



*Oregon Chapter,
Council of Residential Specialists*

POLICY & PROCEDURES - AUTHORITY

POLICY #1: POLICY PURPOSE AND FORMULATION (8/08)

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It is the intent of this Policy and Procedures Manual to give specific clarification and detail to the operations of the Chapter.

If at any time any part of the Policy and Procedures Manual shall be found to be in conflict with the Chapter Bylaws, the Bylaws shall control, and that part of the Policy and Procedures Manual shall be deemed null and void.

Any proposed addition, change or deletion to these Policies and Procedures must first be submitted in writing to the President of the Oregon Chapter. The President shall present the proposed matter to the Executive Committee. If approved by the Executive Committee the matter will then be presented to the Board of Directors. If approved by the Board of Directors the matter shall be considered adopted.

The Chapter Administrator shall change the official record and send a copy of the change and/or updated Policy and Procedures Manual to the Board of Directors, the Regional Vice President, and the Council. Policies will also be updated on the Chapter website.

POLICY #2: OREGON CHAPTER DISTRICTS (8/08)

Districts of the Chapter are as follows:

Northern Coast District

Clatsop County, Tillamook County

Central Coast District

Lincoln County, West Lane County

Southern Coast District

Coos County, Curry County

Portland Willamette West District

Columbia County, Washington County, Multnomah County west of the Willamette River, Clackamas County west of the Willamette River

Portland Willamette East District

Multnomah County, and Clackamas County east of the Willamette River

The Capitol District

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Yamhill County, Polk County, Marion County, Benton County, Linn County

Eugene/East Lane County District

East Lane County

Southwestern Oregon District

Douglas County, Jackson County, Klamath County, Josephine County, Lake County

Gorge/Northern Oregon District

Hood River County, Wasco County, Sherman County, Gilliam County, Umatilla County

Central Oregon District

Jefferson County, Deschutes County, Crook County, Harney County, Grant County, Malheur County, Wheeler County

Northeastern Oregon District

Union County, Baker County, Wallowa County

POLICY #3: COMMITMENT TO FREE TRADE AND COMPETITION (1/06)

The Oregon Chapter, Council of Residential Specialists does not and will not establish or maintain fixed or recommended rates of commission. Commissions are a matter of negotiation between the principal and the principal's agent, and the Oregon Chapter CRS will not interfere in these negotiations or inhibit in any way the freedom of the parties to negotiate their own business agreements.

POLICY #4: FAIR HOUSING (1/07)

It is the policy of the Oregon Chapter CRS to abide by the Federal Fair Housing Law. The Oregon Chapter CRS Administrator and members shall not discriminate against any person because of race, color, religion, sex, handicap, familial status, or national origin, or any additional state of Oregon or local jurisdiction protected class, as may be officially amended from time to time.

POLICY #5: HARRASSMENT (1/06)

As used in this policy, harassment constitutes any verbal or physical conduct including, but not limited to, threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to do the same. The Oregon Chapter CRS prohibits all forms of harassment, whether it be member to member, member to Chapter Administrator, and/or Chapter Administrator to member. Harassment complaints shall go before the Executive Committee for investigation and appropriate action. If the complaint names a member of the Executive Committee, that individual may not participate in the proceedings. Disciplinary action can include written reprimand, probation, suspension, or expulsion from the Chapter.

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POLICY #6: OFFICERS AND DIRECTORS (8/08)

The elected officers of the Oregon Chapter CRS shall be President, President Elect, Vice President, and Secretary/Treasurer. The elected directors shall be eleven (11) District Vice Presidents. The Executive Committee shall consist of the duly elected officers and the Immediate Past President. The Board of Directors shall consist of all the elected officers, the elected directors, the Chairpersons of all standing committees, and the Immediate Past President. The President serves as the Chairman of the Board of Directors. Past Presidents may serve as ex-officio members of the Board of Directors. The President shall serve as an ex-officio member of all committees. All officers and directors shall adhere to the Standards of Conduct for Chapter Leadership, which is detailed in Addendum C.

(NOTE: The Standards of Conduct are a mandatory policy from the Council.)

POLICY #7: DISTRICT VICE PRESIDENTS (DVP) (8/08)

District Vice Presidents (DVPs) play a key role in the direction and growth of the Oregon Chapter CRS. The DVPs serve as liaison to Realtor® Boards and Associations within their respective districts, and answer all questions regarding the Oregon Chapter CRS and the Council. DVPs are responsible for promoting and coordinating CRS networking meetings, CRS education classes and promoting the CRS Designation, as well as membership recruitment and growth of the Chapter within their respective districts. DVPs must reside in the district they serve.

DVPs shall be elected by the membership, and report to a mentor assigned by the President.

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DVP responsibilities will include, but not be limited to the duties detailed in the District Overview contained in the Chapter Leadership Resource Guide. In addition, DVPs shall:

- Coordinate with and keep the Chapter Administrator apprised of all their activities.
- Perform all duties within the scope of the approved Chapter budget.

POLICY #8: COMMITTEES (1/07)

Following are the standing committees of the Chapter. Duties are detailed in the Policy Statements below.

- Budget
- Chapter with a Heart
- CRS of the Year
- Nominating
- Strategic Planning
- Technology
- Ways and Means

POLICY #9: BUDGET COMMITTEE (1/07)

The President shall appoint Budget Committee members, with the President Elect or Vice President serving as chairman. Membership shall include, but not be limited to, at least one

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Chapter Past President, the current Secretary/Treasurer and the incoming Secretary/Treasurer. The Chapter budget for the next fiscal year shall be drafted by the Chapter Administrator, in coordination with the Budget Committee, in August/September of each year. Upon Committee approval of the budget, it shall be sent to the Board of Directors for consideration. A copy of the proposed budget shall be sent to Chapter members accompanied with proper notice of the meeting in which the budget will be presented and discussed by the Chapter members. A copy of the final approved budget is to be forwarded to the Council.

POLICY #10: CHAPTER WITH A HEART (8/08)

The Chapter shall set aside a set amount, as determined by the annual budget, from every registration at a Chapter-sponsored educational class to donate to their Chapter with a Heart community service project. The Chapter with a Heart Committee shall evaluate worthy charities, and present to the Board for approval recommendations for where funds shall be distributed. Any public presentation of financial donations shall be photographed and published in the Chapter newsletter. The Committee may conduct other fundraising activities for Chapter with a Heart at their discretion. The Chapter Administrator is responsible for submitting the information necessary to the Council of Residential Specialists to comply with the Chapter of the Heart Award application by August 1st of each year.

POLICY #11: CRS OF THE YEAR COMMITTEE (5/08)

The CRS of the Year Committee shall be chaired by the immediate past “CRS OF THE YEAR” plus two additional past recipients of the Award. The Committee shall solicit all members for nominations. Upon receipt of all nomination forms, the Committee shall review and verify the nominees’ qualifications and determine who is best qualified (or suited) to receive the “CRS OF THE YEAR AWARD.” The CRS of the Year receives a pin and plaque from the Council, and a paid, early bird Sell-a-bration registration from the Chapter. The Committee shall also identify all Chapter Members eligible to receive the National Medallion Award.

POLICY #12: NOMINATING COMMITTEE / ELECTION OF OFFICERS (8/08)

The Nominating Committee of no less than three members, but no more than five, shall be appointed by the President and chaired by the Immediate Past President. The current President shall not be a member of the Nominating Committee. No current nominees may serve on the Nominating Committee.

At least ninety days prior to the Fall General Membership meeting of the Chapter, current Chapter leadership shall have the opportunity to nominate themselves for the positions of President Elect, Vice President, Secretary/Treasurer, or DVP.

At least sixty days prior to the Fall General Membership meeting of the Chapter, nomination forms shall be provided to the general membership soliciting qualified candidates for all open positions. The general membership shall also be notified of candidates already on the ballot (i.e., nominees from among Chapter Leadership). All candidates must submit and sign the nomination form provided by the Chapter. The Nominating Committee shall certify the nominations and in

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the case of more than one nominee submitted for a position, shall select the candidate most qualified. It is the intent of the Chapter to encourage annual promotion of each Officer to the next higher office so that each year the Secretary/Treasurer position shall be open. The current slate of Committee Chairs and DVPs shall be considered first in filling available Officer positions, if more than one nomination is received for a position. It is preferred that members taking a role in Chapter leadership first serve as a DVP, and subsequently as a Committee Chairman, prior to being elected to Officer status. DVPs must reside in the District that they serve.

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If no nominees are submitted for a position, the Nominating Committee shall identify and recruit one new candidate for any such position(s). The President Elect shall automatically become President without any action by the Nominating Committee. The Nominating Committee will review all nominations and certify that the candidates meet the qualifications stipulated in Bylaws, Article VII, and Policy #7.

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The names of the qualified nominated candidates, as well as the date and meeting place of the election, shall be submitted to the President and the membership at least thirty days prior to the election. No further nominations will be considered.

Deleted: Thirty days prior to the election, the Chapter Administrator shall notify the membership of the slate of nominees, and include instructions for members regarding "write-in" candidates, and provide the date and place of the meeting to elect officers.

The election shall occur at the Fall General Membership meeting of the Chapter.

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POLICY #13: STRATEGIC AND BUSINESS PLANNING COMMITTEE (8/08)

The Strategic Planning Committee shall be chaired by the President Elect and shall be charged with annually reviewing the adopted Chapter Strategic Plan and updating the Chapter Business Plan. The Strategic Plan shall address Chapter goals for a three to five year period, and outline courses of action for achieving those goals. The Chapter Business Plan establishes specific objectives and strategies for each fiscal year. The Committee shall present any updates to the Strategic Plan or the Business Plan to the Board of Directors for approval.

POLICY #14: TECHNOLOGY COMMITTEE (1/07)

The Technology Committee shall be responsible for making recommendations to the Board of Directors on all matters pertaining to the Chapter website and other computer and telecommunication matters. In addition, the Committee shall keep abreast of newly developing technology that may be implemented to the benefit of the Chapter membership.

POLICY #15: WAYS AND MEANS COMMITTEE (8/08)

The Ways and Means Committee shall be responsible for creating partnerships/sponsorships with mutually beneficial entities (e.g., lending institutions, affiliated businesses, etc.) that provide funding or products to offset the expenses of the CRS Chapter. A member of the Committee shall work in conjunction with any committee that needs funding resources. The Committee shall present recommended annual sponsorship packages to the Board of Directors for consideration.

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POLICY #16: REPLACEMENT OF OFFICERS, DIRECTORS, COMMITTEE CHAIRS OR DISTRICT VICE PRESIDENTS UNABLE OR UNWILLING TO SERVE AFTER APPOINTMENT OR ELECTION (8/08)

Any vacancy occurring among the Officers of the Board of Directors, or removal of Officers or Directors, shall be addressed in accordance with ARTICLE VII of the Chapter Bylaws. In the event the President is unable or unwilling to serve, the President Elect shall serve in the President's place. This shall not preclude the President Elect from serving their full term as President in the subsequent year.

POLICY #17: BOARD MEETINGS (8/08)

Board meetings may be conducted in person or via teleconference. Between scheduled meetings, Board members may vote on issues via e-mail. E-mail votes must be cast by a set deadline that the Board will be notified of upon receiving notice of the e-mail vote, and that shall be no less than two business days.

BOD meetings shall be conducted in accordance with *Robert's Rules of Order*, latest edition, in all instances wherein its provisions do not conflict with the Bylaws or other regulations and rules adopted by the Chapter.

All DVPs and Committee Chairmen are to present a report of current activities at each BOD meeting. If a DVP is unable to attend, he/she may recommend a District Coordinator to attend in his/her place. The Coordinator will be given voting privileges for the meeting, subject to advance approval by the President. DVPs or Committee Chairmen who are unable to attend shall provide a written report to the Chapter Administrator at least 48 hours prior to the meeting. The Chapter Administrator shall present any such reports to the BOD.

The Chapter Administrator shall record the minutes of all CRS Chapter Board Meetings. The minutes shall be reviewed by the President, and submitted for approval to the Board of Directors at their next meeting. Approved minutes will be distributed by the Chapter Administrator to the members of the Board of Directors. Copies shall also be provided to the Regional Vice President assigned by the Council. The Chapter Administrator shall retain a permanent copy of the minutes for the archives. In the event that the Chapter Administrator is not in attendance, the Officer chairing the meeting will appoint a designee to record the minutes.

POLICY #18: CONFLICT OF INTEREST (12/06)

Any member of the Oregon Chapter CRS Board of Directors must disclose any actual or potential conflicts of interest before coming to a vote on any issue, and shall recuse himself/herself from discussion and voting on that matter. Conflicts of interest include:

- The member and/or his/her immediate family members, will or could gain or lose personal financial benefit as a result of the vote.
- Acceptance of a gift, entertainment, or other favor where such acceptance could reasonably create the appearance of influence on his/her vote. Exceptions are gifts of nominal value that are tokens of appreciation and are unrelated to any business or financial transaction pending.

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- The member has voting rights in a business organization directly or indirectly affected by the transaction.

Board of Directors members shall sign the Acknowledgement and Consent To The Oregon Chapter, Council Of Residential Specialists (Addendum B) upon taking office.

POLICY #19: WHISTLEBLOWER POLICY (1/07)

Each volunteer leader of the Chapter has an obligation to report in accordance with this Whistleblower Policy (a) questionable or improper accounting or auditing matters, and (b) violations and suspected violations of the Council’s CRS Code of Conduct (hereinafter collectively referred to as Concerns). With this goal in mind, members who, in good faith, report a Concern shall not be subject to retaliation. Anyone reporting a Concern must act in good faith and have reasonable grounds for believing the information disclosed indicates an improper accounting or auditing practice, or a violation of the Code of Conduct. The act of making allegations that prove to be unsubstantiated, and that prove to have been made maliciously, recklessly, or with the foreknowledge that the allegations are false, will be viewed as a serious offense and will be brought before the Executive Committee for disciplinary action.

Directors and other volunteers should submit Concerns in writing directly to the President. The President shall immediately notify the Executive Committee and the Chapter Administrator of any such report. The President will notify the sender and acknowledge receipt of the Concern within five business days, if possible. It will not be possible to acknowledge receipt of anonymously submitted Concerns. If the Concern involves the President and/or the Chapter Administrator, it may be submitted to the President Elect and/or the Portland Metropolitan Association of Realtors® Chief Executive Officer.

All reports will be promptly investigated by the Executive Committee, and appropriate corrective action will be recommended to the Board of Directors, if warranted by the investigation. In addition, action taken must include a conclusion and/or follow-up with the complainant for complete closure of the Concern. The Executive Committee has the authority to retain outside legal counsel and an accountant, if deemed necessary, to conduct a full and complete investigation of the allegations. Reports of Concerns, and investigations pertaining thereto, shall be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

POLICY #20: CHAPTER SPONSORED COURSES LARGE BUY POLICY (5/07)

The following discounts apply for registrations purchased in block for an Oregon Chapter sponsored course: 20 percent registration discount for 50 through 75 registrations purchased; 25 percent registration discount for 76 through 100 registrations purchased; and 30 percent discount for 101 or more registrations purchased. To qualify for the discount, companies must submit full payment (one check or credit card number) and a list of registrants one week prior to the class. Registrations will not be refunded to no-shows.

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POLICY #21: CHAPTER NEWSLETTER (8/08)

The Chapter will produce a Chapter newsletter, which shall be mailed to each address appearing on the Chapter mailing list. The number of issues will be determined annually in the budget. The Chapter mailing list shall include, but not be limited to, all CRS Chapter members, CRS Regional Vice Presidents, Alaska and Washington Chapter Presidents, Presidents of all Realtor® Board/Associations throughout Oregon, and the Council of Residential Specialists. In addition, the newsletter will be posted to the Chapter website. The President shall review the newsletter prior to publication.

Additional newsletters shall be printed and used to promote the Chapter at various events such as trade shows, General Membership Meetings, etc.

POLICY #22: MEMBERSHIP REINSTATEMENT (8/08)

The Chapter Administrator shall send a solicitation letter, provided by the Council, to those members whose membership has lapsed, to encourage them to renew their Chapter membership, and will notify the appropriate DVP of lapsed members in their area. The DVPs at a minimum shall follow-up with a personal phone call to lapsed members.

POLICY #23: MEMBER RECORDS (1/07)

A roster of Chapter members is accessible by both members and the public on the Chapter’s website. Outside of the website, the Chapter will not sell, provide, or make available any membership contact information, including e-mail addresses, to any members or third parties except for use by Chapter leadership. Chapter leadership shall only use membership lists to conduct official Chapter business.

POLICY #24: ADVERTISING (8/08)

Under the direction of the Board of Directors, the Chapter Administrator shall be responsible for promoting the image of the CRS Designation and disseminating information regarding Chapter-sponsored classes via paid advertisements in various publications, as determined by the annual budget.

DVPs shall coordinate with the Chapter Administrator the placement and content of media ads promoting the CRS Designation, and/or Chapter members in their area. All ads placed must be in conformance with Council of Residential Specialists established guidelines. Ads must first be submitted to the Executive Committee, through the Chapter Administrator, for approval.

POLICY #25: CHECK ISSUANCE (1/07)

The Chapter Administrator shall present accounts payable check requests and invoices to the President, Secretary/Treasurer, or President Elect for approval prior to issuance. Said approval shall be in writing, by whatever means is most efficient (e.g., e-mail, fax). In extenuating circumstances, check requests may be approved with telephone consent, with confirmation in writing to following as soon as practical. The Chapter Administrator shall indicate on all check

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requests whether the expenditure is budgeted or unbudgeted, with appropriate expense account coding. Unbudgeted check requests over \$500.00 must be approved prior to issuance by two of the three above-authorized individuals. The President, Secretary/Treasurer, and PMAR CEO shall be deemed authorized signatories on all accounts.

POLICY #26: CREDIT POLICY (VISA, CONTRACTS AND ENCUMBRANCES) (11/08)

The Chapter may procure a corporate credit card, to be used exclusively for the purpose of conducting business. The Chapter Administrator shall be the sole signatory on the Chapter credit card.

Reward points accumulated on the Chapter credit card shall be examined by the Executive Committee annually, at minimum. The Chapter Administrator shall report on the rewards that are available and make redemption recommendations to the Executive Committee. All reward redemptions shall be at the direction of the Executive Committee and shall be for the benefit of the Oregon Chapter CRS.

The President and/or the Secretary/Treasurer shall be the only individuals authorized to enter into contracts or agreements that incur budgeted financial or other liabilities. Contracts for unbudgeted liabilities shall require pre-approval of the Board of Directors.

POLICY #27: INTERNAL AUDIT PROCEDURES (1/07)

Annually, at minimum, the Secretary /Treasurer, or his/her Officer designee, shall:

- 1) Review the savings accounts for approved deposits/withdrawals, investment earnings and reconciled monthly statements.
- 2) Review the detailed check register for the current year. Confirm that bank statements were correctly reconciled monthly.
- 3) Randomly select at least one check from each month. Second, select additional checks for the highest dollar amounts (i.e. exceeding \$1,000). These are the checks that will be audited. Review the support and posting of each selected check, including all the approvals, invoice, etc. noted under the Check Policy. If the original checks are returned by the bank with bank statements, look at the back of the original to confirm the check was redeemed by the payee.
- 4) Review the deposits. Look for unusual deposits, i.e. reimbursements from CRS, and confirm posting to correct budget accounts.
- 5) Note any discrepancies and/or suggestions for improvements in the report for review by the Board.

POLICY #28: OPERATING FUNDS AND INVESTMENT POLICY (1/07)

All operating funds not immediately required and all special funds shall be invested in interest bearing accounts through federally insured or SIPC insured financial institutions, which offer competitive yields. Total deposits with any such institution, not including any Federal

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government securities, shall not exceed, for more than 30 days, the total amount insurable plus any interest earned. Primary investment oversight shall be the responsibility of the Executive Committee.

The President and Secretary/Treasurer shall be responsible for and have authority to invest Chapter monies, over and above those needed for a minimum of next six months' operations, pursuant to guidelines established herein or as approved by the Board of Directors. Unless otherwise instructed by the Board of Directors, the President and the Secretary/Treasurer will invest available monies pursuant to the following guidelines:

- 1) All funds possible shall be placed in fully insured interest bearing accounts.
- 2) Investment periods should not exceed one year.

POLICY #29: AMENDMENTS TO APPROVED BUDGET (7/05)

Any amendments or proposals to increase expenditures in the approved annual budget in any budget line item must be approved by the Board of Directors.

POLICY #30: — ZERO-BASED PROGRAM BUDGETING (8/08)

The Chapter shall use a zero-based budgeting model in the process of developing and approving its annual budget. ~~Should income projections not meet budget, or should other economic conditions occur that have or may have a detrimental effect on the financial condition of the Chapter (e.g. the Contingency Fund falls below the minimum requirement), expenditure cutbacks may be made.~~ Upon direction of the President, the Budget Committee shall prioritize expenditures and make specific line-item recommendations in consideration of the overall program budget, and formulate a revised budget and implementation plan for presentation to the Board. The Secretary/Treasurer shall monitor the income/expense statement monthly and report to the Board quarterly at minimum.

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(NOTE: Currently, the Budget Committee is not ranking programs in the budget, so this was eliminated to reflect actual practice. Verbiage was added to clarify that if the Contingency Fund falls below the minimum requirement, the Budget Committee will prioritize expenditures and make recommendations for cutting line-items for Board consideration.)

POLICY #31: CONTINGENCY FUNDS/EXCESS REVENUES (1/07)

The Chapter shall set aside Contingency Funds in the amount of not less than six months' operating budget. The Contingency Fund shall be funded initially from existing cash assets that have accumulated from excess revenue over expenses. The Contingency Fund balance shall be stated separately on the balance sheet.

The funds in excess of six months' operating expenses in the Contingency Fund may be used to provide funding to unanticipated expenses, contingencies or opportunities for worthwhile programs for which funds were not available when the Board of Directors adopted the then-current budget. Control of the Contingency Fund vests in the Board of Directors.

At the close of each fiscal year, the Board shall identify the amount of excess revenues, if any, and shall transfer said amount to the Contingency Fund.

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POLICY #32: EXPENSES (11/08)

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CLASSES:

Official Class Administrator:

- Attend the class free if serving as the official Class Administrator, including fulfillment of the duties as noted on the Class Administrator Checklist.

Executive Committee, District Vice Presidents, District Coordinators, Committee Chairmen, and Past Presidents:

- Attend the class for the cost of materials and the royalty fee. Mileage and/or hotel room expenses will not be reimbursed.

Instructor Dinners:

- Reimbursement for each dinner held in conjunction with a Chapter-sponsored CRS class, as determined by the annual budget. The dinner must include the class instructor, and members of the Chapter elected leadership.

TRAVEL:

The Chapter will reimburse all individuals authorized to receive reimbursement for expenses associated with authorized travel within 30 days from the date the individual incurred the expenses, providing that the Chapter Expense Report and applicable receipts are submitted within 30 days. Expense reports submitted after 30 days of the event will not be reimbursed. No travel reimbursement will be paid for travel to OAR, NAR or National CRS events or meetings if the individual is entitled to be or is reimbursed by OAR, NAR or National CRS.

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IN-STATE TRAVEL: Reimbursement is available for travel applicable to fulfillment of official Chapter duties including Chapter meetings and functions, upon submission of an expense report, within the following parameters:

Mileage will be reimbursed, at prevailing IRS rate, for District Vice Presidents in fulfillment of duties within their district for travel more than 50 miles from point of origin.

Oregon Chapter Sponsored CRS Classes

The closest available Executive Committee member and the District Vice President (whose class is in their district) who attends a Chapter-sponsored CRS class, and who are not taking a Chapter-sponsored class, will be compensated as follows:

- Mileage reimbursement at the prevailing IRS rate. Mileage cannot exceed the cost of airfare to the same destination.
- One night's lodging, at the Chapter discount room rate of the event facility. Two night's lodging will be reimbursed if travel is over 150 miles one-way. Three night's lodging will be reimbursed if the officer is traveling to a two-day class.

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Spring & Fall Membership Meetings and Chapter Leadership Retreat

All elected Chapter Board members will be reimbursed as follows;

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- Mileage reimbursement at the prevailing IRS rate. Mileage cannot exceed cost of airfare to same destination.
- One night's lodging, at the Chapter discount room rate of the event facility. If travel is over 150 miles one-way, one additional night's lodging at the facility is allowed

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OUT-OF-STATE TRAVEL: Reimbursement of travel expenses is conditioned upon attendee's commitment to attend meetings and forums as defined by the Council conference agenda(s). A written or oral report to Chapter leadership shall be made at the first Board of Directors meeting that follows attendance.

Spring National Meeting:

The following individuals shall be reimbursed for airfare, transport, lodging and meals. Maximum reimbursable amount is determined by the annual budget.

- Chapter President
- President Elect
- The Executive Committee will notify any past presidents holding National CRS positions 60 days prior to the meeting as to whether the Chapter budget will allow reimbursement for travel, and if so, the amount.

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Fall National Meeting:

The following individuals shall be reimbursed for airfare, transport, lodging and meals. Maximum reimbursable amount is determined by the annual budget.

- Chapter President
- President Elect
- The Executive Committee will notify any past presidents holding National CRS positions 60 days prior to the meeting as to whether the Chapter budget will allow reimbursement for travel, and if so, the amount.

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The Chapter Administrator may attend the Fall National meeting at the direction of the Board of Directors. Chapter Administrator expenses for airfare, transport, lodging, meals and early bird registration shall be budgeted and fully reimbursed, and shall be pro-rated with PMAR if Chapter Administrator is required to perform duties on behalf of PMAR.

Council Leadership Retreat:

The following individual shall be reimbursed for early-bird registration, airfare, transport, lodging and meals. Maximum reimbursable amount is determined by the annual budget.

- Vice President – If the Vice President is unable to attend, a member of the Executive Committee may attend in his/her place.

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(NOTE: Policy clarified to state that expense reports must be submitted within 30 days of the event, or no reimbursement will occur. The Chapter will reimburse hotel stays up to the discount rate at the event facility only.)

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POLICY #33: CHAPTER ADMINISTRATION (1/06)

The Oregon Chapter CRS may enter into an Administrative Service Contract, which may be renegotiated from time to time in accordance with the provisions of any such Service Contract. The Service Contract shall include a comprehensive detail of all Chapter Administrator duties (addendum A).

POLICY #34: DOCUMENT RETENTION (1/09)

The Chapter Administrator shall maintain a complete record of Chapter activities for each operating year. Such record shall contain at minimum: 1) List of Officers, Directors, Committee Chairmen and District Vice Presidents; 2) all Chapter newsletters; 3) CRS Courses conducted (copy of registration flyer); 4) minutes of appropriate meetings; 5) media ads; 6) record of the beginning and ending membership figures; 7) a summary of income and expenditures for the calendar year; 8) budget for that year, and 9) photographs of Chapter activities.

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Accounting Records:

- Accounts payable (seven years)
- Accounts receivable (seven years)
- Accounting program back up disks (seven years)
- Annual financial statements (permanent, on disk)
- Audit reports (permanent)
- Bank statements (seven years, shred)
- Bank reconciliations (seven years, shred)
- Canceled checks (seven years, dispose of disk)
- Chart of accounts (permanent)
- Credit card receipts (shred within a year of input)
- Deposit slips (seven years, shred)
- Electronic payment records (seven years, shred)
- General ledgers (permanent record on disk)
- Tax returns (permanent)
- Purchase invoices and orders (seven years)
- Trial balances (permanent record on disk)

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Other Records:

- Articles of Incorporation and amendments (permanent)
- Bylaws and amendments (permanent)
- IRS exemption letter (permanent)
- Applications for membership (one year, shred annually)

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(Note: This extended document retention policy is added to comply with IRS 990 regulations.)

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SERVICE AGREEMENT

This Agreement is made on _____ and becomes effective on December 1, 2008 between the Oregon Chapter, Council of Residential Specialists (hereinafter referred to as "CRS") and the Portland Metropolitan Association of Realtors® (hereinafter referred to as "PMAR").

AGREEMENT

1. PMAR shall provide to CRS the services described in Addendum A, attached hereto and incorporated by reference. During the term of this Agreement, PMAR shall use its best efforts to carry out the Administrative Services (as hereinafter defined) in a timely manner. CRS agrees that it shall be solely responsible for turning over to PMAR any and all original files, records, membership lists, financial information, and other business/tax documents (collectively "Information") necessary or convenient for PMAR to effectively and efficiently carry out the Administrative Services. PMAR shall have a right to rely upon all Information provided, and does not warrant or indemnify CRS for the accuracy of any Information developed prior to the date of this Agreement. PMAR reserves to itself sole and exclusive discretion in determining all methods, techniques and procedures for carrying out the Administrative Services.
2. The parties estimate that PMAR shall spend an average of approximately one hundred (100) hours per month during the term of this Agreement in the performance of Administrative Services. The PMAR staff member assigned with primary responsibility for administrative assistance, hereinafter referred to as the "CRS Administrator", shall undertake CRS duties as daily workflow permits, from Monday through Friday, in accordance with the functions described as "Administrative Services" on "Addendum A" attached hereto and incorporated herein. All inquiries, requests for services, or other communications related to the Administrative Services shall be communicated by the CRS Chapter President directly to the CRS Administrator.
3. In compensation for Administrative Services, CRS agrees to pay PMAR the sum of Thirty-three Dollars (\$33.00) per hour for all hours worked by the CRS Administrator or other PMAR staff as may be assigned by the PMAR Chief Executive Officer. The CRS Administrator shall maintain a daily time log accounting for all hours worked on behalf of CRS. Said time log shall include a general description of duties performed and time spent thereon, in increments of not less than fifteen (15) minutes. Additionally, CRS shall reimburse PMAR for expenses related to performance of the Administrative Services, in accordance with the document incorporated herein as "Addendum B".
4. PMAR shall bill CRS by the fifth of each month for services provided and expenses incurred during the preceding calendar month; said billing shall include a copy of the daily time logs and itemization of reimbursable expenses. The bill shall be due and payable by the 15th of the month in which it is received by CRS.

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5. This Agreement shall continue through December 1, 2009 (“the Expiration Date”). The Agreement may be renewed or extended by written agreement of the parties ninety (90) days prior to the Expiration Date. Provided, however, at any time prior to the Expiration Date or any renewal or extension thereof, and subject to not less than thirty (30) days’ advance written notice, PMAR reserves the right to renegotiate the compensation, Administrative Services described on Addendum A, or the reimbursable expenses described on Addendum B. Either party may terminate this Agreement at any time with cause upon 30 days’ advance written notice, or without cause upon 90 days advance written notice to the other party.
6. The parties acknowledge that the information provided by CRS to PMAR for purposes of this Agreement, including financial, membership, course, and operating information, are the property of CRS and are for the exclusive use of CRS (hereinafter “Proprietary Information”). No Proprietary Information shall be used by PMAR for its personal benefit, or disclosed to any third party, without the express written consent of CRS, except as may be necessary for the performance of the Administrative Services listed on Addendum A.
7. Quarterly, PMAR will provide the CRS President with a CD-ROM containing a back up copy of all electronic files that relate to the operations of the Chapter.
8. Unless by prior agreement between PMAR and CRS, PMAR will not offer or sponsor CRS designation education courses during the term of this Agreement or any renewal or extension thereof.
9. Any dispute or claim which arises out of or which relates to this Agreement, or to the interpretation or breach thereof, shall be resolved by mediation and arbitration in accordance with the then-effective rules of the Arbitration Service of Portland, Inc. (ASP), by filing a claim in accordance with the filing rules of ASP, and any judgment upon the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof. The prevailing party in the arbitration is entitled to recover its reasonable attorney fees incurred in said arbitration, and appeal or exception therefrom. This arbitration clause shall survive any termination, amendment or expiration of this Agreement unless the parties otherwise agree in writing by specific reference to this arbitration clause.
10. This Agreement represents the full and complete agreement of the parties, and may only be modified in writing, and is signed by both parties.

Portland Metropolitan Association of Realtors®

Oregon Chapter CRS

By: _____
Katherine A. Querin, Chief Executive Officer

By: _____
Michael Aid, 2009 President

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ADDENDUM “A”
Administrative Services for the
Oregon Chapter, Council of Residential Specialists

1. Host CRS Chapter membership records on PMAR server. Maintain and update the CRS member database in a current status.
2. Coordinate annual dues billing with the CRS Council. Send second notices as needed.
3. Manage CRS Chapter finances as directed by Chapter Budget Committee and in compliance with established policies and procedures. Prepare data for preparation of tax returns as needed.
4. Provide ongoing communication with Chapter President regarding Chapter activities.
5. Provide a part-time (average 100 hours/month) CRS Administrator to perform and/or oversee all administrative services. Provide extended contact 24 hours/seven days a week through voice mail, fax, and email systems.
6. Prepare and distribute Standing Committee, Executive Committee, and Board of Director meeting notices and preliminary agendas at least two weeks prior to meetings. Attend all meetings (in person or via conference call), prepare and distribute meeting minutes to leadership, within two weeks of meetings, for review and action.
7. Produce and distribute newsletter in accordance with annual budget.
8. Update Chapter website, including calendar items, Chapter membership roster, designation information, application and leadership contact information, and on-line course and event registration (when that capability is added to the website).
9. Assist Chapter Leadership in preparation and submission of application forms as needed to apply for all Council grants, reimbursements and awards.
10. Assist Chapter in preparation of annual budget and business plan. Prepare and submit annual calendar by Council deadline.
11. Assist the Chapter Board of Directors with the adherence to and review of all Chapter governing documents.
12. Ensure that communications related to all Chapter events, programs, courses, and activities are distributed to Chapter Leadership, Region 12A Vice President and CRS Manager of Chapter and Regional Programs.

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13. Coordinate and manage Chapter education course offerings in accordance with Council requirements, including coordination of facilities, instructors, promotions, course materials, and registrations. Provide on-site assistance, or coordinate on-site assistance with Chapter DVP.
14. Prepare Chapter Leadership Resources for annual orientation meeting, to include leadership roster, chapter bylaws, annual budget, annual calendar, policies and procedures, strategic plan, and position descriptions.
15. Prepare and submit all documents required for Chapter recertification by Council deadlines (annual report, budget, financial statement, and business plan).

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REIMBURSABLE EXPENSES

CRS shall reimburse PMAR for all Reimbursable Expenses provided that PMAR submits an itemized list of any Reimbursable Expenses with the monthly billing for services, as follows:

1. Photocopies @ \$.06 ea., per copy log
2. Actual postage used, per postage log
3. Office supplies and printing
4. One dedicated toll-free telephone line, including installation charges
5. Outgoing long distance fax transmissions
6. Costs associated with teleconference calls, including line charges and equipment, if any
7. Staff travel expenses as requested and/or budgeted by CRS, including air and ground transportation, meals, hotels, meeting registration fees, and the like
8. Mileage for travel to CRS related functions and activities at the same rate that PMAR reimburses its employees for mileage
9. Costs related to the adoption of new systems or conversion of existing systems to enable PMAR to meet its obligations under Addendum A
10. Credit card discount fees associated with VISA and MasterCard deposits

The following costs incurred by PMAR, and PMAR-owned equipment, shall not be submitted to CRS for reimbursement:

1. Fax machine and incoming faxes
2. Office furniture
3. Computer/printer, internet access
4. Office space overhead (e.g. rent and utilities)
5. One voicemail box
6. Use of PMAR conference room, including setup and coffee service, based upon availability and advance room reservation
7. Legal fees related to initial creation of PMAR/CRS Service Agreement

ADDENDUM B

ACKNOWLEDGEMENT AND CONSENT TO THE OREGON CHAPTER, COUNCIL OF RESIDENTIAL SPECIALISTS, POLICY #18, CONFLICT OF INTEREST, POLICY #17, BOARD MEETINGS, AND ADDENDUM C, STANDARDS OF CONDUCT FOR CRS CHAPTER LEADERSHIP.

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I _____ (please print name) have received a copy of the Oregon Chapter, Council of Residential Specialists, Policy #18, Conflict of Interest. I agree to disclose any actual or potential conflicts of interest before coming to a vote on any issue, and agree to recuse myself from discussion and voting on that matter.

Specifically, conflicts of interest include any personal financial benefit or loss to myself or my immediate family members as a result of a vote, or acceptance of a gift; entertainment or other favor where such acceptance could reasonably create the appearance of influence on my vote; and the holding of voting rights in a business organization directly or indirectly affected by the transaction.

I understand that Policy #18 may be amended by the Oregon Chapter CRS Board of Directors from time to time, in which case I may be asked to sign another Acknowledgement and Consent if I am continuing to serve on the Board of Directors.

Furthermore, I understand that in accordance with the Bylaws, Article VIII, if I fail to attend two (2) regularly scheduled Board of Directors meetings per elective year, I may, at the discretion of the remainder of the Board of Directors, be replaced.

DATED this _____ day of _____, 200_.

By: _____
Signature

Return signed acknowledgement to:

Jane Robertson, Chapter Administrator
Oregon Chapter CRS
5331 SW Macadam Avenue, Suite 207
Portland, OR 97239

Fax: 503-295-2194

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ADDENDUM C

Executives Standards of Conduct for CRS Chapter Leadership

(Refers to Officers, Board, Directors and Staff)

As a CRS Officer, Executive and/or staff person, I pledge myself to:

1. Maintain the highest standards of personal conduct.
2. Actively promote and encourage the highest level of ethics within the industry or profession my Chapter represents.
3. Maintain loyalty to CRS and pursue its objectives in ways that are consistent with the member's interest.
4. Recognize and discharge my responsibility and that of my Chapter to uphold all laws and regulations relating to my Chapter's policies and activities.
5. Strive for excellence in all aspects of management.
6. Use only legal and ethical means in all CRS activities.
7. Serve all members of CRS impartially, provide no special privilege to any individual member, and accept no personal compensation from a member, except with full disclosure and with the knowledge and consent of the Board of Directors.
8. Maintain the confidentiality of all privileged information entrusted or known to me by virtue of my office.
9. Refuse to engage in or countenance activities for personal gain at the expense of CRS, its industry or profession.
10. Refuse to engage in or countenance discrimination on the basis of race, sex, age, religion, national origin, sexual orientation, or disability.
11. Always communicate CRS internal and external statements in a truthful and accurate manner by assuring that there is integrity in the data and information used by CRS.
12. Cooperate in every reasonable and proper way with other CRS executives, and work with them in the advancement of the profession of association and Chapter management.
13. Use every opportunity to improve public understanding of the role of Chapters.

This Code of Standards of Conduct for members of the Council of Residential Specialists Executives, Chapter Leadership and staff has been adopted to promote and maintain the highest standards of service and personal conduct among its members and staff. Adherence to these standards is expected from members and staff of CRS, and serves to assure public confidence in

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the integrity and service of association and Chapter executives.

Narrative description of code provisions:

1. **Maintain the highest standards of personal conduct.** As with an elected official, a Chapter officer/executive's personal conduct is held up to public scrutiny due to the dual obligation to serve both the Chapter's members' interests as well as the public's interests. This fiduciary standard requires the Chapter officer/executive to be a leading citizen of the community. Maintenance of this code requires extraordinary moral turpitude on the part of the Chapter officer/executives and personnel.

2. **Actively promote and encourage the highest level of ethics within the industry or profession my Chapter represents.** Chapter officers/executives fulfill an important leadership role within the industry or profession they represent and within society at large. In this role, they have the opportunity and the obligation to enhance the ethical awareness of their members both actively through the promulgation of ethical concepts at every appropriate opportunity, and implicitly, by example.

3. **Maintain loyalty to the Chapter, and pursue its objectives in ways that are consistent with the public interest.** A Chapter officer/executive, as well as the staff, has a primary and fundamental responsibility to loyally serve the interests of the Chapters and the members of the Chapter. At the same time, however, the officer/executive has a responsibility not to promote activities contrary to the public good. Where a Chapter officer/executive believes that the direction of the Chapter is in conflict with the public interest, there is a responsibility to notify the members of this opinion; and, should the conflict become irreconcilable, the officer/executive has a responsibility to maintain individual integrity and act to protect the public interest

4. **Recognize and discharge my responsibility and that of my Chapter to uphold all laws and regulations relating to my Chapter's policies and activities.** An officer/executive has a responsibility to be familiar with the basic principles of law and regulation which affect the Chapter. As a leader of the Chapter, there is a responsibility to help members understand the legal framework within which they operate in the Chapter, and to make sure that all policies of the Chapter are formulated, and all activities are conducted within this framework.

5. **Strive for excellence in all aspects of the management of my Chapter.** Chapter officers/executives have a responsibility to keep current with the best thinking in the field of Chapter management and to apply their best management ability in all of the affairs of the Chapter.

6. **Use only legal and ethical means in all Chapter activities.** Misbehavior or inappropriate activity on the part of an officer/executive reflects badly on the Chapter Leadership position as a whole and can damage the credibility of all CRS Chapters and their members. This is particularly important and sensitive when a Chapter is attempting to influence legislative, regulatory or judicial bodies. Chapter officers/executives have a responsibility to understand the boundaries of appropriate behavior in efforts to influence these bodies and should stay within these parameters and take steps to assure that members stay with them.

7. **Serve all members of my Chapter impartially, provide no special privilege to any individual**

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member, and accept no personal compensation from a member, except with full disclosure and with the knowledge and consent of my Chapter's governing board. By virtue of position, officers/executives may find themselves in a position to grant special favors to members, vendors, and others. Chapter officers/executives have a responsibility to make the best possible management decisions in the interest of the Chapter without regard to personal or other interests. Therefore, officers/executives should take special care to avoid either the fact or the appearance of a personal interest in decision making. Chapter officers/executives have a responsibility to represent the interests of all members impartially and should avoid incurring an obligation to a single individual or some fraction of the membership.

8. Maintain the confidentiality of privileged information (including membership data) entrusted or known to me by virtue of my office. Chapter officers/executives frequently have access to privileged information. When members call on the Chapter for advice or counsel in dealing with problems or opportunities; when the Chapter conducts special surveys; when the Chapter officer/executive engages in personal conversations with officers, directors, or members; the information gained should be held in confidence. If Chapter officers/executives find themselves the unwilling recipients of information that they feel they cannot in good conscience hold in trust, they should remove themselves from the source of that information.

9. Refuse to engage in or countenance activities for personal gain at the expense of my Chapter or its industry or profession. A wide variety of activities are suggested by this proscription. Moonlighting (for staff) without the permission of the Chapter--particularly in areas where it could be perceived that the secondary employment is in conflict with the interest of the primary employer, i.e., the Chapter--would be one example of an unethical mode of behavior prohibited by this section. Soliciting or accepting special favors from suppliers to the industry while representing an employing Chapter should be measured in the context of proprietary and best interests of the Chapter.

10. Refuse to engage in or countenance discrimination on the basis of race, sex, age, religion, national origin, sexual orientation, or disability. In principle and in practice, CRS values and seeks diverse and inclusive participation within the field of Chapter management and looks to its members to uphold the same values. Chapter officers/executives should promote involvement and expand access to leadership opportunities, regardless of race, ethnicity, gender, religion, age, sexual orientation, nationality, disability, appearance, geographic location, or professional level.

11. Always communicate Chapter internal and external statements in a truthful and accurate manner by assuring that there is integrity in the data and information used by the Chapter. The essence of effective communication is credibility. The Chapter officer/executive has a responsibility to maintain credible lines of communication both within the Chapter and between the Chapter and its publics. All communications should represent honest, unimpeachable statements of fact, and opinions should be clearly demarcated.

12. Cooperate in every reasonable and proper way with other Chapter officers/executives, and work with them in the advancement of the position of Chapter management. Theodore Roosevelt said "every man owes a part of his time and his money to the profession which supports his way of life." Chapter officers/executives have an ethical responsibility to work cooperatively with other Chapter officers/executives both in the interest of the profession itself and in the interest of establishing a model of cooperative behavior for society at large. Chapter officers/executives who do not actively take part in the affairs of their own professional

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Chapter are in a weakened posture to influence their own members to participate in their Chapters.

13. *Use every opportunity to improve public understanding of the role of Chapters.* The role of Chapters in our society is little known or understood. Yet, the contributions Chapters make, and the impact they have, are extremely significant. All too often, the public only learns of a Chapter's activities in some negative way. Chapter officers/executives should be ambassadors to the general public and work to improve its understanding of the constructive role played by Chapters/associations and Chapter executives.

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