GLENDALE ASSOCIATION OF REALTORS®
Policy and Procedure Manual

Adopted: February 22, 1994
Revised: April 2024

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POLICY AND PROCEDURE MANUAL
of the
Glendale Association of REALTORS®

AUTHORITY

The authority for this section is established in the Bylaws of the Glendale Association of REALTORS®.

Amendments may be made from time-to-time at the discretion of the Board of Directors, and with their approval. Date of the amendment shall be noted.

The Policy & Procedure Manual is meant only as a guideline. The Board of Directors has the authority to make decisions not necessarily in compliance with this document. Throughout the manual where the reference "*shall*" and "*should*" has been made, it is to be understood that in no way should this be construed to mean "*must*."

The name of the organization is the Glendale Association of REALTORS®, hereinafter referred to as "GAOR" or as the "Association."

PURPOSE

The purpose of this section is to define objectives and duties of the Officers, Directors, and Committees; and to set forth operational rules and procedures.

MISSION STATEMENT

The Glendale Association of REALTORS® is a trade organization that exists to service its membership by providing programs and services to enhance their ability to conduct business successfully with integrity and competency, without undue regulatory restraint, as well as to encourage the preservation of real property rights.

GAOR BYLAWS REFERENCE

Throughout the Policy and Procedures Manual the references to Articles and Sections refer to the GAOR Bylaws.

PRESIDENT AS EX-OFFICIO

(CF. GAOR BYLAWS, ARTICLE XII, SECTION 5)

As defined by Roberts Rules of Order:
1. Shall have all the privileges to make motions and to vote,
2. shall be counted in determining if a quorum is present at the meeting and
3. is not an Ex-officio member of the Grievance, Nominating, REALTOR® / Affiliate and Citizen Of The Year or Professional Standards Committees.

QUALIFICATIONS FOR BOARD OF DIRECTORS & OFFICERS

OFFICERS:

Each Officer candidate at a minimum shall have served one (1) year within the last two (2) years as a member of the Board of Directors and shall have attended 75% of regular meetings for one

(1) year within the last two (2)years the following Committees: Budget and Finance, Local Government/Legislative Relations (LGLR), or Multiple Listing Service (MLS). Each Officer shall hold an active California Real Estate License and have been actively engaged in the real estate profession for two (2) consecutive years.

No more than three (3) Officers shall be seated from one (1) Brokerage on an annual basis.

DIRECTORS:

Each Director candidate at a minimum shall have attended 75% of regular meetings for one (1) year the Budget and Finance, Local Government/Legislative Relations, or MLS Committees in the past two (2) years. Director candidates shall hold an active California Real Estate License and have been actively engaged in the real estate profession for the past two (2) consecutive years.

To serve effectively each Officer and Director should become familiar with the following:

1. Bylaws of GAOR
2. Policy and Procedures
3. Professional Standards Procedures
4. Code of Ethics
5. Multiple Listing Service Rules and Regulations
6. Financial Structure of the GAOR
7. Committee Formats
8. CALIFORNIA ASSOCIATION OF REALTORS® and NATIONAL ASSOCIATION OF REALTORS® publications with respect to overall policy.

DIRECTORS shall serve for a term of two (2) years. Directors shall prepare for regular meetings by reviewing the Agenda which is issued prior to meeting. The President may use a Consent Agenda at his/her discretion. In order to expedite the business meeting, they shall study the Agenda items thoroughly and come prepared, so decisions may be made with a minimum of delay. Directors may be assigned specific duties by the Board of Directors from time-to-time. All terms shall be based on a calendar year.

No more than three (3) Directors shall be seated from one (1) Brokerage on an annual basis.

SPECIFIC RESPONSIBILITIES:

1. Maintain close contact with the membership and leaders of the community.

2. Maintain the financial well-being of the Association.
3. Enlist members in committee activities.
4. Delegate authority and responsibility to the President and Chief Executive Officer as necessary.
5. Be responsible for all activities and proposed projects that involve other than routine expenditures.
6. Approve all committee activities.
7. Attend all Board of Directors meetings and special meetings called by the President.
8. Be informed and abreast of all activities.
9. Perform other duties assigned by the President.
10. The Board of Directors shall be empowered to hire a Chief Executive Officer.

ELECTION OF THE BOARD OF DIRECTORS

OFFICERS AND CHIEF EXECUTIVE OFFICER:

The elected officers of GAOR shall be: President, President -Elect, Vice President and Treasurer. The President-Elect shall automatically ascend to the Presidency at the end of his/her term as President-Elect or by vacancy of the Presidency. The term of each office shall be one (1) year from January through December. No person shall hold more than one office at the same time. The Chief Executive Officer is the chief staff person of GAOR but is not an officer or member of the Board of Directors.

ELECTION OF OFFICERS AND DIRECTORS

Shall be in accordance with the Bylaws Article X, Section 5a-5d.

VOTING

The election of Officers and Directors shall take place at the Annual Meeting to be held in the month of June. Election shall be by ballot. The ballot shall contain the names of all candidates and the offices for which they are nominated. Absentee Ballots shall be available upon request fourteen (14) days prior to the date of the election at the Association Office.

Votes may be cast in person at the Annual Meeting, in the event the meeting is held in person, or by electronic online in time to reach the Association Office prior to 5:00 p.m. the day prior to Election Day. Votes received after the deadline will be void. Electronic voting shall be available and the preferred method of voting and will be active on the Association's web site in accordance with the required schedule.

Absentee Ballots should be sealed in a plain white envelope with no markings thereon. The envelope should be sealed in a GAOR envelope specially designed for Absentee Ballot transmittal. The GAOR envelope shall include two lines in the return address position of the envelope. The first line will request the signature of the member; a second line will request the printed name of the Member. When the Absentee Ballot is received in the Association Office prior to the deadline, the Association Staff will verify signature and membership. The outside envelope will be destroyed, and the ballot envelope will be deposited into the ballot box.

In lieu of holding the election in person at the Annual Meeting, the Association may hold the election online by way of an electronic or web-based polling/voting solution. In the event that a member cannot or will not submit an online vote, he or she will be provided upon request an Absentee Ballot which shall be submitted to the Association no later than the posted deadline. Association staff may disregard votes or Absentee Ballots physically received at the Association Office after the deadline, even when such votes were delayed by the Postal Service or other delivery service.

An electronic or online election shall be held open for a minimum of fourteen (14) days and shall close at least one (1) day before the Annual Meeting, at which event the current President shall announce the election results. Votes received online after the close of the election will be void.

The process for conducting electronic or web-based polling is subject to audit by the Election Committee. At the conclusion of the election, Association staff shall count the votes and report the preliminary results to the Election Committee. The final election results, consisting only of the names of the winning candidates, shall not be publicly released prior to the Election Committee's formal approval and acceptance of the preliminary results.

Neither the Election Committee nor Association staff shall release detailed voting results, including without limitation the identities of voting members and the candidates for whom they voted, without the authorization of the Election Committee Chair and Board President.

RESPONSIBILITIES OF OFFICERS & DIRECTORS

All elected Officers and Directors serve voluntarily. The Board of Directors meets monthly, unless otherwise determined in advance by the Board or the President.

The Board of Directors shall limit itself to consideration of such matters as major questions of policy, major changes in organization, and major financial matters; NEVER becoming burdened with the details of organization. Details of execution are to be carried out by the proper Committees or staff.

The President shall be authorized to send such matters directly to the proper committee for recommendation before presenting them to the Board of Directors. The Directors shall be required to consider only the semi-finished or finished solution to any problems, together with whatever pros and cons are necessary and advisable. The Board of Directors shall take into consideration ONLY those matters that have had prior study by the proper Committee, except in cases of emergency.

In cases of emergency, where the matter must be dealt with immediately, the President shall call a special meeting of the Directors. If attempts to convene a meeting fail, the President shall telephone or email (or request the Chief Executive Officer to do the same) all Directors individually for their vote on a matter. The Chief Executive Officer shall record this poll.

The President may call Executive Meetings.

The President or a majority of the Directors may call a Special Meeting of the Board of Directors. All meetings shall have an Agenda in advance, if possible. The Board of Directors shall designate a regular time and place of meetings. The Board of Directors shall designate a regular time and place of meetings. Two (2) un-excused absences from regular meetings of the Board of Directors during the calendar year shall be construed as resignation. Excused absence is an absence approved by the Board of Directors and does not count as an absence. Any Director arriving at the meeting more than 15 minutes after the meeting convenes will be considered an Unexcused Absence. Each member must stay to the end of the meeting or it will be counted as an unexcused absence.
(AMENDED JULY 2017)

All Officers and Directors shall complete a qualified anti-harassment training program which

shall address means to prevent harassment as defined herein (See: “Appendix I: Anti-Harassment Policy”). Anti-harassment programs or classes offered by C.A.R. or NAR shall be deemed sufficient to satisfy this requirement. Officers and Directors are required to complete this training once within their term of office and are so urged within the first three months of their term.
(ADOPTED FEBRUARY 2024)

OFFICERS & DIRECTORS-ELECT

The newly elected Officers and Directors will be invited to attend the two Board of Directors meetings prior to the end of the year (October and November), as observers, for acquainting themselves with Association operations. They shall be made aware of the Board's obligations to the California Association of REALTORS® and the National Association of REALTORS®.

PRESIDENT-ELECT:

The President-Elect shall select his/her standing committees by November 1. Bulletins requesting volunteers to serve on Committees should be published via the web site and other appropriate communiqués, beginning immediately after the election through November to assist the President-Elect in Committee selections. His/Her choice will be announced at the regular meeting of the Board of Directors in November or December for the Directors approval. Committee appointments should be made with care so that maximum continuity and leadership will be maintained.

CAR DIRECTORS:

Recommendation for CAR Directors shall be made by the President-Elect and confirmed by the Board of Directors at the July Director's meeting following the annual election.

CAR REGIONAL CHAIRPERSON REGION 13:

Recommendation for candidate(s) should be made at the June Meeting of CAR held annually in Sacramento and will be voted upon by all Region 13 Directors present in accordance with the 13th Region CAR Directors Policy and Procedures Manual. That Chairmanship alternates annually with Arcadia Association of REALTORS® and Pasadena-Foothills Association of REALTORS® and shall take office January 1 of the following year and shall serve a one-year term.

LEGAL COUNSEL

The Association shall retain Legal Counsel to advise the Board of Directors. All calls to the Association counsel shall be made with permission of the President or the Chief Executive Officer, for Officers or Directors to make the contact.

ACCOUNTANT

The Association shall retain an independent accounting firm to review the financial standing of the Association. The accountant will advise the Association on tax matters as needed and prepare and file all necessary accounting documents and forms.

The staff accountant shall keep financial statements up to date at all times to be made available upon request to the Board of Directors.

SIGNATORIES

The Board of Directors authorizes the President, Chief Executive Officer, President-Elect Vice President, Treasurer and Office Administrator to be the signatories on all bank accounts. Two approvals by designated signatories are required to disburse funds.

The Board of Directors may authorize disbursement of funds as in accordance with Bylaws Article X, Section 8. Notwithstanding the requirements of Bylaws Article X, Section 8, unbudgeted expenditures in an amount over $30,000 shall be approved by a 75% supermajority vote of the Board of Directors. **(Amended by Board action November 2019)**

ATTENDANCE AT CAR & NAR MEETINGS & CONVENTIONS

Authorized to attend at Board expense: Designated CAR Directors and others as approved by the Board of Directors to adequately fulfill the requirements and representation on behalf of GAOR.

NAR MEETINGS & CONVENTIONS:

The President, President-Elect and Chief Executive Officer shall attend NAR meetings as approved by the Board of Directors.

CAR MEETINGS & CONVENTIONS:

The Chief Executive Officer and CAR Directors, appointed by the President and approved by the Board of Directors, shall attend CAR meetings.

Members appointed by CAR to serve in a State Association Key position, recommended by the CAR President and approved by the GAOR Board of Directors, shall be funded at the option of the Board of Directors.

Other persons accepting a CAR position shall be responsible for own costs unless authorized by the Board of Directors. All volunteers engaged in travel representing the Glendale Association of REALTORS® shall provide their own personal insurance coverage and indemnify and hold harmless the Glendale Association of REALTORS®.

EXPENSES FOR GAOR, CAR & NAR

GAOR ANNUAL AWARDS & INSTALLATION EVENT:

GAOR Staff, active Past REALTOR® Of The Year recipients and dignitaries will receive complimentary tickets to the Annual Awards Event.

CAR DIRECTORS MEETINGS:

CAR Directors shall be reimbursed actual expenses not to exceed $300 per day, hereinafter defined as "per diem", not to include airfare and hotel accommodations. Mileage shall be reimbursed based on current IRS guidelines. Flights to approved NAR, CAR and GAOR events shall be coach-class airfare except by approval of the Board. President's CAR Convention fees shall be paid by GAOR. Special dinners hosted by the President or Regional Chairperson are not included in the per diem. **(Amended by Board action January 2020 and March 2024)**

Expenses of Non-CAR Directors attending CAR functions as Committee Chairperson or GAOR representatives may be reimbursed with Board of Directors approval.

Traditionally the President hosts, and the Association funds, dinners at CAR meetings for CAR Directors from the Association, their guests and invited guests of the President. Reimbursement of actual group dinner expenses shall not exceed $100 per person. **(AMENDED BY BOARD ACTION JANUARY 2020)**

The spouse/guest of the Regional Chairperson, Assistant Regional Chairperson & Nominating Committee representative of GAOR, when in attendance at special dinners hosted by the GAOR President or Regional Chairperson shall have their expenses paid by GAOR, not to exceed $100 per person. **(AMENDED BY BOARD ACTION JANUARY 2020)**

NAR CONVENTION MEETING:

The expenses of the President and President-Elect, when in attendance at the NAR Convention, shall be reimbursed for regular and ordinary expenses. **(AMENDED BY BOARD ACTION MARCH 2024)**

Expense reimbursement requests, with receipts, must be submitted within 35 days from the end of the event and paid within 30 days of receipt.

CONTRIBUTIONS

The Chief Executive Officer will review incoming letters requesting contributions and forward them to the Community Public Relations Committee, the Finance Committee or the Board as appropriate. These requests must fall within the established budget. Requests for charitable contributions or sponsorships are subject to policies set within this Manual.

CONFERENCE ROOM

Request for complimentary use of the Conference Room will be reviewed on a case-by-case basis, by the Chief Executive Officer.

SOLICITATIONS

Announcements and solicitations from the podium at the weekly Marketing Meetings must have approval of the President.

BOARD OF DIRECTORS, COMMITTEE AND TASK FORCE MEETINGS

1. Chief Executive Officer will attend MLS, Budget & Finance and other meetings or upon request of Chair, when possible.
2. The Chief Executive Officer shall appoint a Secretary to take Minutes. The Minutes are to be typed and available at least ten (10) days before prior to the next Board of Directors Meeting.
3. Committee Chair's shall give copies of Minutes to Chief Executive Officer--noting any action items to be addressed by the Chief Executive Officer or Board of Directors.
4. Maintain follow-up system and let the Chief Executive Officer know when all items on minutes are complete.
5. Meeting Notice should be sent out ten (10) days prior to Meeting after confirming with Committee Chair.
6. Chief Executive Officer or Administrator should call Chair of Standing Committees for tentative Agenda.
7. Chair should call the Chief Executive Officer for any changes prior to meeting.
8. Staff should give written notice of any motions or directives by the Board of Directors to the appropriate Committee Chair within three (3) working days from the Directors action.

BOARD OF DIRECTORS MEETING

All Motions from Committee Meetings to be presented to the Board of Directors must be presented by the Committee's Chair to the Chief Executive Officer in writing at least ten (10) days prior to the meeting of the Board of Directors to be placed on the Consent Agenda. The Chief Executive Officer will provide each Director with a schedule of meetings, so calendars may be marked accordingly.

BOARD OF DIRECTORS FOLLOW-UP

The Chief Executive Officer should check immediately for action taken and follow up if needed, and immediately place items in Agenda files for next committee meeting.

Chief Executive Officer shall make a report to the Board of Directors regarding follow-up items.

CHANGES TO POLICY AND PROCEDURE

Any changes to Association policy approved by the Board of Directors shall immediately be made a part of this Manual unless otherwise dictated. An updated copy of the approved section will be given to the Directors for their records and made available to membership upon demand.

REQUESTS FOR EVENT FUNDS

Any requests for event funds must be submitted to the Chief Executive Officer. Justification is to be shown on the request, along with pertinent information or summary. This should be provided by the Committee Chairperson.

Indicate if the item is budgeted. All committee events shall be “self-funded” as budgeted in advance. Seed money for activities may be advanced by the Association and reimbursed from the proceeds of the event.

Committee Chairs should present new requests in detail to the Chief Executive Officer or annual requests to the Budget & Finance Committee.

CHARITABLE DONATIONS

Charitable donations fall under two categories: 1) Donations from GAOR’s general fund and 2) behested donations, or money collected on behalf of individuals to be transferred to a third-party charity. The Board each year determines which charities are “supported”, or may be granted funds, whether through general fund donations or behested donations.

Except at the discretion of the Board of Directors, supported charities shall be organized as nonprofit under Section 501(c)(3) of the United States Internal Revenue Code or shall be organized under the authority of a government agency.

In the last quarter of each year the Board should qualify and select the charities it intends to support in the next calendar year. Charities not so qualified shall not be awarded funds in that calendar year. The Board shall qualify the nonprofit status of selected charities by reviewing their organizing or financial documents. In the event that the Board does not select charities to support in a given year, the same charities from the previous year shall be deemed supported unless the Board withdraws its support.

The Board shall disperse funds to supported charities in amounts or proportions based on merit at the discretion of the Board before the end of the calendar year in which those funds were raised. **(AMENDED BY BOARD ACTION SEPTEMBER 2023)**

Nonprofits organized under Section 501(c)(6) of the Internal Revenue Code may be subject to applicable election laws. No donation to such nonprofit shall be made without consultation with a qualified attorney or with attorneys in the C.A.R. Legal Department specializing in election law and Political Action Committee (PAC) regulations.

Donations from GAOR's general fund shall be approved by the Board of Directors and subject to limits defined in these Policies & Procedures and in the Bylaws.

SPONSORSHIPS

The Association deems it beneficial and in its long-term interest to participate in activities and partnerships with local and regional organizations pursuing similar interests and priorities. Such third-party organizations may include, without limitation, local and regional chambers of commerce, government agencies, organizations dedicated to the advancement of housing issues and property rights, or organizations supported by the National or California Associations of REALTORS®.

Third-party organizations may seek sponsorships in support of special events, for example to conferences, forums, luncheons, dinners, receptions and other professional meetings. The Chief Executive Officer in consultation with the Treasurer or the Board may purchase sponsorships, tables, or other items of value for such events and encourage Association members to attend. Such expenditures shall not be deemed charitable donations as defined in this Manual.

DUTIES & ELIGIBILITY OF OFFICERS & DIRECTORS

PRESIDENT:

SPECIFIC RESPONSIBILITIES:

1. Responsible for the general direction of GAOR affairs.

2. Presides at all Meetings of the Board of Directors.

3. Performs duties assigned by the Board of Directors.

4. Represent the Association in professional and community activities.

5. Schedule and prepare the Agenda for the Board of Directors meetings.

6. Keep Board of Directors and committees informed on the conditions and operations of the Association.

7. Select chairpersons for all committees and Board of Directors task forces. Outline the purpose and duties of committees and monitors their progress.

8. Direct the Board of Directors in formulating policies and programs that will further the goals and objectives of the Association.

9. Conduct an annual review of organizational performance and effectiveness. When necessary, recommend changes in the Association's structure to the Board of Directors.

10. Review the Chief Executive Officer's performance as a member of the Executive Review Committee.

11. Act as spokesman for the Association to the public, press, legislative bodies and other related organizations. (This is shared with the Chief Executive Officer).

12. Monitor expenditures to assure operation is within the annual budget.

13. Promote active participation in the Association by the membership. Report the activities of the Association to the membership.

14. Ex-officio of all committees and task forces (except Grievance, Nominating, Election, REALTOR® Of the Year and Professional Standards).

15. Implement the focus and direction of the Association's Strategic Plan.

16. Cooperates with CAR and NAR in joint programs.

17. Be familiar with the operations and policies of CAR and NAR. Attend their conventions and other appropriate meetings, as directed and approved by the Board of Directors.

18. Task Forces may be appointed by the President. These appointments expire upon completion of their assignment and presentation of their report to the Board of Directors.

19. Encouraged to contribute to REALTOR® Action Fund.

20. Agree to the policy of confidentiality.

21. When an Association of REALTORS®, in whole or part joins GAOR, the GAOR President, at his/her discretion, may appoint one member of the joining group to serve on the GAOR Board of Directors for the duration of the appointing President's term in office not to exceed one year. The appointed directors shall serve in an advisory capacity without voting rights. *(The intent of this policy is to afford an opportunity for understanding, communication and assimilation.)*

22. Attend all Board events, which are, but not limited to:

    Awards/Installation Event
    Annual Membership Meeting
    GAOR Fund Raising Events
    CanTree Activities
    Professional Standards Training
    Owner/Broker/Manager Meetings

ELIGIBILITY:

1. Shall hold an active California Real Estate License and has been actively engaged in the real estate profession for two consecutive years.

2. Served as President-Elect. (President-Elect automatically ascends to the Office of President at the end of his/her term as President-Elect.)

PRESIDENT-ELECT

SPECIFIC RESPONSIBILITIES:

1. Assumes the duties of the President in the President's absence.
2. Serves as a member of the Board of Directors.
3. Serve as the Chair of the MLS Committee.
4. Serves as the voting Delegate to the MLS provider's Board of Directors or governing committee.
5. Maintains an active role with the MLS provider and ensures representation on all committees as approved by the Board of Directors.
6. Assists the President in the performance of his/her duties, whenever requested to do so.
7. Attends the Annual Membership Meeting and any other special meeting(s) as directed by the President.
8. Represents the Association with other Associations/Boards or organizations as directed by the President.
9. Appoints all committee chairs by November 1st for the approval at the November Board of Directors meeting.
10. As representative of the President, may be called to represent the Association at meetings, business and social functions where representation is deemed necessary.
11. The President-Elect shall automatically ascend to the Presidency at the end of his/her term as President-Elect.
12. Encouraged to contribute to REALTOR® Action Fund.
13. Agree to the policy of confidentiality.
14. Attend all Association events, which are, but not limited to:

    Awards Event
    Annual Membership Meeting
    GAOR Fund Raising Events
    CanTree Activities
    Professional Standards Training
    Owner/Broker/Manager Meetings

ELIGIBILITY:

1. Shall hold an active California Real Estate License and have been actively engaged in the real estate profession for two consecutive years.

2. Must have served on the Board of Directors for at least one (1) full year.

3. Must have served as Committee Chairperson for at least 2 committees for at least one term each.

4. Must have served as a member of the Strategic Planning Committee.

VICE PRESIDENT

SPECIFIC RESPONSIBILITIES:

1. Serve as a member of Board of Directors.

2. Serve on the MLS Committee.

3. Serves on a Committee of the MLS provider as appointed by the President.

4. Perform duties assigned by the President.

5. Attend the Annual Meeting and any special meetings as directed by the President.

6. Encouraged to contribute to REALTOR® Action Fund.

7. Agree to the policy of confidentiality.

8. Attend all Board events, which are, but not limit ed to:

   Awards Event
   Annual Membership Meeting
   GAOR Fund Raising Events
   CanTree Activities
   Professional Standards Training
   Owner/Broker/Manager Meetings

ELIGIBILITY:

1. Shall hold an active California Real Estate License and have been actively engaged in the real estate profession for two consecutive years.

2. Must have served on the Board of Directors one (1) full year.

3. Must have been a Committee Chairperson for at least one year.

4. Must have served on the MLS Committee.

TREASURER

SPECIFIC RESPONSIBILITIES:

1. Serve as a member of the Board of Directors.

2. Serve as Chairperson of the Budget and Finance Committee.

3. Responsible for maintaining the Association's reserve fund to insure maximum protection and maximum yield for the coming year subject to Board of Directors approval.

4. Responsible for the Annual Budget and submitting a proposed budget for coming year at the Board of Director's Meeting in November in cooperation with the Chief Executive Officer.

5. Make periodic review of the budget.

6. Work closely with the Chief Executive Officer, President and accounting firm.

7. Provide each Committee Chair with an explanation of their budget and proper procedure for requesting funds and purchase order process.

8. Encouraged to contribute to REALTOR® Action Fund

9. Agree to the policy of confidentiality.

10. Attend all Board events, which are, but not limited to:

    Awards Event
    Annual Membership Meeting

GAOR Fund Raising Events
CanTree Activities
Professional Standards Training
Owner/Broker/Manager Meeting.

ELIGIBILITY:

1. Shall hold an active California Real Estate License and have been actively engaged in the real estate profession for two consecutive years.

2. Must have served on the Board of Directors for at least one (1) full year.

3. Must have been a Committee Chairperson for at least one (1) full year.

4. Must have served on the Budget and Finance Committee.

IMMEDIATE PAST PRESIDENT

The Immediate Past President's role shall be that of special consultant to the President.

SPECIFIC REPONSIBILITIES

1. Serve as a member of the Board of Directors for one (1) year.

2. Chair the Nominating Committee.

3. Chair the Local Government Legislative Relations Committee. In the event there is no Past President available or willing to fill the position, the President shall appoint the Chairman pending approval by the BOD.

4. Chair the Chief Executive Officer Review Committee.

5. Encouraged to contribute to REALTOR® Action Fund.

6. Agree to the policy of confidentiality.

7. Attend all Association events, which are, but not limited to:

   Awards/Installation Event
   Annual Membership Meeting

GAOR Fundraising Events
CanTree Activities
Professional Standards Training
Owner/Broker/Manager Meetings

DIRECTOR

The Board of Directors is the governing and policy making body of the Association. It authorizes the programs, approves the budget, controls its property, receives and acts on committee and staff recommendations, and directs the general operations of the Association.

SPECIFIC REPONSIBILITIES

1. Maintain close contact with the Membership and leaders of the community.
2. Maintain the financial well-being of the Board.
3. Enlist members in committee activities.
4. Delegate authority and responsibility to the President and Chief Executive Officer.
5. Responsible for all activities and any proposed project that involves other than routine expenditures.
6. Approve all committee activities.
7. Attend all Board of Directors meetings or special meetings called by the President. The Board of Directors shall designate a regular time and place of meetings.
8. Be prompt and allow enough time for entire meeting.
9. Keep informed and abreast of all activities. Ask questions on issues where more information is needed to make a decision and observe Robert's Rules of Order.
10. May be asked by the President to serve as a chair for one or more committees.
11. Perform other duties assigned by the President.
12. Notify the Chief Executive Officer if you are unable to attend any meeting.
13. Encouraged to contribute to REALTOR® Action Fund.

14. Agree to the policy of confidentiality.

15. Attend all Board events, which are, but not limited to:

    Awards/Installation Event
    Annual Membership Meeting
    GAOR Fundraising Events
    CanTree Activities
    Professional Standards Training
    Owner/Broker/Manager Meetings

16. Two (2) un-excused absences from regular meetings of the Board of Directors during the calendar year shall be construed as resignation. Excused absence is an absence approved by the Board of Directors and does not count as an absence. Any Director arriving at the meeting more than 15 minutes after the meeting convenes will be considered an Unexcused Absence. Each member must stay to the end of the meeting or it will be counted as an unexcused absent.
    (AMENDED JULY 2017)

17. Future vacancies to be filled as a result of this policy (16 above) shall be filled in the following manner: The current President will recommend three (3) individuals as nominees to fill the vacancy to the Board Of Directors, each nominee must be previously approved by the Executive Committee. Each nominee must meet the qualifications as set forth in the Policy and Procedure Manual and one nominee shall be approved by a vote of the Board Of Directors to fill the balance of the term of the vacancy.

ELIGIBILITY:

1. Any member who holds an active California Real Estate License and has been actively engaged in the real estate profession for two (2) consecutive years, and

2. Must have served one (1) year on a GAOR committee in the past five (5) years.

DUTIES AND RESPONSIBILITIES OF COMMITTEES

COMMITTEE CHAIRPERSON

Chair all Committee Meetings during appointed term of office. Coordinate with Committee Members and staff to achieve assigned objectives. Liaison with elected Officers, Directors and other Committee Chairs as required.

SPECIFIC RESPONSIBILITIES:

Within the limits of GAOR Bylaws and policies established by the Board of Directors, the Committee Chairperson with appropriate delegations shall:

1. Appoint Committee Members. No more than three (3) committee members shall be appointed from one (1) brokerage on each committee, with the exception of the LGLR and MLS Committees. (AMENDED BY BOARD ACTION JULY 2019 AND JANUARY 2024)

2. Chair all Committee Meetings during his/her appointed term.

3. The chairperson shall set the attendance policy for the specific committee.

4. Liaison with elected Officers and staff to develop Annual Committee Objectives.

5. Oversee the progress of Committee Members in completing assigned projects.

6. Develop the final Agenda for each Meeting.

7. Approve Minutes after each Meeting and submit to the Chief Executive Officer ten days prior to the monthly Board of Directors Meeting.

8. Send copies of all Agendas and Minutes to the President.

9. Communicate Committee actions and concerns to the Board of Directors via minutes.

10. Provide input to staff for completion of the annual planning and budgeting cycle.

11. Recommend to elected Officers potential committee leadership.

12. Notify the President of all scheduled Meetings for the annual calendar.

13. Upon approval of the President, committee correspondence may carry the signature of a Committee Chairperson.

14. Must attend Annual and Mid-Year Leadership Meetings as set by the President.

15. Develop and implement programs necessary to accomplish the objectives in the Strategic Plan.

16. Report absences of Committee Members on committee minutes report.
17. Incoming Chair should attend the last two meetings of the Committee, which they will chair.
18. Robert's Rules of Order Newly Revised, current edition, is the authority governing all meetings except where otherwise provided and when not in conflict with the Bylaws.
19. Term of Committee Appointments:

Committee Members shall be appointed to one (1) year terms. The Chair shall be deemed a member of the Committee and shall count towards quorum. The Chair shall abstain from voting except to break a tie. Committees with five (5) members or less may have one (1) voting member who is also a member of the Board of Directors. Committees with six (6) or more members may have two (2) voting members who are also members of the Board of Directors. Where the Chair is also a member of the Board of Directors, the Chair shall not count towards the permitted number of Directors on a Committee.

Appointments to two or more terms should be considered for Grievance, Strategic Planning, Budget and Finance, Multiple Listings Service and Professional Standards Committees.

Termination of a committee member, including absences shall be at the request of the Committee Chair and shall be with a consent vote of the committee. Termination notice, including cause of action shall be in writing and shall be noticed to the Board of Directors.

20. REQUESTS FOR FUNDS:

Any request for funds must be submitted to the Chief Executive Officer. Justification is to be shown on the request, along with pertinent information or summary, which should be provided by Chairperson.

Indicate if the item is budgeted.

Committee Chairs should present new request in detail to the Chief Executive Officer or annual request to the Budget & Finance Committee.

21. The President is an ex-officio member of all committees, except Grievance, Nominating, Election, REALTOR® / Affiliate and Citizen Of The Year and Professional Standards. The President shall have all the privileges to make motions and to vote. The President shall be notified of all Committee Meetings.

COMMITTEE MEMBERS

SPECIFIC RESPONSIBILITIES:

1. Attend all Meetings of the Committee, prepares Committee assignments, and work towards fulfillment of the Committee's objectives.

2. Carry out individual assignments determined by the Committee Chair.

3. Review all relevant material prior to the Committee Meeting. Prepare to make contributions and voice objective opinions concerning Committee issues.

4. Review those portions of the Strategic Plan as it affects the Committee.

5. All committee members shall abide by the attendance policy set by the chairperson for the specific committee.

DUTIES AND RESPONSIBILITIES OF STAFF

CHIEF EXECUTIVE OFFICER

The Chief Executive Officer is the non-voting Administrative Officer of the Association, having the responsibility to conduct the business of the Association and to perform duties assigned by the Board of Directors.

SPECIFIC RESPONSIBILITIES

1. Attends Meetings without the right to vote. Records all actions of the Board of Directors. The Chief Executive Officer is responsible for maintaining all records for the Association.

2. Hires and manages all employees as deemed necessary.

3. Runs the affairs of the Association; trains, supervises and assigns duties to staff employees. Responsible for Salary Budgets and the salaries for staff.

4. Works closely with the Treasurer in preparation of the annual budget.

5. May incur unbudgeted non-emergency expenses in consultation with the Treasurer but

without approval of the Finance Committee or Board of Directors in an amount not to exceed $2,000.

6. Is responsible for the collection and disbursement of all Association funds.

7. Is responsible for control of office maintenance and improvements.

8. Assists in planning immediate and long-range programs conducive to efficient administration of the Association.

9. Maintains a close working relationship with the MLS provider, Region 13 activities, local and area public relations, administration liaison and cooperation between NAR, CAR, Department of Real Estate, governmental agencies, the general public, legal counsel, auditors, membership and the Board of Directors.

10. Assists in guiding the Association's leadership.

11. Retains control of the Association in the hands of the membership.

12. Distributes all information from NAR/CAR through proper channels.

13. Carries on all necessary correspondence with the National and California Associations of REALTORS®.

14. Shall serve as liaison with the President with media providing press releases for the Glendale Association of REALTORS® and the Association President. The Association President and the Chief Executive Officer shall approve all press releases and correspondence.

15. Direct the Staff Secretary to keep the Association President aware of all events and ceremonies well in advance of event dates to ensure GAOR attendance.

16. Shall provide secretarial support to the President for all GAOR affairs including, but not be limited to, correspondence, meeting reports and agendas.

COMMITTEE RESPONSIBILITIES

AFFILIATE COMMITTEE

The objectives of the Affiliate Committee are to promote better relations between REALTORS® and the affiliate industries, promote affiliate membership in GAOR, promote and assist with Association functions and special events.

1. All committee members must be GAOR Affiliate members in good standing.

2. Committee Chairperson shall attend the Leadership Meetings in January and June.

3. Committee Chair shall meet with Education Committee, by February 1 of each year, to coordinate assistance in organizing and presenting educational opportunities.

4. Committee Chair shall coordinate with Education, CanTree, Star and Community Relations Committee for participation in Association activities.

5. Liaison with other committees if requested by that committee's chairperson.

6. Committee meets monthly.

GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for committee.
3. Reports are to be filed with Chief Executive Officer after all meetings.
4. Follow policy as defined in this Manual for all expenses.

AWARDS AND INSTALLATION COMMITTEE

Plans and coordinates the location and ceremonies of the Annual Installation of Officers and Directors. Staff coordinates the function in junction with both the President and President Elect and works with immediate Past REALTOR® of the Year Committee. Meetings as needed will be scheduled.

GUIDELINES:

1. Maintain expense within budget.
2. Coordinates choice of venue with President and President- Elect.
3. President chooses leader of Flag Salute and Invocation.
4. President serves as Master of Ceremonies or selects an MC.
5. Committee works with President on tributes, gifts and recognitions.
6. Reports are to be filed with Chief Executive Officer after all meetings.

PAC TRUSTEES

PAC Trustees as defined herein are members of either the Local IMPAC Trustees or the Local Candidate Recommendation Committee (LCRC). PAC Trustees shall comply with all relevant election and campaign finance laws and shall operate in accordance with the guidance and Bylaws, as necessary, of the California Association of REALTORS®, the C.A.R. State IMPAC Trustees, and/or political action committees (PACs) controlled by the National Association of REALTORS® or the California Association of REALTORS® including without limitation the California Real Estate Political Action Committee (CREPAC).

The objectives are to promote and strive for the improvement of government by encouraging and stimulating REALTORS® to take more active and effective part in government, and to inform them of the records of office holders and candidates for elective office; to assist REALTORS® and others in organizing for more effective political action and for carrying out other civic responsibilities; to recommend financial support for local candidates for election to city and county offices, boards of education and others.

Local Candidate Recommendation Committee

Candidate Interview Procedure: The LCRC is responsible to the membership for an objective evaluation of each candidate for public office. The LCRC shall not grant support or funding for any candidate without an interview and completed questionnaire which shall be provided by GAOR in advance. Interview questions shall be limited to those issues directly affecting the real estate industry and property ownership. Questions concerning philosophy and partisan stand will create partisan disputes among members and will not serve to determine whether the candidate's election will result in a healthier climate for property owners and the real estate industry.

Support vs. Endorsement of a Candidate or Campaign

At no time shall it be construed that LCRC funding grant to a candidate or campaign is an endorsement thereof, unless such endorsement is explicitly awarded by the Board of Directors. However, LCRC funding may be understood as an expression of support, and may be so communicated to the candidate or campaign.

Composition of the PAC Trustee Committees

The members of Local IMPAC Trustees shall consist of the Board of Directors and the members of the LCRC shall consist of the members of the Executive Committee, unless otherwise designated by the President.

GUIDELINES

1. Use Strategic Plan as guideline for PAC Trustees.
2. Reports are to be filed with Chief Executive Officer after all meetings.
3. Follow policy as defined in this Manual, applicable C.A.R. policy and PAC guidelines, and all applicable election laws for all expenses and required disclosures.

BUDGET AND FINANCE COMMITTEE

TREASURER IS CHAIRPERSON.

Meet with all Committee Chairs prior to presenting proposed budget for the coming year to Board of Directors.

Produce a budget for the ensuing year based on income and expenditures by coordinating with incoming and outgoing Treasurer, Accountant, Chief Executive Officer and Committee Chairs.

Submit a program-based budget for following year by November 1 of each year to the Treasurer. Submit Budget and Finance Committee reports to the Board of Directors.
Devise new ways to generate income that are non-MLS related in the event MLS revenue is reduced.

Review requests for unbudgeted expenditures in an amount above that which the Chief Executive is authorized to spend without the Financial Committee's review, as defined in "Duties and Responsibilities of Staff: Chief Executive Officer".

Maintain nine (9) months liquid operating reserves.
(Amended February 2020)

Propose budget for any goal defined by the Strategic Planning Committee which requires a monetary outlay.

On this committee there shall be no less than six (6) REALTOR® members. Members are expected to serve two (2) terms.

The Chief Executive Officer will have the authority to check CD rates and with the approval of the Treasurer and President and make a decision regarding placement of funds between meetings.

Two (2) different prices are to be established when setting the fee for supplies and services of the Association: one for Board members and a separate price for non-members.

Price of forms provided to non-Board licensee shall be set at a minimum of twenty-five percent (25%) above the price established for Board members.

There will be a charge determined to be sufficient to cover bank fees and a $25.00 Administrative Fee charged for each returned check received by the Association.

When a motion is made to approve the monthly Financial Statement, it will automatically mean subject to the annual review or audit.

Strategic Planning retreats will be annually budgeted as needed.

GUIDELINES:

1. Maintain expense with the Budget.
2. Use Strategic Plan as guideline for committee.
3. Reports are to be filed with Chief Executive Officer after all meetings.
4. Follow policy as defined in this Manual for all expenses.

BYLAWS COMMITTEE

Review the Bylaws as required to maintain compliance with, State and Federal Laws, as well as changes in policy of the California Association of REALTORS® and National Association of REALTORS®.

After study and corrections, if necessary, amendments shall be submitted to the Board of Directors and the REALTOR® Membership for approval and adoption.

Upon approval by GAOR Membership, amendments shall be sent to the National Association of REALTORS® for final approval when required.

Review the Policy and Procedure Manual each year to keep it current. A sub-committee may be formed to perform this task.

Meetings as needed will be scheduled by the Chairperson. There shall be no less than six (6) members of this committee.

GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for committee.
3. Reports are to be filed with Chief Executive Officer after all meetings.
4. Follow policy as defined in this Manual for all expenses.

CHRISTMAS CANTREE COMMITTEE

Forms and works as a sub-committee of the Public Relations Committee.

GUIDELINES:

1. Works with local publication to secure recognition of agents for $100 or more donations.
2. Committee may instigate fundraisers for charitable giving when appropriate.
3. Strive to find sponsors for all necessary expenditures in fund raising.
4. Reports are to be filed with the Chief Executive Officer after all Meetings.

COMMERCIAL AND INVESTMENT COMMITTEE

Improve the relationship between the Association and Commercial Investment Brokers.

GUIDELINES:

1. Invite Association REALTORS® and encourage dialogue between agents at monthly meetings.
2. Circulate listings freely between Commercial and Residential Specialists.

COMMUNITY/PUBLIC RELATIONS COMMITTEE

Establish a positive public image of the REALTOR® in the community.

Allocate budget for annual contributions to community service projects.

All requests for civic and charitable contributions shall be submitted to Community/Public Relations Committee for their recommendations and approval.

GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for committee.
3. Reports are to be filed with Chief Executive Officer after all meetings.
4. Follow policy as defined in this Manual for all expenses.

ELECTION COMMITTEE

Serves as official Committee to preside over the casting and counting of the votes at the Annual Meeting.

GUIDELINES:

1. A Past President to serve as Chairman of the Committee.
2. Committee to consist of five (5) members.

EQUAL OPPORTUNITY/CULTURAL DIVERSITY COMMITTEE

The objectives of this committee are to promote “Affirmative Marketing Agreement” through education, distribution of materials, and advertising; cooperate with HUD; investigate any abuses reported within the Association's jurisdiction. Monitor and evaluate legislative, legal and regulatory trends with respect to equal opportunity in housing.

Submit articles for media publication. Articles should emphasize equal housing and non-discrimination in relationships between REALTORS® and public.

GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for committee.
3. Reports are to be filed with Chief Executive Officer after all meetings.
4. Follow policy as defined in this Manual for all expenses.

EXECUTIVE REVIEW COMMITTEE

1. A Committee of five (5) members consisting of the following:

a) Immediate Past President – serves as Committee Chair.
b) Current President.
c) President-Elect.
d) One additional active Past President, and
e) Current Treasurer.

2. The purpose of this Committee is to review the performance of the Chief Executive Officer and make recommendation as to salary and/or benefits, responsibilities and duties.

3. The personnel file shall be maintained by the Association Attorney. The file will be made available to the Executive Review Committee upon request. The President with the Association Attorney may review the file as necessary.

4. A written review shall be filed no later than August 31st of each year to provide for budgetary considerations for the following year.

GRIEVANCE COMMITTEE

The Grievance Committee's function is to:

1. Review all complaints to insure the proper NAR Code of Ethics articles are referenced and based on the alleged facts.

2. Screen complaints in order to prevent abuse and harassment through frivolous or unwarranted complaint filings for harassment purposes.

The Grievance Committee initially considers allegations of unethical conduct or violations. **<u>The Grievance Committee does not determine guilt or innocence</u>**.

Grievance Committee members evaluate all disciplinary complaint s and therefore may not sit as hearing tribunal members or hear a matter on review.

A Grievance Committee Member serves for three (3)-year terms on a staggered basis to ensure continuity of experience and stability of the Committee. In selecting Members of the Grievance Committee, the following recommended criteria should be considered:

1. Number of years as a REALTOR®;
2. Number of years in the real estate business;
3. Primary and secondary fields of real estate endeavor/expertise;
4. Participation in post-licensing real estate education;
5. Training in the Code of Ethics;

6. Position in firm (owner/broker or associate, principal, non-principal);
7. Size of Firm;
8. Common sense;
9. Open-mindedness;
10. Receptive to instruction/training;

The committee should have balanced representation of Owner/Brokers. REALTOR-ASSOCIATES®, men and women, and include representatives of various racial and ethnic groups. Committee members should be mature, experienced, knowledgeable persons of a judicial temperament. **They must be able to keep information confidential**.

Specific Goals

Submit articles for web publication which discuss the NAR Code of Ethics and the grievance procedure.

Coordinate with Professional Standards Committee to develop a training presentation on topics of Ethics, difference in Mediation and Arbitration, Interboard Arbitration or Grievance procedures.

Fund and require attendance by all Committee Members to Annual Professional Standards Conference when offered.

GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for Committee.
3. Reports are to be filed with Chief Executive Officer after all meetings.
4. Follow policy as defined in this Manual for all expenses.

INDEPENDENT BROKERS COMMITTEE

Identifies areas of need and issues of importance to small offices and independents and collectively address the issues and implement programs to accomplish the goals of the Committee.

LOCAL GOVERNMENT/LEGISLATIVE RELATIONS COMMITTEE

SPECIFIC RESPONSIBILITIES:
First – Local Issues
Second – Political Affairs
Third – State and Federal Issues

The committee shall be chaired by a Past President of the Association. In the event there is no Past President available or willing to fill the position, the President shall appoint the Chairman pending approval by the BOD.

Develop contact with local, state and national government representatives and agencies and monitor their activities to insure proper and legal consistencies with the objectives of organized real estate.

Insure that land resources attain the highest and best use, consistent with economic, social and environmental goals and that ownership attains its widest distribution.

Review all legislative and taxation matters that affect real property owners, tenants and real estate licensees.

Educate and encourage members to become active participants in local, state and federal political process.

Identify, educate and groom and encourage individuals to seek public office, regardless of political party, who will affirm American principle of individual freedom and work to protect the individual rights of real estate ownership and widen the opportunity to enjoy it.

Identify and encourage the appointment of REALTORS® and other qualified persons to Associations, Bureaus and Commissions.

Inform the membership of California Associations of REALTORS® and National Association of REALTORS® political and legislative policies and decisions affecting the real estate industry, and maintain dialogue with California Association of REALTORS® and National Association of REALTORS® relative to local issues affecting real estate.

Make recommendations to the Board of Directors to implement the above goals. Encourage member participation in political affairs.

Attend local city council, planning commission and school board meetings then report on pertinent items to the full Committee and membership, as needed.

Establish one-on-one relationship with local government officials. Publicize to the member's upcoming local Government issues.

Monitor State of California and Federal legislation pertinent to Housing and Private Ownership.

Special Task Forces: The Chairperson of Local Government/Legislative Relations Committee may appoint special task forces to investigate specific issues as they arise. Task force members shall include Committee Members and other Members of GAOR who may have significant expertise with respect to the issue.

All resulting administrative functions shall be the responsibility of the Executive Office, such as; correspondence, notifications and funding processes associated with the committee actions.

Meetings:

1. The Committee shall meet on a monthly basis.
2. Agenda to be prepared in advance.
3. Written minutes shall be maintained and mailed to Committee with notice of next meeting.

GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for Committee.
3. Reports are to be filed with Chief Executive Officer after all meetings.
4. Follow policy as defined in this Manual for all expenses.

MARKETING MEETING SPEAKERS BUREAU

Secures speakers for Marketing Meetings.

GUIDELINES:

1. Committee meets occasionally to recommend and obtain speakers on subject pertaining to Realtor interests.
2. Speakers should be scheduled quarterly in advance usually without honorarium.
3. Committee confers with President to coordinate time and date.

MEMBER BENEFITS COMMITTEE

Seeks out and coordinates products and services mutually beneficial to all Members.

GUIDELINES:

1. Contact major corporate sponsors.
2. Announce special concessions at Marketing Meetings and circulate flyers.

MEMBERSHIP COMMITTEE

The Membership Committee meets monthly and makes recommendations on any matter relating to Membership.

Real Estate Licensees shall submit a photocopy of their Real Estate License and Appraisers shall submit a License History with their Applications for Membership.

ORIENTATION

Establish New Member Orientation Program to ensure coordination of a mandatory orientation system to ensure all new Members complete New Member Orientation within 60 days of being granted membership. Curriculum to include, but not limited to the NAR Code of Ethics, Antitrust, operation of the Association, real-estate etiquette, and provide a general introduction to NAR and CAR.

Conduct monthly or bi-monthly evening Orientation Program, if needed. Present Anti-Trust video at all Orientation Programs.

OBJECTIVES:

The objectives of this Committee are growth and retention of Membership. To insure all applicants for dues refund, petitions for reinstatement, and/or leave of absence, comply with proper procedure. To recommend appointment of Honorary Life Members. To establish recruitment program to attract qualified new Association Members.

<u>Relation to other Committees of the Association</u>
Recommend criteria to the special Committee to consider Honorary Life Members; submit list of applicants to Education Committee for Orientation: Recommendations of the Committee are subject to approval of the Board of Directors.

Meetings to be called as necessary.

Specific Goals

Develop and conduct Orientation Program for new Members.

GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for Committee.
3. Reports are to be filed with Chief Executive Officer after all Meetings.
4. Follow policy as defined in this Manual for all expenses.
5. Review and recommend REALTOR® members for membership to the Board of Directors.

MULTIPLE LISTING SERVICE (MLS) COMMITTEE

While GAOR remains a member of the California Regional Multiple Listing Service (CRMLS), this committee's primary function is to maintain and uphold the relationship between CRMLS and GAOR. The duties of this committee as described below should be carried out in close coordination with CRMLS. Furthermore, it is in GAOR's interest that its members are active on CRMLS governance committees and are seeking positions on the CRMLS Board of Directors in order to further this goal.

GAOR may furthermore offer MLS services not within CRMLS including without limitation Combined L.A./Westside MLS ("CLAW" or "The MLS™"), as provided for under contractual arrangement with CRMLS.

All members of the Committee shall be REALTOR® Participants or subscribers in the Multiple Listing Service. This committee should be composed of eight (8) or more members. A simple majority constitutes a quorum.

COMPLIANCE: Cases under appeal that are sent to GAOR from CRMLS should be heard by the MLS Committee. Notwithstanding, if the case involves a violation of the Code of Ethics it should go before the Grievance Committee.

OBJECTIVES:

Coordinate the development of MLS information in conjunction with the MLS provider in order to enhance the professional abilities of the Members.

Recommend, interpret, disseminate and enforce the MLS Rules and Regulations, as defined and maintained by the CRMLS Board of Directors. Keep the GAOR Board of Directors updated on all activities of the MLS.

Support the orderly dissemination and correlation of information to the participants and their associates.

Provide the Participants with the most efficient systems available at the lowest cost.

Promote and promulgate the Rules and Regulations of the Multiple Listing Service. To direct the operation of the service through participation in the CRMLS Governance processes including dedicated committees and the Board of Directors.

All MLS policy rules and regulations proposed by GAOR are subject to approval of the GAOR Board of Directors and of the CRMLS Board of Directors. MLS Committee members should be aware of and adhere to the processes by which CRMLS reviews, approves, and implements new policies, rules, and technology solutions. The Board of Directors approves the Budget for the MLS Committee. Meetings are held monthly. The meeting date should be set by the new Chairperson each January.

Specific Goals

Review Marketing Meeting/Caravan rules and procedures as needed.

Uphold the CRMLS Rules as defined and maintained by the CRMLS Board of Directors.
GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for Committee.
3. Reports are to be filed with Chief Executive Officer after all meetings.
4. Follow policy as defined in this Manual for all expenses.

OWNER/BROKER/MANAGERS COMMITTEE

Recommended Coordinator is the President.

Provide a forum for encouraging two way communication among all member offices and GAOR.

Sustain relations among offices by assisting in establishing a communication network among offices, Committees and Board leadership.

Inform REALTORS® of developments affecting the practice of real estate.

Sustain good REALTOR® public relations within the communities serviced by GAOR and encourage agents to actively participate in community activities.

SPECIFIC GOALS

Coordinate a quarterly informational meeting of the Owner/Broker/Managers of GAOR and other neighboring Associations/Boards.

GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for Committee.
3. Reports are to be filed with Chief Executive Officer after all meetings.
4. Follow policy as defined in this Manual for all expenses.

NOMINATING COMMITTEE

SEE APPENDIX B

PAST PRESIDENTS COMMITTEE

Past Presidents Committee shall be chaired by the immediate Past-President. Committee members shall include all active Past-Presidents willing to serve.

Purpose of the Committee is to assist the current President during their term in office.

Meetings shall be called at the discretion of the current President. Notice of Meeting time, day, place and agenda shall be in writing or delivered by GAOR Staff at the direction of the President.

Agenda items will be set by the President.

Presidential consideration will be given suggestions from Committee Members submitted in writing to the President for review, approval and agenda inclusion.

PROFESSIONAL DEVELOPMENT COMMITTEE

Also known as the Education Committee. Review CAR Key Issues, Member Surveys and input from other committees to develop topics for C.E. course, proposals presented to Directors at February Directors Meeting.

OBJECTIVES:

Provide educational opportunities, which will enhance the knowledge and skills of REALTORS®.

1. Cooperate in co-sponsorship of educational opportunities within the Association or with other Associations/Boards.
2. Meet monthly, date and time to be set by Chairperson.
3. Provide four local “live” courses and continuing education (C.E.) courses.
4. Inform membership of educational opportunities available from other Association/Boards.
5. Work closely with the Region to present worthwhile C.E. course.
6. Provide recognition to CAR Members completing special courses with NAR designations.

GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for committee.
3. Reports are to be filed with Chief Executive Officer after all meetings.
4. Follow policy as defined in this Manual for all expenses.

PROFESSIONAL STANDARDS COMMITTEE

The Professional Standards Committee is charged with the responsibility of conducting Disciplinary and Arbitration hearings.

If a complaint is forwarded from the Grievance Committee, a hearing tribunal is appointed, hears the matter, deliberates and renders a decision which contains findings of fact and, if a membership duty or MLS rule is violated, recommends discipline. The discipline can only be imposed by the Directors or appointed Review Tribunal, which orders its implementation.

When an Arbitration Complaint is filed with the Association, an Arbitration Hearing Tribunal is appointed, hears the matter, deliberates and renders an award. Parties can request a Procedural Review by the Directors or appointed Review Tribunal. If the losing party refuses to abide by the award, it is enforced in court.

It is not recommended that Directors of the Association sit on the Professional Standards Committee. However, if a Director does serve on this Committee, he may serve as a member. If a Director participated in a matter at the Professional Standards Committee level and it comes before the Directors for review, the Director is automatically disqualified. Therefore, it is important to consider whether that Director may better serve the Association by sitting in on review hearings or serving on Professional Standards.

Committee Members should expect to serve for two (2) terms. The President shall appoint the Chair and the Chair shall appoint the Committee, as stated in the California Association of REALTORS® Professional Standards Reference Manual.

GAOR has a Regional Pooling Professional Standard Agreement which consists of (3) three Pro Standards members, three (3) Grievance members, three (3) Directors and one (1) Mediator from each Association/Board.

All hearings will be taped in accordance with NAR policy. A court reporter may be hired and paid for by any party to the hearing.

Meetings shall be held as needed, for instruction and/or training.

Fund and require attendance by all Committee Members to annual Professional Standards training course.

In selecting member s of the Professional Standards Committee, the following recommended criteria should be considered:

1. Number of years as a REALTOR®;
2. Number of years in the real estate business;
3. Primary and secondary fields of real estate endeavor/expertise;
4. Participation in post-licensing real estate education;
5. Training in the Code of Ethics;
6. Position in firm (Owner/Broker, Associate, principal, and non-principal);
7. Size of Firm;
8. Common sense;
9. Open-mindedness;
10. Receptive to instruction/training;
11. Other relevant professional or procedural training;

12. Have served for a minimum of 2 years on the Grievance Committee.

GUIDELINES:

1. Maintain expense within the Budget.
2. Use Strategic Plan as guideline for Committee.
3. Reports are to be filed with Chief Executive Officer after all Meetings.
4. Follow policy as defined in this Manual for all expenses.

STRATEGIC PLANNING COMMITTEE

This committee shall consist of a minimum of seven (7) members, including the Chairperson, President-Elect is recommended and members shall serve a three-year staggered term.

OBJECTIVES:

Review and update as necessary a Mission Statement, and within the guidelines of that statement provide continuing direction, set objectives, and identify opportunities and concerns.

Identify issues critical to REALTORS® based on an assessment of member needs and future development which are perceived to impact the real estate market. Define objectives for the Association and recommend programs designed to achieve short and long term goals.

Develop a five-year strategic plan for the Association designed to achieve the most effective and efficient allocation of Association resources.

Recommend refinements in Association Committee structures to insure alignment with the State and National Associations while maintaining functional requirements necessary to meet local Member needs.

<u>Relation to other Committees</u>: Upon approval of the Board of Directors. Will provide direction to all Committees of the GAOR.

The President shall review the Strategic Plan at the beginning of each year with each Committee Chairperson. The President shall request a report on the progress from each Committee Chairperson prior to the mid-year leadership meeting.

SPECIFIC GOALS

Review and make recommendations to the Board of Directors on the Strategic Plan by September of each year, focusing on a five (5) year projection at all times.

Meet with the incoming Committee Chairmen at the January leadership meeting to develop input for the current Strategic Plan. Provide a report of this information to the incoming Planning Committee Chairperson.

Publish a Master Schedule by November of each year, which shows completion date for each Committee Goal.

Revise and distribute a Member Survey or focus groups at least every three (3) years.

Utilize focus groups to determine current and future Member needs.

Assist in planning and conducting the Annual Mid-Year Evaluation Meeting.

Strategic Planning retreats will be budgeted as needed.

Maintain expense within the Budget.

Use Strategic Plan as guideline for Committee.

Reports are to be filed with Chief Executive Officer after all meetings.

Follow policy as defined in this Manual for all expenses.

APPENDIX A: COMMITTEE DESCRIPTIONS

AFFILIATES COMMITTEE

Fosters good relationships between affiliates and REALTORS®. To give and receive support from one another to further professionalize the real estate industry.

Reception & Greeters-To make members and guests feel welcome at all of our functions.

AWARDS AND INSTALLATION COMMITTEE

Coordinates the Annual event and other recognition events and presentations.

BUDGET AND FINANCE COMMITTEE

Prepares the budget for the coming year and presents financial statements and budget reviews.

BYLAWS COMMITTEE

Reviews and keeps our Bylaws current with CAR and NAR, and our own need for changes.

CHRISTMAS CANTREE COMMITTEE

To coordinate fundraising efforts to support local charities supporting the needy.

COMMERCIAL AND INVESTMENT COMMITTEE

Insures that MLS users are informed of availability of real properties in the classification of Commercial/Investment type properties.

COMMUNITY PUBLIC RELATIONS COMMITTEE

Establishes a positive public image of the REALTOR® in the community.

ELECTION COMMITTEE

Serves as official Committee to preside over the casting and counting of the votes at the Annual Meeting.

EQUAL OPPORTUNITY/CULTURAL DIVERSITY COMMITTEE

Protects equal opportunities in our industry for employees, independent contractors and the buying and selling public we represent.

GRIEVANCE COMMITTEE

Reviews Ethics and MLS Rules complaints regarding real estate transactions and makes recommendations to the Professional Standards Committee. To review complaints from the Public and Members regarding disputes in real estate transactions; then recommend what complaints merit being heard by the Professional Standards Committee.

HOUSING 1ST TIME BUYERS COMMITTEE

Provides education to agents and public on first time homebuyer programs.

INDEPENDENT BROKERS COMMITTEE

Identifies areas of need and issues of importance to small offices and independents and collectively address the issues and implement programs to accomplish the goals of the Committee.

LOCAL CANDIDATE RECOMMENDATION COMMITTEE

Interviews candidates for local office and determine whether to support and/or provide election campaign, in compliance with C.A.R. Bylaws and applicable election laws.

LOCAL GOVERNMENT/LEGISLATIVE RELATIONS COMMITTEE (LGLR)

Monitors local legislative and regulatory actions and trends and interprets for REALTORS® their impact on the real estate industry and property ownership. Assists in the development of proactive strategies to address local government housing policies.

MARKETING MEETING SPEAKERS

Secures speakers for the weekly meetings.

MEMBERSHIP COMMITTEE

Reviews credentials of all new members, works for membership retention and recruitment, and advises the Association of Membership problems.

MULTIPLE LISTING SERVICE COMMITTEE

Operates the service of supplying an inventory of properties for sale and information regarding sales through the service.

NOMINATING COMMITTEE

Provides a slate of candidates for Officers and Directors for the subsequent year.

REALTOR® ACTION FUND COMMITTEE

Promotes the involvement of all Members in the contribution of time and talents plus monetary contributions to the REALTOR® Action Fund.

PROFESSIONAL DEVELOPMENT COMMITTEE

Coordinates and presents educational programs to Members to promote the highest level of professionalism. Also known as the Education Committee.

PROFESSIONAL STANDARDS COMMITTEE

Handles Complaints forwarded to it by the Grievance Committee both concerning violations of the Code of Ethics or Arbitration for money awards. The Committee sits to hear Complaints, listen to witnesses and provides due process for all parties.

Mediation

Provides an additional method for dispute resolution. Mediation is an informal dispute resolution process whereby the mediator (neutral third party) facilitates the reaching of an agreement satisfactory to all parties.

SCHOLARSHIP COMMITTEE

Reviews the records of potential candidates to receive Board scholarship awards and to select the most qualified students.

STRATEGIC PLANNING COMMITTEE

Identifies critical issues of importance to REALTORS® based on an assessment of Member needs and future developments impacting the real estate market and brokerage industry. Establishes and prioritizes strategic objectives for the Association and ensures their implementation into programs designed to achieve long-term goals.

APPENDIX B: NOMINATION COMMITTEE

COMMITTEE SELECTION:

The Past President should chair of the Nominating Committee. The Chair shall appoint eight (8) REALTOR® Members to the Committee approved by the Board of Directors.
GAOR BYLAWS ARTICLE X. SECTION 5(A).

Committee selection should be selected as follows:

Four (4) from the General Membership, four (4) from current Directors not subject to re-election during the ensuing year and amongst Past-Presidents, Past Directors or members who have served as Chair of any Standing Committee. The current President neither serves on the Committee nor is an ex-officio Member of the Committee.

All Members of the Nominating Committee are in-eligible to be elected as an Officer or Director.

NOMINEE ELIGIBILITY:

1. Directors: Any Member who holds an active California Real Estate License and has been actively engaged in the real estate profession for two consecutive years, one year on a GAOR Committee in the past five (5) years shall be eligible to become a Director.
   GAOR BYLAWS ARTICLE X, SECTION 3.

2. Officers: Any member, who has served on the GAOR Board of Directors for at least one full year, shall be eligible to become an officer.
   GAOR BYLAWS ARTICLE X, SECTION 3.

3. In addition Officers, and Directors "Recommended Eligibility" should be considered for each Nominee as outlined in this manual and no more than two (2) individuals from one company/agency shall be eligible for a position on the GAOR Board of Directors at any one time/term.

4. The Nominating Committee shall not nominate more than two (2) persons connected with any firm, business partnership or corporation as an Officer or Director during the same term, and they must consider that the Past President serves as a Director for one (1) year.

Officers or Directors transferring to another office affecting the two (2) people per firm limitation shall complete their term of office.

5. Each candidate shall be contacted before making a final report, being certain she/he will accept the nomination and be willing to serve in the office specified if nominated.

APPLICANT GUIDELINES:

1. The Chairperson shall notice all Members to make application for positions and indicate the deadline for applications at least two (2) weeks prior to the deadline.

2. The Committee should make sure they have scheduled enough time to conduct any interviews and make the selections for Board of Directors approval by the May Board of Directors Meeting.

3. At candidate's option their bio will be published on the GAOR website one month prior to the election.

4. All candidates shall complete the candidates information sheet.

5. All qualified candidates shall have the option to make a personal presentation to the Nominating Committee.

APPENDIX C: REALTOR® Of THE YEAR and CITIZEN OF THE YEAR COMMITTEE

PURPOSES AND OBJECTIVES

The Committee is established to recognize a REALTOR® member of GAOR who has provided outstanding service to the Association, the real estate profession and to the community. This REALTOR® shall conduct his/her real estate practice with high ethical standards and principals, conform to Association rules, regulations, and Bylaws, and present a dignified and professional image to the public and their colleagues.

The Committee is also charged with recognizing a Citizen of the community who has shown outstanding volunteerism in philanthropic, civic and community involvement. While it is recommended that the individual not be a REALTOR®, such a selection is not prohibited if that individual has demonstrated extraordinary volunteerism in the community.

The selection process shall be conducted in similar fashion and criteria for consideration shall be based upon the respective objectives as stated above.

COMPOSITION OF COMMITTEE

1. The immediate past recipient, once-removed, of the Award shall be chairperson of the Committee and the Chief Executive Officer shall serve as an ex-Officio member.

2. The Committee shall be composed of 6-8 members comprised of a minimum of 2 active past REALTOR® of the Year recipients, 2 members from the general membership plus the Vice President.

MEETINGS

1. The chair shall call for an Organizational Meeting not later than the last week of August and selections shall be completed by August 31st.

2. All members of the Committee shall be given adequate notice (minimum 5 days) of the time and place of each Meeting as set by the Chair.

3. Meetings shall be held in closed session and in strict confidence.

4. A quorum shall consist of at least five members, including the Chair.

GUIDELINES FOR SELECTION OF REALTOR® OF THE YEAR

1. Selection of Nominees shall come from information compiled by this Committee. The Committee shall not accept information coming directly from an individual, with that individual being a proposed Nominee.

2. Nominees may be eligible to receive multiple awards for REALTOR® OF THE YEAR, however not within a three (3) year period.

3. All Committee Members must be aware of the secrecy of the Awards, and absolutely give out no information prior to the Awards presentation.

4. All Nominees shall have demonstrated a major contribution of their time in volunteerism to the association and in philanthropic, civic and community involvement.

5. All voting shall be done by secret ballot.

6. The President of the Association of REALTORS® shall not be eligible for the award during the Presidential term of office.

GUIDELINES FOR SELECTION OF CITIZEN OF THE YEAR

1. Selection of Nominees shall come from information compiled by this Committee. The Committee shall not accept information coming directly from an individual, with that individual being a proposed Nominee.

2. All Committee Members must be aware of the secrecy of the Awards, and absolutely give out no information prior to the Awards presentation.

3. All Nominees shall have demonstrated a major contribution of their time in volunteerism in philanthropic, civic and community involvement.

4. Nominees shall not be engaged in an employment position that requires community interaction as part of their employment responsibilities.

5. Nominees may be eligible to receive multiple awards for REALTOR® OF THE YEAR, however not within a three (3) year period.

6. All voting shall be done by secret ballot.

PROCEDURAL GUIDELINES FOR SELECTION

1. List all Board offices held, committee work, subcommittees, special assignments, seminar activity, education work, membership and offices held in local chapters of any of the Institutes.

2. List all CAR offices and committee assignments held by the candidate.

3. List all civic activities such as Chamber of Commerce, religious and cultural contributions to the community, public welfare, political offices held such as City Council, City Commissions, School Board, etc.

4. List all organization and service club work which has been of a philanthropic nature, or which has been of betterment to the community.

FINAL SELECTION PROCESS

The committee shall make its final decision based on the following guidelines:

1. Organized real estate activity and advancement (loyalty and devotion to the success of the REALTOR® concept by attendance at meetings and service on committees of GAOR, and a significant contribution to GAOR.)

2. Business success – Actively involved in real estate sales and/or management; service to clients; growth; imaginative and creative nature or service.

3. Local civic and political activities (participation in service clubs, charitable activities, elective or appointed civic service, religious and fraternal groups.)

4. Advanced real estate education and designations (GRI, CRS, CRB, CCIM, etc.)

APPENDIX D: PROCESSING REPORTED MEMBER'S CONVICTIONS

It is the policy of this Association to provide quality service to the public and its members, and to protect the public, its members and itself from any member who has committed and has been convicted of a violation of the Association's rules and regulations or any Federal, State or local laws. When a member has suffered a Conviction as defined in Bylaws Article V Section 2.1 (e), it is the desire of the Association that such member's rights and privileges be suspended or terminated, as applicable.

The Association shall follow the following procedure regarding the Conviction of any member:

1. **Notification of Conviction**. Upon notification of a claim that any member has a suspected Conviction ("Suspected Member"), the following actions shall be taken by the Association with respect to such Suspected Member.

    a) **Notification of Member of Allegation**. The Suspected Member will be notified of the allegations and requested to either confirm or deny such allegations.
    b) **Confirmation of Conviction by Member**. If the Suspected Member confirms and admits to the Conviction, then the Suspected Member will be asked to resign his or her membership and the Association will notify the DRE of the Suspected Member ' s Conviction.
    c) **Denial of Conviction by Member**. If the Suspected Member denies the Conviction or refuses to resign, then the Association will conduct a further review and investigation as follows:
        I. Membership records will be reviewed;
        II. The current license status will be checked at the California Department of Real Estate (DRE);
        III. The Association will contact the appropriate government authority to confirm and verify the Conviction of the Suspected Member.
        IV. The Association will pursue such additional investigation and research to confirm and verify the Conviction as necessary and appropriate.
    d) **Independent Confirmation of Conviction**. If the Suspected Member’s Conviction has been independently confirmed and verified by independent sources ("Findings Confirming Conviction"), then the Association will notify the Suspected Member of its Findings Confirming Conviction and the rights and privileges of membership of the Suspected Member shall be suspended. The Suspected Member shall be given an opportunity to have a hearing to dispute or contest the Findings Confirming Conviction. If the Suspected Member is unsuccessfully in his or her contest of the

Findings Confirming Conviction or does not request a hearing within thirty (30) days of notification, then the Association will notify the DRE of its Findings Confirming Conviction regarding the Suspected Member's Conviction.

2. **Notification of DRE**. The DRE will be notified in writing of the Member's Conviction in accordance with REAL ESTATE LAW AND SUBDIVIDED LANDS LAW, as amended and in effect January 1, 2008, From the Business and Professions Code 10177. The commissioner may suspend or revoke the license of a real estate licensee...(b) Entered a plea of guilty or nolo contendere to, or been found guilty of, or been convicted of, a felony, or a crime substantially related to the qualifications, functions, or duties of a real estate licensee, and the time for appeal has elapsed or the judgment of conviction has been affirmed on appeal, irrespective of an order granting probation following that conviction, suspending the imposition of sentence, or of a subsequent order under Section 1203.4 of the Penal Code allowing that licensee to withdraw his or her plea of guilty and to enter a plea of not guilty, or dismissing the accusation or information.

3. **Suspension of Member**. Upon Notification to the DRE of a member’s Conviction, the rights and privileges of membership of the Suspected Member shall be suspended pending the review and decision of the DRE. Upon written notice of the decision from DRE, the appropriate action will be taken by the Association.

APPENDIX E: ASSOCIATION MEMBER RECRUITMENT POLICY

(AMENDED JULY 2007)

We encourage fair competition and free enterprise by any individual brokerage regarding the recruitment of agents. However, such recruitment activity should not interfere or disrupt GAOR activities or events. It has been brought to our attention that some members are discouraged from or no longer participate in GAOR activities because of recruitment practices occurring at GAOR activities. In order to create a social, equal and non-disruptive environment for all association members while in attendance at association sponsored events, we respectfully request recruitment not occur at these events.

This non-recruitment request would also apply to all caravans, as well as all educational and social events which are official association sponsored or produced.

APPENDIX F: ASSOCIATION OFFICIAL ADOPTED STATEMENTS

MISSION STATEMENT

The Glendale Association of REALTORS® is a trade organization that exists to service its membership by providing programs and services to enhance their ability to conduct business successfully with integrity and competency, without undue regulatory restraint, as well as to encourage the preservation of real property rights.

DIVERSITY MISSION STATEMENT

(AMENDED 06/22/2000)

The Glendale Association of REALTORS® and its members actively encourage an environment of understanding and respect of diverse ethnic and cultural values between members of the association, its affiliates and within the community. We will promote that decisions and opinions be based upon who our clients are, not on any preconceived stereotypes, or ingrained value judgment.

APPENDIX G: ASSOCIATION SPONSORED EVENT POLICY

(REVISED APRIL-2012)

1. GAOR to be proactive in asking its Broker and Affiliate members for sponsorship of GAOR events, at any and all contribution levels, or any other shape or form suitable for that event, as long as such contribution will not be contrary to the image and wellbeing of the Association.

2. GAOR to create and utilize opportunities to collectively recognize its member Brokerages and Affiliates, making an effort to display a united membership during all functions, when possible. Event sponsors shall be listed on event marketing material in alphabetical order within the contribution level.

3. GAOR sponsored events shall only take place at a "neutral" venue. A "neutral" venue is described as a location without any affiliation to a particular Brokerage, Title, Escrow, or other Affiliate. This would exclude Association Members, Brokerage or Affiliate offices and/or personal residences from being a venue location.

4. GAOR proactively communicate with the general membership and encourage them to bring their active participation in all Association's functions, irrespective of the member sponsorship, while emphasizing the collective benefit of cordial and active member involvement.

5. Any GAOR Committee planning any event, as mentioned in item #1 above, should make every effort in asking Broker members availability and willingness in sponsoring all such events. Once that GAOR Committee decides on the "neutral" venue location - said Committee will submit the specifics of the event, benefiting charity if applicable and its proposed "neutral" venue location to the GAOR's Board of Directors, who will be confirming the event's selection, if there are no concerns with that selection at the Board level. [A]

Note:
[A] The confirmation of the event's selection by the Board of Directors is not intended as a mechanism to reexamine the validity of this policy as a whole, every single time there is a function or event to plan. Rather, it is intended for having a confirmation of the proposing GAOR Committee(s) choice of the event as the appropriate choice, in-line with this policy.

APPENDIX H: DEFINITIONS

GAOR or Association	The Glendale Association of REALTORS®, located in Glendale, Calif. and founded in 1921.
BOD or Board	The Board of Directors of the Glendale Association of REALTORS®.
Bylaws	The most recently adopted Bylaws of the Glendale Association of REALTORS®.
CAR or C.A.R.	The California Association of REALTORS®.
Code of Ethics	The REALTOR® Code of Ethics, current edition, promulgated by the National Association of REALTORS® to which all REALTORS® are required to subscribe.
DRE or CalBRE	The California Department of Real Estate, providing for the licensing and regulation of real estate licensees under the authority of the Governor of the State of California.
HUD	The United States Department of Housing and Urban Development.
MLS	The Multiple Listing Service, as defined in the *Handbook on Multiple Listing Policy*, current edition, published by the National Association of REALTORS®.
NAR or N.A.R.	The National Association of REALTORS®, America's largest trade association including NAR's institutes, societies, and councils, involved in all aspects of the residential and commercial real estate industries.
Realtor® or REALTOR®	A registered collective membership mark that identifies a real estate professional who is a member of the National Association of REALTORS® and subscribes to its strict Code of Ethics.

APPENDIX I: ANTI-HARASSMENT POLICY

(ADOPTED SEPTEMBER-2023)

GAOR Commitment to Anti-Harassment

GAOR is committed to providing a productive and welcoming environment that is free from discrimination and harassment. Members are expected to act with courtesy and mutual respect toward each other, GAOR or MLS staff, service providers, speakers, guests and event participants.

Prohibition of Harassment

No Member of GAOR may harass an Association or MLS staff member, volunteer, officer or director, or another Member, service provider, speaker or guest of GAOR during any GAOR function, meeting or GAOR-related event or at the GAOR workplace or in any other forum or platform governed by NAR policy.

Harassment

Harassment includes inappropriate conduct, comment, display, action, or gesture based on another person's sex, color, race, religion, national origin, age, disability, sexual orientation, gender identity, and any other protected characteristic. Harassment in any form is strictly prohibited.

Examples of harassment include, but are not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and the display or circulation of written or graphic material that denigrates or shows hostility toward an individual or group based on a protected characteristic.

Sexual Harassment

Sexual harassment is one form of harassment. Sexual harassment may involve individuals of the same or different gender. Like all harassment, sexual harassment is strictly prohibited.

Sexual harassment can be:

- Verbal: Sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, or threats.
- Non-Verbal: Sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sounds, leering, whistling, or obscene gestures.
- Physical: Unwanted physical contact, including touching, pinching, coerced sexual intercourse, or assault.

Ways to Avoid All Types of Harassing Conduct

All Members are responsible for following this Policy and maintaining a work environment that is free from all types of harassment. Often the best way to stop offensive conduct is to simply tell the person/s of your objection to it. The AOR encourages you to do so.

While persons are encouraged to advise of unwelcome behavior, even if no one has told an alleged harasser that his/her conduct is offensive, the alleged harasser may still be subject to discipline as set forth in this Policy. To avoid the risk of violating this Policy, Members will want to follow these guidelines:

- Remember that another individual may consider touching to be unwelcome or offensive.
- Racial, religious, ethnic, age-related and sexual jokes and epithets have no place in the work environment or at work-related functions or events.
- Compliments to others should be kept general.
- Drinking impairs good judgment. When at work related social functions or events, whether on or off the premises, avoid having one drink too many.
- Do not behave in a way you would not want your spouse, significant other, parent, child or clergy to witness.

How to Report Incidents of Harassment or Inappropriate Behavior

Any member who believes they experienced or witnessed harassment or other inappropriate behavior in violation of this Policy should promptly report the incident to one of the following individuals: the Chief Executive Officer/Association Executive or the President of the Association or the next highest officer who is not the subject of or directly connected by way of a close personal or business relationship, or otherwise poses a conflict of interest, with the subject of the complaint, or if no other officer remains, a member of the Board of Directors.

Protection for Reporting and Cooperating

No recourse will be taken against an individual acting in good faith for reporting harassment or for cooperating in an investigation.

Description of Misconduct

An accurate record of objectionable behavior or misconduct is encouraged to resolve a formal complaint of harassment. Reports of harassment may be made verbally or in writing. Individuals who believe that they have been or are currently being harassed, should attempt to maintain a record of objectionable conduct in order to prepare effectively and substantiate their allegations.

Time Frame for Reporting a Complaint

GAOR encourages a prompt reporting of complaints so that rapid response and appropriate action may be taken. This Policy not only aids the complainant, but also helps to maintain an environment free from harassment or inappropriate behavior contemplated by this Policy.

Investigation and Discipline

Upon receipt of a report of possible harassment or inappropriate behavior in violation of this Policy, GAOR will promptly conduct a review in consultation with counsel. Through this consultation, GAOR may determine whether the matter can be resolved by meeting with those involved, or whether the matter should be referred to an investigatory team for further processing.

In instances of referral to an investigatory team, GAOR will promptly conduct an investigation in consultation with counsel. Unless otherwise determined by GAOR in consultation with counsel, the investigatory team will be comprised of the President, President-Elect and one member of the Board of Directors selected by the highest-ranking officer not named in or directly connected by way of a close personal or business relationship, or otherwise posing a conflict of interest with one named in the complaint.

A conflict of interest shall be deemed to exist when, by appearance or otherwise, a person cannot be considered to be impartial or disinterested. Examples include, but are not limited to, current or past relationships by blood, family, business, encounters of an acrimonious nature or any other situation when one cannot be impartial by appearance or otherwise. In the event any member of the investigatory team has a conflict of interest, the individual shall be precluded from participating in the proceedings.

Unless otherwise determined by GAOR in consultation with counsel, should any potential conflict exclude any of the officers or directors outlined in succession above, one or more shall be replaced by the Immediate Past President or, alternatively, by another member of the Board of Directors selected by the highest ranking officer not named in or directly connected by way of a close personal or business relationship with one named in the complaint, or otherwise posing a conflict of interest, or if no other officer or director remains, by the Chief Executive Officer/Association Executive.

In pursuing the investigation, GAOR shall take the wishes of the complainant under consideration, but shall thoroughly investigate the matter, keeping the complainant informed as to the general status of the investigation, while maintaining the confidentiality of the investigatory process. During the investigation, GAOR will involve only those deemed necessary to the investigation, and disclosures will only be made on an as-needed basis.

If, after its investigation, the investigatory team concludes there is sufficient evidence that a violation of this Policy has occurred, the investigatory team will determine any disciplinary action.

GAOR may, but is not obligated, to refer the investigation or the investigation and recommendation of discipline to another AOR or outside investigator for handling.

The AOR reserves the right to take any necessary and appropriate disciplinary action against a member who engages in any form of harassment or inappropriate behavior in violation of this Policy. Such actions may include, but are not limited to, prohibition from attendance at future GAOR meetings or events, removal from a committee appointment, officer or director position, probation, suspension or expulsion from membership or any other action deemed appropriate by GAOR. GAOR further reserves the right to consider any matter referred to it from the California Association of REALTORS® ("C.A.R.") as a result of a violation of C.A.R.'s Code of Conduct, Civility and Harassment Policy and has the discretion to determine whether further action should be taken against the member at issue by GAOR.

A written summary of the resolution, including whether or not this Policy was violated and whether the alleged perpetrator was disciplined, will be prepared and shared with the alleged complainant and perpetrator(s), 1 their Designated REALTOR® as deemed necessary and the Board of Directors.