attempt to list all prohibited behavior.

- Using Board materials, time, or equipment, for unauthorized, illegal, or personal reasons
- Using profane or obscene language
- Harassing other employees, members, or the public
- Stealing, deliberately damaging or defacing Board property or the personal property of another employee
- Engaging in insubordinate behavior, including refusal to carry out or obey reasonable directives or assignments
- Falsifying information on employment applications, time sheets, expense vouchers, or other Board documents
- Violating criminal laws or being convicted of an offense other than a minor traffic violation
- Participating in any act that may be considered immoral, indecent, or inappropriate and that reflects negatively on the Board.
- Illegal use of chemicals or drugs, or using illegal intoxicants
- Participating in other practices that may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the Board and its employees
- Violating any of the other policies put forth in this manual or otherwise implemented by the Board or violating the spirit of the articles and policies
- Such other activities that may be prescribed in this manual

Any employee who engages in prohibited conduct as determined by the Board will be subject to disciplinary actions, which may include termination.

ATTENDANCE AND PUNCTUALITY:

Note: Since the Thomasville Area Board of REALTORS does not at this time employ any fulltin will be established as needed.

ALCOHOL AND DRUGS

The Thomasville Area Board of REALTORS® has a commitment to provide and maintain a productive work environment that is free from the effects of alcohol and other drugs. It is not our intent to intrude into your private life. Our objective is to have all employees report to work in a condition to perform their duties safely and efficiently.

- **Illegal Drugs:** The illegal use, possession, distribution, sale, or being under the influence of illegal drugs, including but not limited to marijuana, cocaine, crack, phencyclidine (PCB), heroin and other analgesics, LSD, amphetamines and other stimulants, barbiturates and other depressants during Board activities, or while on the Board's property is strictly prohibited. If you engage in such activities, you

will be subject to disciplinary action up to and including termination and reporting to the appropriate authorities. Any illegal substances found in your possession may be turned over to the appropriate law enforcement agency and may result in criminal prosecution.

- **Alcohol:** No employee shall report to work under the influence of alcohol or other drugs which affect his/her alertness, coordination, reaction, response, judgment, decision-making or safety. During work hours or while on the Board's premises, no employee shall use, sell, possess or transfer alcoholic beverages.

HARASSMENT POLICY, INCLUDING SEXUAL HARASSMENT

The Thomasville Area Board of REALTORS® believes its employees should be able to enjoy a workplace free from harassment based on the individual's race, color, religion, gender, national origin, religion, age, marital status, citizenship, mental, physical, or sensory disability, or other personal characteristics. Harassment includes but is not limited to making derogatory remarks about such characteristics, making jokes about ethnic or other groups, and other verbal, physical and visual behavior. Sexual harassment is illegal conduct, and is contrary to the policy of the Board. Each and every employee is responsible for assuring that they do not engage in sexual harassment or any conduct that could be viewed as sexual harassment.

Sexual harassment does not include occasional compliments or voluntary relationships between members and staff. Sexual harassment may be overt or subtle. It includes behavior that is not welcome, that is personally offensive, that fails to respect the rights of others, that lowers morale and that, therefore, interferes with the effectiveness of our work and is brought to the attention of the person who is behaving in this manner. Sexual harassment may take different forms. One specific form is demand for sexual favors. Other forms of harassment include, but are not limited to:

- **Verbal**-Sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, unwelcome sexual advances, threats, including threatening or obscene language.

• Non-Verbal: Sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sound, leering, whistling, obscene gestures 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.
• Physical: Unwanted physical contact, including touching, pinching, brushing the body, coerced sexual intercourse, assault, striking, stalking, shoving, kicking, or similar offensive contact.

Whatever form it takes - verbal, non-verbal or physical - sexual harassment is insulting and demeaning to the recipient and cannot be tolerated. Sexual harassment of any member or staff by any member or staff will not be tolerated. All staff and members will be expected to behave accordingly and take appropriate measures to ensure that such conduct does not occur. Appropriate disciplinary action will be taken against any staff or member who engages in sexual harassment.
Harassment in all forms is strictly prohibited and may result in termination.

Whatever form it takes - verbal, non-verbal or physical - sexual harassment is insulting and demeaning to the recipient and cannot be tolerated. Sexual harassment of any member or staff by any member or staff will not be tolerated. All staff and members will be expected to behave accordingly and take appropriate measures to ensure that such conduct does not occur. Appropriate disciplinary action will be taken against any staff or member who engages in sexual harassment.

Harassment in all forms is strictly prohibited and may result in termination.

Complaint Procedure:

Any individual who believes he or she has been harassed by another employee, a member of the Board, or by a guest or visitor of the Board should bring the problem to the attention of the Executive Officer and/or the President. The complaint does not have to be in writing. It is helpful if details of dates, times, places and witnesses, if any, to the harassment can be provided. Individuals witnessing acts of harassment should report them to the Executive Officer and/or the President.

The identity of the employee making the complaint, as well as the identity of the individual accused of harassment, will be kept as confidential as possible, consistent with conducting an effective investigation. To the extent reasonably possible and consistent with conducting a reasonable investigation, information regarding the harassment charge will be made known only to an individual directly involved either as a party, witness, an investigatory team member or the Executive Officer. Witnesses interviewed will be provided only with such information as is necessary to elicit from them their observations and other relevant information.

During the investigation, both the complainant and the accused will be provided a full opportunity to tell each side of the story. Upon completion of the investigation, the investigators will prepare a written report of his or her findings and recommendations for the Executive Officer and/or the President. Authority for the final resolution of all charges and the determination of the appropriate sanctions rests with the Executive Officer and/or the Board of Directors.

DRESS CODE:

What we wear to work is a reflection of the pride we have in the Board. To favorably impress our members, the public, and industry representatives, it is important for all employees to present a business-like appearance. However, in case there are some questions, here are some guidelines:
• clothing must not constitute a safety hazard
• all employees should practice common sense rules of neatness, cleanliness, modesty, good taste and comfort; provocative clothing is prohibited

JOB CLASSIFICATIONS

ALL EMPLOYEES, REGARDLESS OF CLASSIFICATION, ARE SUBJECT TO THE POLICIES OF THE THOMASVILLE AREA

NEW EMPLOYEES

subject to a 60-day probationary period to verify skills, capabilities, and suitability for the Board. Likewise, this gives the employee the opportunity to evaluate the Board as a place to work. During this time, either party may terminate employment without giving customary notice.

FULL-TIME EMPLOYEES

A full-time employee is defined as one who regularly works a thirty-seven and a half (37.5)-hour week, or other reasonable hours in excess of thirty (30) hours as scheduled by the Board

JOB OPENINGS

The Board will hire the most capable and qualified applicant for a particular opening and considers promotion from within and will publicize to staff all job openings as they occur. No discrimination will be tolerated in regard to race, color, marital status, sex, age, or national origin.

EMPLOYMENT AT-WILL AND RESIGNATIONS

Employment at the Board is for no specified period, regardless of length of service. Just as you are free to leave for any or no reason, we reserve the same right to end our relationship with you at any time, with or without notice, for any or no reason as long as not prohibited by law. All employment through the Board will be considered "at will." After the probationary period of employment, employees are expected to give a two-week notice if they plan to resign. At the end of employment, there will be no compensation for unused annual leave, sick leave or compensatory time unless otherwise approved by the Board of Directors. The Board of Directors reserves the right to place employees on paid leave during the two-week notice period.

ANNUAL PERFORMANCE EVALUATIONS

Performance evaluations will be conducted by the Executive Officer and/or Board of Directors. All performance reviews will be documented in writing and signed by the employee. Performance reviews do not necessarily include wage and salary adjustments.

EMPLOYEE BENEFITS, ANNUAL LEAVE, COMPENSATORY TIME AND OVERTIME, SICK LEAVE

Employee benefits will be established as needed.

SOCIAL SECURITY

All Thomasville Area Board of REALTORS® employees are covered by the Federal Old Age and Survivors Insurance System (Social Security). Employee contributions are made by payroll deduction; the Thomasville Area Board of REALTORS® pays an additional equal amount into the system. Contributions are not refundable if the employee leaves the Board.

PERSONNEL RECORDS

If there are any changes to your name, address, emergency contact, telephone number, withholding allowances, or benefit classifications, contact the Executive Officer to update your personnel records. Board employees may request to review their file(s). To access the file the employee must submit a written request to the Executive Officer who will arrange for the viewing in a reasonable time. The Executive Officer or his/her authorized representative must be present during the time an employee is viewing the file. You may review your personnel file except for the following information:

- letters of reference about you
- letters received about you
- records relevant to a pending claim between you and the Board that may be used in a judicial or administrative proceeding, except through normal judicial procedure
- records maintained by the Board in connection with an investigation of your criminal conduct or other activity harmful to the Board's property, operations, business, and financial interest

In addition, you do not have the right to view any materials used by the Board for management planning purposes. No one may remove your personnel or medical records from the Executive Officer's office unless they are subpoenaed because of a legal process. The policy of the Thomasville Area Board of REALTORS® is to comply with all state and federal regulations governing your rights to privacy with respect to personnel records

STAFF TRAVEL

When duties to be performed by employees require travel, all expenses directly related to the assignment shall be paid by the Board **only if prior approval** has been given by the Board of Directors. Immediately following the required travel, expenses must be reported on the approved expense voucher form to the Executive Officer and/or the Board of Directors. All travel expenses must be itemized, including receipts for all expenses exceeding $25.00. Employees must comply fully with the Board's Travel Policy.

GENERAL OFFICE PROCEDURES

OFFICE MAINTENANCE

Please remember that the office is open for visits by any of our members and a number of comi
meetings are held here. Therefore, it is imperative that the staff member is aware of the surroundings and impressions they make on members and the general public.

• All work areas are to be neat at all times. All desktop equipment is to be kept clean.

Employees have a responsibility to be courteous when working with the members and to greet members and visitors warmly upon entering the office and assisting them to the greatest extent possible.

TELEPHONE PROCEDURES

- A pleasant telephone voice is a must. Answer with a smile on your face. The voice message carri(
- Please answer the phone courteously.
- Take/write phone messages promptly and never leave anyone on hold longer than 60 seconds.
- On messages, include name, phone number, time, date, and initials of person taking message.
- Personal calls should be held to a minimum.
- Let the caller hang up first and always cradle the phone easily.

You are the most important person to the caller because you have his/her full attention when he/she calls. He/she can't see you, so he/she judges the Board by the treatment you give him/her. You never get a second chance to make a good first impression.

No matter what your job is, it is important to remember that good manners can help you and the Board while bad manners can do considerable harm. Being pleasant to your co-workers and in all your telephone conversations and correspondence is an important part of your job.

From time-to-time conference calls may be required to avoid the necessity of members having to travel for short meetings. Conference calls are expensive, and employees should review the need versus budget available before scheduling. The approval of the Executive Officer or the President is necessary.

ELECTRONIC MAIL, THE INTERNET, AND OUR COMPUTER SYSTEM

Our computer network system allows employees to send electronic messages (e-mail) to one another and to others outside the office via various computer networks. Please practice courtesy and accuracy when sending and receiving any messages, whether on E-mail or in writing. Profanity, any message of an intimidating, hostile, or harassing nature and other inappropriate messages will not be tolerated and may subject the employee to disciplinary action and/or termination

PROPER USE OF SUPPLIES

Stationery and supplies are to be used only as needed to perform assigned duties, and their economical use is a factor in determining your efficiency on the job. Board letterhead, envelopes, postage and other supplies and equipment are not to be used for personal correspondence or personal business.

PROTECTION OF BOARD AND EMPLOYEE EQUIPMENT

Equipment and machines are intended to help employees do their work. Such equipment should be kept clean and in good working condition. No Board equipment is to be taken or used out of the office unless approved by the Executive Officer.

SAFETY AND ACCIDENTS

Employees of the Board are expected to comply with provisions of the Occupational Safety and Health Act as it applies to our business. If you observe an unsafe condition, faulty equipment, or other hazards, report it immediately to the Executive Officer. If an accident should occur to you, obtain first aid immediately and if necessary, call a physician. All accidents that occur on duty must be reported to the Executive Officer.

GIFTS

No employee will accept any significant gift, reimbursement, money, or any other favors given as a direct result of their employment with the Board.

EMPLOYEE ACKNOWLEDGMENT

All employees will be expected to complete and return to the Board Office a letter of acknowledgement which is included in the Employee Handbook. Upon completion, this acknowledgment form is to be kept as part of the employee's record file

Equal Employment Opportunity

It is the policy of the Thomasville Area Board of REALTORS to grant equal opportunity to all qualified persons without regard to race, color, age, sex, religion, or national origin. It is the intent and desire of the Thomasville Area Board of REALTORS that equal opportunity is provided in employment wages, promotion, benefits, and other job activities. Title 34, Chapter 7 of the Georgia Code creates employment "at will" conditions in the State of Georgia, this means that all employees are employed for an indefinite time period and that the employer and employee are each free to terminate their employment relations at a time without notice for any reason.

Personal Conduct

Staff members should conduct themselves in an orderly manner in relations with the public and fellow workers, being fully aware that they represent the Thomasville Area Board of REALTORS and the real estate industry in the community.

Confidentiality of Files

Office files, including the MLS records, will be kept in accordance with the guidelines as set forth by the National Association of REALTORS and the Georgia Association of REALTORS. All files will be kept in an orderly fashion and all personnel files will only be available to those persons who have a need for such information.

In accordance with the Internal Revenue Policy, all necessary public information pertaining to a Non-Profit Corporation shall be readily available for review upon request

All information related to any transaction is confidential in nature and must be guarded as such. Information pertaining to listings, ownership of property, expirations and such are strictly confidential and may not be disclosed for any reason without the consent of the listing broker. Caution must be used in the disclosure of any data unless authorized by the appropriate Broker, Seller, Buyer, etc. This obligation of non-disclosure continues even after termination of services.

Anyone who discloses confidential information to any persons will be subject to immediate termination.

THE FOREGOING POLICIES AND PROCEDURES, WERE ADOPTED ON: **October 11, 2004,**

THOMASVILLE AREA BOARD OF REALTORS

Bobbie James

President
Bobbie James

Lisa Jones

Secretary
Lisa Jones

March 15, 2009
February 24, 2015
September 14, 2016
April 11, 2022
Revised March 24, 2025
(CORPORATE SEAL