



## **POLICY MANUAL**

**Approved August 7, 2025**

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# SECTION 1: ORGANIZATION

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## **101. Organization and History**

The Northeast Tennessee Association of REALTORS® (NETAR) is a trade association whose primary members are licensed real estate professionals in Tennessee. NETAR also holds a 75% ownership interest in TN/VA Regional MLS. NETAR Business Partner (Affiliate) members may take advantage of many of the programs and services offered to REALTOR® members.

The term **REALTOR®** is a licensed collective trademark that may be used only by members of the National Association of REALTORS® and its local associations. All REALTORS® subscribe to and uphold a strict **Code of Ethics** that governs their business behavior in all real estate transactions. Qualifications for membership and the objectives of the Association are found in the **Bylaws**, as approved by the National Association of REALTORS®.

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## **102. Services**

At all three levels of the REALTOR® organization (local, state, and national), a variety of services are provided to members, including:

- Business services and products
- Community outreach activities
- Dispute resolution services (Professional Standards)
- Education and professional designations
- Industry specialty education and services (Commercial, International, Property Management, etc.)
- Information services, including websites, publications, and research programs
- Legal assistance and insurance programs
- Legislative and political advocacy
- Multiple Listing Services
- Networking and special events

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## **103. Corporate Structure**

NETAR is subject to all provisions of local, state, and national laws and regulations applying to professional, trade, tax-exempt, non-profit 501(c)(6) corporations, including:

### **Federal Government**

- Tax-exempt, non-profit 501(c)(6) status granted by the U.S. Treasury Department, Internal Revenue Service.

### **Tennessee State Government**

- Articles of Incorporation granted by the Tennessee Secretary of State for the Association of REALTORS® and its affiliated entities.

### **Current Corporations**

- Northeast Tennessee Association of REALTORS® TN NFP Corporation 501(c)(6)
- TN/VA Regional MLS (75% Shareholder)
- Northeast Tennessee Association of REALTORS® Tennessee School of Real Estate
- Northeast Tennessee Association of REALTORS® Virginia School of Real Estate

### **Additional Organizational Guiding Documents**

- Constitution and Bylaws of the National Association of REALTORS®, Tennessee REALTORS® and Bylaws of NETAR
- Code of Ethics of the National Association of REALTORS®
- Charter issued by the National Association of REALTORS®
- Membership Qualification Criteria of the National Association of REALTORS®
- Association Core Standards of the National Association of REALTORS®
- Commercial accreditation requirements of the National Association of REALTORS®

## **104. Governance**

NETAR was chartered by the National Association of REALTORS® in 1995 and is governed by Bylaws adopted on December 15, 1995. The governing body of the Association is an elected **Board of Directors** composed of REALTORS®. Programs and activities are managed by committees, task forces, and work groups composed of REALTOR® and Business Partner (Affiliate) members.

NETAR Bylaws are adopted and amended by the Board of Directors and ratified by the membership annually, as required. The Association recognizes the latest edition of **Robert's Rules of Order** as the authority governing all official meetings. Bylaws must be certified by the National Association.

Bylaw changes from the National Association are mandatory and do not require board approval.

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## **105. Authority and Amendments**

This manual is drafted, adopted, and amended under the authority of the **Board of Directors** of the Northeast Tennessee Association of REALTORS®. Policies in this manual are in addition to, not a replacement for, the Association's Bylaws. Notwithstanding the foregoing, if this Policy and the Association's Bylaws contradict each other the Association's Bylaws shall control.

- Proposed changes must be submitted to the Board one week prior to a regularly scheduled meeting.
  - Approved amendments will be dated and distributed electronically to all Board Members.
  - Current NETAR Bylaws are posted on the [NETAR.US](https://www.netar.us) website.
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## **106. General Definitions**

- The following terms are used throughout this manual:
- **Articles and Bylaws** – Rules governing the operation of the Association, adopted by the membership.
- **Rules of Order and Standing Rules** – Governing rules adopted by the Board of Directors.
- **Positions** – Statements or recommendations reflecting the views of the Association, adopted by the Board.

- **Programs** – Activities relating to the Association, adopted by the Board.
  - **Policies** – Fundamental principles relating to Association involvement, adopted by the Board.
  - **Procedures** – Detailed instructions on implementing articles, rules, and policies, developed by staff with the advice of the President.
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## **107. Membership Classifications**

- **Designated REALTOR® Members**  
Individuals who are principals actively engaged in the real estate profession and meet the qualifications set forth by the Association.
  - **REALTOR® Members**  
Licensed real estate professionals who are not Designated REALTORS® but meet the qualifications for membership.
  - **Institute Affiliate Members**  
Individuals affiliated with an Institute, Society, or Council of the NATIONAL ASSOCIATION OF REALTORS®.
  - **Business Partners**  
Individuals or organizations engaged in real estate-related businesses who are not licensed members.
  - **REALTOR® Emeritus Members**  
Members who have been recognized for long-standing service and membership in the REALTOR® organization.
  - **Public Service Members**  
Individuals engaged in public service roles related to the real estate industry.
  - **Honorary Members**  
Individuals recognized by the Board of Directors for distinguished service or contributions.
  - **Student Members**  
Individuals enrolled in real estate or related educational programs.
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## **108. Meetings**

### **Membership Meetings**

- Scheduled by the CEO and President
- Agendas prepared by the President and CEO
- Fall Meeting serves as the Annual Meeting for elections
- Special meetings may be called by the Board, CEO, or 10% of voting members
- Agenda requests must be submitted in writing to the CEO two weeks in advance

### **Board of Directors Meetings**

- Scheduling: Set by the President and CEO
- Annual Review: Timing reviewed annually
- Attendance: Two absences considered voluntary resignation
- Special Meetings: May be called by the President or two Directors
- Virtual Meetings: Permitted with policy compliance

### **Committee / Task Force / Work Group Meetings**

- Initiation: Called by Chair or President
- Agenda: Prepared by Chair and staff liaison
- Scheduling: Through NETAR staff
- Location: NETAR or CEO-approved site
- Virtual Meetings: Permitted per Bylaws/Policy
- Staff: Must attend and take minutes
- Notices: Sent to all members and key leadership

- Attendance: Two absences result in voluntary resignation
- Agenda Items Only: May be discussed
- Informal Meetings: Require CEO pre-approval

## **Quorum Requirements**

- For Board of Directors: 50% of voting members
- For Membership Meetings, Committees, and Task Forces: Majority present
- Absentee Ballots accepted only at the Annual Business Meeting up to 5 business days in advance.

## **Meeting Access**

- All meetings are Closed except when otherwise noted.
- Guests by invitation only, approved by CEO and President

## **Closed Meetings**

- Strict confidentiality applies
- No Recording: Prohibited in all formats
- Violations: Considered breach of fiduciary duty

## **Attendance Policy For All Board Members**

- In-Person: Preferred
- Virtual Attendance: Permitted only in extreme cases with prior approval and 24 hours prior notice
- Emergency Exceptions: Case-by-case by CEO, President, and President-Elect

## **Technology Use in Meetings**

- Private Room: Required for confidentiality
  - No Unauthorized Presence
  - AI Disabled: No artificial intelligence tools
  - Camera On: Required throughout meeting
  - No Smart Devices: Must be turned off
  - Noncompliance: Must inform leadership or be marked absent
  - Violations: Result in removal and absence
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## **109. Strategic Plan**

- *See Addendum 1*
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# SECTION 2: BOARD OF DIRECTORS

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## **201. Definition, Role, and Composition of the Board of Directors**

### **Definition**

The Board of Directors is the governing body of the Northeast Tennessee Association of REALTORS® (NETAR), as defined in the Association's Bylaws. Board Members are entrusted with upholding the best interests of NETAR and must avoid conflicts of interest that could compromise their responsibilities. Board Members shall not place personal interests in competition with the interests of the Association.

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### **Roles and Responsibilities**

The Board of Directors fulfills three key governance functions:

- **Setting Policy and Strategic Direction**  
In alignment with NETAR's Strategic Plan, the Board sets the vision, mission, and policies that guide the organization's operations.
- **Resource Allocation**  
The Board ensures that the Association's financial, human, and organizational resources are utilized effectively and efficiently.
- **Monitoring and Evaluation**  
The Board evaluates the progress of strategic initiatives and organizational outcomes to ensure compliance with policies and achievement of strategic goals.

### **Qualifications for Leadership Consideration**

*(Aligned with Leadership and Nominating Committee Criteria)*

Must be actively engaged in the real estate business with:

- A minimum of 2 years of experience
- A minimum of 3 transactions

### **Additional requirements**

- Must be engaged in Association affairs
- Must hold an active real estate license issued by the State of Tennessee
- Must be a REALTOR® member in good standing
- Preference given to Members that have served on or chaired a committee, task force, work group, or equivalent leadership body
- Preference given to Members that have completed NETAR's leadership training program or an equivalent professional development course
- Preference given to members who have attended state or national meetings
- Must obtain or agree to obtain:
  - C2EX Endorsement
  - Fairhaven Certification
- Must sign and adhere to:
  - Board of Directors Code of Conduct
  - Confidentiality Agreement, Conflict of Interest and Anti-Trust Statement
  - Harassment Policy
  - Any other required NETAR disclosures (pending inclusion; see attached)
- Strongly encouraged to be a RPAC investor

## **Board Member Commitments**

All Board Members shall:

- Speak with a unified voice and support the collective decisions of the Board
- Communicate regularly and transparently with members, upholding fiduciary responsibility
- Actively understand members' needs and work to enhance membership benefits

- Define, monitor, and refine NETAR’s values, strategies, and services
- Establish measurable goals for NETAR’s services and programs
- Delegate authority to the CEO with clear limitations and accountability
- Operate within NETAR’s Bylaws and all relevant statutes
- Demonstrate a spirit of volunteerism and community leadership
- Advocate for the real estate profession and the REALTOR® brand
- Actively support Association activities, educational opportunities, and events
- Serve as a NETAR Ambassador in all communications and conduct

## **Composition of the Board of Directors**

The Board consists of 13 elected members, Recommended from the Nominating Committee and slate approved by the Board of Directors including:

- **3 Officers**
  - *President* – succeeds automatically from President-Elect; 1-year term
  - *President-Elect* – elected; serves 1 year, then succeeds to President
  - *Treasurer* – elected; 1-year term; may serve up to 2 consecutive terms; does not automatically succeed to President-Elect
- **9 At-Large Directors**
  - Serve staggered 3-year terms
  - *Immediate Past President* - Succeeds automatically, serves a 1 year term

**Note:** The Chief Executive Officer serves as Secretary of the Board in an ex-officio, non-voting capacity.

## **202. Standing Rules of the Board of Directors**

- The election, composition, and authority of the Board are governed by the Bylaws.

- Meetings of the Board are addressed in Section 108: Meetings.

## **Meeting Procedures**

- In the absence or incapacity of the President, the President-Elect shall act as Chair.
- Agendas are prepared by the CEO with input from the President.
- Agenda items must be submitted in writing to the CEO at least one week prior to the meeting.
- Additional items may be added at the CEO's discretion.

## **Voting Rights**

- Only Officers and Directors may vote.
- The President votes only in the event of a tie or when voting by ballot.
- Visitors may participate in discussions only when recognized by the President.
- Minutes shall be maintained for all Board meetings.
- Policies may be adopted, revised, suspended, or removed at any Board meeting.
- Bylaws changes (unless mandated by NAR) require membership approval with appropriate notice.
- All adopted policies must align with the Bylaws and be recorded in the Policy Manual.

## **Executive Sessions**

- Only Board Members and the CEO may attend.
- Exceptions require approval by the President or a majority vote of present Board members.

## **Board Member Expectations**

### **Be familiar with NETAR's:**

- Bylaws
- Policy Manual

- Strategic Plan
- Possess a working knowledge of parliamentary procedure and Robert's Rules of Order (latest edition)

**Prior to their first meeting, each Board Member must:**

- Complete and submit all required Agreements and Disclosures (see Appendix)
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## **203. Responsibilities and Duties of the President**

### **Term of Office**

- The President shall automatically ascend from the office of President-Elect upon completion of that term and shall serve a one-year term, or until a duly elected and qualified successor assumes office.

### **Role and Responsibilities**

The President serves as Chairman of the Board of Directors and is responsible for the leadership, oversight, and representation of the Association. Responsibilities include:

- Be thoroughly familiar with NETAR's Bylaws, Policy Manual, and Strategic Plan
- Establish short-term organizational goals aligned with the Strategic Plan (with Board approval) and communicate them to the membership, and additionally insure that the Strategic Plan is reviewed and confirmed annually.
- Recommend policies beneficial to the Association and implement Board decisions
- Enforce all governing documents:
  - Bylaws
  - Articles of Incorporation
  - Code of Ethics
  - Policies & Procedures
  - Rules and Regulations

- Chair all Board and general membership meetings.
- Grant or revoke floor privileges during meetings.
- Consult regularly with the CEO on Association affairs.
- Serve as the official spokesperson of NETAR in their role as President only.

**Appointments:**

- Standing Committee Chairs (with CEO input and Board approval)
- Special committees and task forces (confirmed by the Board)

**Additional Duties:**

- Collaborate with the CEO to prepare the President-Elect for their term,
- Be an authorized signatory on Association financial accounts,
- Attend all national, state, and regional REALTOR® meetings at NETAR’s expense,
- Adhere to the Association’s Travel Policy.
- Strongly encouraged to be an investor in RPAC.

**CEO Oversight**

Oversee the annual CEO evaluation by:

- Chairing the CEO Review Task Force
- Reviewing the CEO’s job description, performance, and salary benchmarks
- Refer all staff matters to the CEO

**Fulfill All Duties Prescribed By:**

- NETAR Bylaws
- Applicable law
- Board of Directors

## **Committee & Task Force Roles**

- Appoint Nominating Committee, C/I MLS Committee, and Task Forces.
  - Chair, Executive Management Task Force.
  - May attend any committee, task force, or work group meeting.
  - Ensure leadership continuity with the President-Elect and CEO.
  - Serve as Immediate Past President upon completion of the term.
  - Serve as a NETAR voting delegate on the Tennessee REALTORS® Board of Directors.
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## **204. Responsibilities and Duties of the President-Elect**

### **Term of Office**

- The President-Elect shall be elected by the membership and shall serve a one-year term before automatically ascending to the office of President.

### **Role and Responsibilities**

The President-Elect assists the President in leadership and governance responsibilities. Specific duties include:

- Be familiar with NETAR's Bylaws, Policy Manual, and Strategic Plan.
- Serve as Vice Chair of the Board of Directors.
- Preside over meetings in the absence or incapacity of the President.
- Consult regularly with the President and CEO on Association affairs.
- Assist the President in representing NETAR as needed.
- Learn all aspects of the President's role in preparation for succession.
- Be an authorized signatory on Association financial accounts.
- Fulfill any duties assigned by the President or Board.

- Attend national, state, and regional REALTOR® meetings at NETAR’s expense.
  - Adhere to the Association’s Travel Policy.
  - Serve as Member of the Executive Management Task Force.
  - Appoint the following for their term as President (subject to Board approval):
    - Standing Committee Chairs
    - Task Force Chairs
  - Serve as a NETAR voting delegate on the Tennessee REALTORS® Board of Directors.
  - Represent NETAR as a voting Delegate for the National Association of REALTORS® unless otherwise designated.
  - Strongly encouraged to be an investor in RPAC.
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## **205. Responsibilities and Duties of the Treasurer**

### **Term of Office**

- The Treasurer shall be elected by the membership and serve a one-year term.
- May serve up to two consecutive terms if elected.
- The Treasurer does not automatically ascend to President-Elect.

### **Role and Responsibilities**

The Treasurer leads the Board in fulfilling its financial oversight responsibilities. Specific duties include:

- Be familiar with NETAR's Bylaws, Policy Manual, and Strategic Plan.
- Serve as Chair of the Budget and Finance Committee.
- Oversee Association finances, in collaboration with the CEO and CPA.
- Assist with the preparation of the annual budget and recommend it to the Board for approval.

- Monitor the financial position of NETAR through reports and projections.
  - Make recommendations to ensure NETAR's long-term fiscal health.
  - Provide regular financial updates to the Board and membership.
  - Advise on the investment of Association reserves.
  - Advise the CEO on financial procedures, practices, and internal controls.
  - Be an authorized signatory on Association financial accounts.
  - If needed, assist with hiring a new auditor or accounting firm.
  - Strongly encouraged to be an investor in RPAC.
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## **206. Responsibilities and Duties of the Immediate Past President**

### **Term of Office**

- The Immediate Past President shall serve a one-year term immediately following their presidency.

### **Role and Responsibilities**

The Immediate Past President provides historical perspective and leadership continuity. Specific duties include:

- Be familiar with NETAR's Bylaws, Policy Manual, and Strategic Plan.
- Serve as an advisor and mentor to the President and President-Elect.
- Provide continuity in governance and support ongoing initiatives.
- Chair the Nominating Task Force (per Bylaws).
- Represent NETAR as needed at the state or national level.
- Support leadership development efforts and recruitment.

- Strongly encouraged to be an investor in RPAC.
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## **207. Responsibilities and Duties of the Directors**

### **Term of Office**

- Directors are elected by the membership to serve staggered 3-year terms.
- A maximum of 13 members serve at any time.
- Mid-term vacancies may be filled per Bylaws provisions.

### **Role and Responsibilities**

Directors share in the fiduciary responsibilities of the Board and contribute to strategic decision-making. Specific duties include:

- Be familiar with NETAR's Bylaws, Policy Manual, and Strategic Plan.
  - Promote the interests of the membership.
  - Stay informed about the real estate industry and Association activities.
  - Prepare for and actively participate in all Board meetings.
  - Serve as liaison to assigned committees or task forces.
  - Attend Association events and encourage member involvement.
  - Participate in NETAR leadership development activities.
  - Promote and protect the REALTOR® brand.
  - Make decisions in the best interests of the entire membership.
  - Adhere to all Board member agreements, disclosures, and policies.
  - Strongly encouraged to be an investor in RPAC.
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## **208. Responsibilities and Duties of the Chief Executive Officer (CEO)**

### **Role and Responsibilities**

The CEO serves as the chief staff officer of the Association and Secretary of the Board (non-voting). The CEO is hired by and reports to the Board. Specific duties include:

- Serve as a non-voting Secretary of the Board of Directors.
- Recommend, and Implement policies and directives of the Board.
- Manage the day-to-day operations of NETAR.
- Supervise all NETAR staff and independent contractors.
- Maintain organizational records, including minutes, policies, and disclosures.
- Ensure compliance with applicable laws and regulations.
- Administer the financial operations of the Association, including budgeting and reporting.
- Serve as an advisor to the Board and committees.
- Facilitate Board and committee meetings, including agenda preparation and follow-up.
- Recommend strategic initiatives and innovations to enhance member value.
- Represent NETAR in professional and community partnerships.
- Ensure alignment with NAR Core Standards and REALTOR® brand expectations.
- Oversee communications, events, education, and advocacy programs.
- Evaluate staff performance and support professional development.
- Ensure continuity in leadership transitions.
- Strongly encouraged to be an investor in RPAC.
- Execute all contracts and other documents authorized by the Board.

# SECTION 3: COMMITTEE / TASK FORCE / WORK GROUP POLICIES

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## **301. Rules of Standing Committees and Task Force/Work Groups**

### **Committee Structure**

Committees/ task forces/ work groups serve as vital working groups of the Association, supporting the Board of Directors by focusing on specific areas of governance, programs, member services, and strategic initiatives. Committees are typically standing groups with ongoing responsibilities, while task forces are formed for a defined purpose or project with a limited duration. Both structures provide a means for member engagement, leadership development, and operational support, ensuring the Association's mission, vision, and strategic plan are actively advanced.

### **Standing Committees**

- Composed of members in good standing.
- Focus on strategy and programs through direct action or by forming task forces/work groups.
- Established in the Bylaws; may be added or removed by the Board, subject to member approval at the annual meeting.
- Receive their charge from the President with Board approval.
- Report to the Board of Directors unless otherwise directed.

### **Task Forces / Work Groups**

- Authorized by the President, Board of Directors, CEO, or Standing Committees.
- Chairs must be Association members in good standing.
- Formed for a limited time to address specific issues, trends, or projects.
- May include members and non-members.

- Report to the body that authorized their formation and are governed by the Board of Directors.
- Assigned a staff liaison who prepares agendas and minutes and staffs all meetings.
- May also report directly to the CEO when created to support Strategic Plan initiatives.
- Advisory in nature.

## **Meetings**

- Called by the Chair or President as needed.
- Agendas are prepared jointly by the Chair and staff liaison.
- Scheduled through NETAR staff and generally held at NETAR or CEO-approved locations.
- Staff must attend and record meeting minutes.
- Electronic meetings are permitted and subject to NETAR's electronic meeting policies.
- The President, President-Elect, and CEO are ex-officio, non-voting members of all committees and task forces.

## **Absences**

- Two absences from regular meetings are considered a resignation from any Standing Committee or Task Force/Work Group.

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## **302. Duties and Responsibilities of a Committee or Task Force/Work Group Chair**

### **Term of Appointment**

- Committee Chairs are appointed by the President (with Board approval) for a one-year term.
- Task Force/Work Group Chairs are appointed by the President, CEO, or originating Committee Chair and serve until the task is complete.

### **Role and Responsibilities**

Chairs are responsible for leading their group in alignment with NETAR's strategic goals and policies. Responsibilities include:

- Plan and oversee group objectives with the Vice-Chair and assigned staff.
- Understand and help implement relevant sections of the Association's Strategic Plan.
- Communicate strategic goals to members.
- Schedule and lead meetings in collaboration with assigned staff.
- Maintain regular communication and partnership with the Vice-Chair and staff liaison.
- Assist with recruitment and orientation of group members.
- Motivate members and encourage active participation.
- Preside at meetings, keep discussions focused, and ensure all voices are heard.
- Monitor member progress on assigned tasks.
- Ensure accurate minutes, recorded motions, and proper documentation are maintained.
- Report progress to the Board through written reports or presentations when requested.
- Attend leadership training and planning sessions prior to serving, if possible.
- Attend committee-related functions and major Association events.
- Maintain a working knowledge of Robert's Rules of Order.
- Maintain regular communication with the CEO and assigned staff.
- Accept and fulfill additional duties as requested by the President.
- Annually sign all required NETAR disclosures (see appendix).

## **Qualifications**

- Must be a REALTOR® or Business Partner (Affiliate) member in good standing.
- Must meet any specific qualifications outlined in the description of the committee/task force/work group.

- Strongly encouraged to be an investor in RPAC.
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### **303. Duties and Responsibilities of a Committee or Task Force/Work Group Vice Chair**

#### **Term of Appointment**

- Appointed by the President-elect, with Board approval, for a one-year term (or until a successor is appointed).
- Task Force/Work Group Vice Chairs serve until the task is completed.
- The Vice Chair is expected to automatically ascend to Chair unless otherwise determined by the President-elect.

#### **Role and Responsibilities**

The Vice Chair supports the Chair in overseeing the group's work and ensures continuity in leadership. Responsibilities include:

- Understand NETAR's Strategic Plan and governing documents.
- Partner closely with the Chair and assigned staff.
- Assist with recruitment and orientation of members.
- Motivate participation and engagement of members.
- Attend and actively participate in all meetings.
- Serve as Chair in their absence or inability to act.
- Perform duties as required by the Bylaws, law, or Board.
- Attend leadership training and planning sessions.
- Attend committee-related and major Association events.
- Maintain working knowledge of Robert's Rules of Order.
- Annually sign required NETAR disclosures (see appendix).

#### **Qualifications**

- REALTOR® or Business Partner (Affiliate) member in good standing.
  - Must meet any specific qualifications outlined by the committee or task force.
  - Strongly encouraged to be an investor in RPAC.
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## **304. Duties and Responsibilities of a Committee/Task Force/Work Group Member**

### **Term of Appointment**

One-year term or until the assigned task is completed, unless otherwise specified.

### **Role and Responsibilities**

Members are expected to contribute actively to the success of the committee or task force. Responsibilities include:

- Be familiar with and help implement the Association's Strategic Plan.
- Review background materials and agendas prior to meetings.
- Accept and complete assignments from the Chair or Vice Chair.
- Actively participate in discussions and activities.
- Contribute personal expertise and effort to support goals.

### **Qualifications**

- REALTOR® or Business Partner (Affiliate) member in good standing.
  - Non-members with subject matter expertise may serve when approved.
  - Must meet any additional role-specific qualifications.
  - Strongly encouraged to be an investor in RPAC.
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## **305. Nominating Committee**

### **Purpose**

To oversee the nominating and election processes for NETAR Officers, Directors, and TNR MLS leadership. The committee is responsible for identifying, evaluating, and recommending qualified candidates for key leadership roles based on the specified guidelines.

### **Term of Appointment**

Members shall serve a term of one calendar year and appointments will be made in January. Terms may be renewed/reappointed at the discretion of the President.

### **Duties and Responsibilities**

- Understand NETAR's Strategic Plan and governing documents.
- Stay within approved budget line items.
- Carry out duties in three main areas:
  - Identifying and recruiting qualified candidates using the requirements specified under Sections 201, 203, 204, 205, 206, 207.
  - Evaluating candidate qualifications
  - Recommending nominees for election

### **Size and Composition**

The committee consists of 9 REALTOR® members in good standing:

- 3 Past NETAR Presidents (including the Immediate Past President)
- 3 Current NETAR Board Members (President, President-Elect and 1 other)
- 1 Member who has served as an MLS Director or Officer within the past 3 years
- 2 At-large members

### **Method of Appointment / Position**

- **Chair:** Immediate Past President
- **Vice-Chair:** None
- **Members:** Appointed by the current President, with input from The Executive Management Team, approved by the Board of Directors

### **Qualifications to Serve**

- Must be a REALTOR® member in good standing
  - Actively engaged in the real estate business
  - Must hold an active Tennessee real estate license
  - Must sign required NETAR Conflict of Interest, Confidentiality, Anti-Trust and disclosure statements
  - Members must recuse themselves if applying or if a family member applies for a leadership position
  - Committee members may be considered for leadership but must recuse from all related votes and discussions
- 

## **306. Commercial Information Exchange (CIE) Committee**

### **Purpose**

As defined in Bylaws Article XIX, the Commercial Information Exchange (CIE) is operated under the supervision of the CIE Committee in accordance with rules and regulations, subject to approval by the Board of Directors.

### **Term of Appointment**

Members shall serve a 2 year staggered term.

### **Duties and Responsibilities**

- Operate the CIE service under the supervision of the CIE Committee
- Ensure adherence to rules and regulations, subject to Board approval

### **Size and Composition**

- 5 REALTOR® members

### **Method of Appointment**

- **Chair:** Selected by the President; confirmed by the Board of Directors (Appointed in November for the following term)
- **Vice-Chair:** Appointed by the President-Elect

- **Members:** Appointed by the current President, with input from The Executive Management Team, approved by the Board of Directors

### **Qualifications to Serve**

- REALTOR® members must be in good standing
  - All members must be Participants in the CIE, except in cases where REALTORS® licensed with Participants may be appointed.
  - Actively engaged in the real estate business
  - Must hold an active Tennessee real estate license
  - Must sign required NETAR Conflict of Interest, Confidentiality, Anti-Trust and disclosure statements
- 

## **307. Executive Management Team (Task Force)**

### **Purpose**

To oversee the management of the organization, provide insight and advice, and support the CEO in achieving Board directives and goals.

### **Term of Appointment**

Members shall serve a term of one calendar year.

### **Duties and Responsibilities**

- Assist the CEO in meeting and exceeding goals and objectives
- Participate in strategic planning, Bylaws, and policy review

### **Size and Composition**

- 3 members, others by invitation
- President
- President-Elect
- CEO

### **Method of Appointment / Position**

- Chair: President

### **Qualifications to Serve**

- By position
  - Must be a REALTOR® member in good standing
  - Actively engaged in the real estate business
  - Must hold an active Tennessee real estate license
  - Must sign required NETAR Conflict of Interest, Confidentiality, Anti-Trust and disclosure statements
- 

## **308. Budget & Finance Task Force**

### **Purpose**

To provide oversight of the financial management and reporting functions of the Association.

### **Term of Appointment**

- Members shall serve staggered 3-year terms
- Members may serve one additional consecutive term if reappointed (maximum 6 years).

### **Duties and Responsibilities**

- Be familiar with the NETAR Strategic Plan
- Develop the annual operations and capital budgets with the CEO, officers, and staff for presentation to the Board
- Review and recommend changes to the dues structure and non-dues income sources
- Monitor finances; Treasurer reports at each Board meeting
- Review and develop financial and investment policies
- Recommend hiring a CPA for the annual audit and review audit findings

- Review insurance policies and secure renewal bids
- Review investment advisor recommendations
- Perform other financial duties as assigned

### **Size and Composition**

- 9 members
- Treasurer
- President-Elect
- 7 At-Large Members

### **Method of Appointment / Position**

- **Chair:** Treasurer
- **Vice-Chair:** None
- **Members:** Appointed by the current President, with input from The Executive Management Team, approved by the Board of Directors

### **Qualifications to Serve**

- By position
- Must be a REALTOR® member in good standing
- Actively engaged in the real estate business
- Must hold an active Tennessee real estate license
- Must sign required NETAR Conflict of Interest, Confidentiality, Anti-Trust and disclosure statements
- Financial expertise or background strongly preferred
- Must attend annual finance training

## **309. Community Outreach Task Force**

### **Purpose**

To plan and execute community service projects and solicit contributions for approved activities in support of the Association's outreach efforts.

### **Term of Appointment**

Members shall serve one year

### **Duties and Responsibilities**

- Align activities with the NETAR Strategic Plan and applicable objectives
- Operate within the approved budget
- Recommend community service and Good Neighbor activities to the Board of Directors
- Select the recipient(s) of the Mark Keesecker Good Neighbor Award
- Plan and carry out Board-approved projects and contributions in coordination with staff
- Solicit sponsorships for community service initiatives
- Encourage member participation in community outreach efforts
- Perform additional community service projects as assigned by the President and CEO

### **Size and Composition**

- 5 to 9 at-large members
- Including 2–3 Business Partner (Affiliate) members
- Additional members may be invited by the Chair with CEO coordination.

### **Method of Appointment**

- **Chair:** Appointed by the incoming President; requires Board approval at the November meeting
- **Vice-Chair:** Appointed by the incoming President-Elect; requires Board approval at the November meeting

- **Members:** Appointed by the current President, with input from The Executive Management Team, approved by the Board of Directors

## **Qualifications to Serve**

- Must be a REALTOR® or Business Partner (Affiliate) member in good standing
  - Preference for individuals with community service or civic organization experience
  - Actively engaged in the real estate business
  - Must hold an active Tennessee real estate license
  - Must sign required NETAR Conflict of Interest, Confidentiality, Anti-Trust and disclosure statements
- 

## **310. Bylaws, Policies & Strategic Plan Task Force**

### **Purpose**

To review and make recommendations to the Board of Directors regarding the Association's governing documents and key policies.

### **Term of Appointment**

Members shall serve a term of one year.

### **Duties and Responsibilities**

- Regularly review, and recommend governance and operational policies to the Board of Directors.
- Be familiar with the NETAR Strategic Plan, especially objectives related to governance
- Ensure that a new Strategic Plan is implemented at least every 3 years.

### **Method of Appointment / Position**

- **Chair:** President- Elect
- **Vice-Chair:** President
- **Members:** Appointed by the current President, with input from The Executive Management Team, approved by the Board of Directors

## **Qualifications to Serve:**

- By position
  - Must be a REALTOR® member in good standing
  - Actively engaged in the real estate business
  - Must hold an active Tennessee real estate license
  - Must sign required NETAR Conflict of Interest, Confidentiality, Anti-Trust and disclosure statements
- 

## **311. CEO Review Task Force**

### **Purpose**

To conduct the annual performance evaluation of the Chief Executive Officer (CEO) and provide compensation recommendations in support of NETAR's operational and strategic goals.

### **Term of Appointment**

Members shall serve a term of one year.

### **Duties and Responsibilities**

- Maintain familiarity with the NETAR Strategic Plan
- Conduct the annual CEO performance review and provide compensation recommendations to The Budget Committee and then to Board of Directors for approval
- Conduct a formal compensation study no less than once every three (3) years
- Submit approved compensation recommendations to the Budget & Finance Task Force for inclusion in the proposed budget
- Carry out other responsibilities as assigned by the Executive Management Team or Board of Directors

### **Size and Composition**

- 4-5 members
- President

- President-Elect
- Treasurer
- Immediate Past President
- One At-Large Board Member

### **Method of Appointment / Position**

- **Chair:** President
- **Vice-Chair:** President-Elect
- One At-Large Director is appointed by the incoming President (at the discretion of the President), with Board of Directors approval at the November meeting

### **Qualifications to Serve**

- By position
  - Must be a REALTOR® member in good standing
  - Actively engaged in the real estate business
  - Must hold an active Tennessee real estate license
  - Must sign required NETAR Conflict of Interest, Confidentiality, Anti-Trust and disclosure statements
- 

## **312. Government Affairs Task Force**

### **Purpose**

To oversee key political affairs, legislative and regulatory matters impacting NETAR, as well as RPAC campaigns and REALTOR® political engagement.

### **Term of Appointment**

Members shall serve a term of one year.

### **Duties and Responsibilities**

- Be familiar with the NETAR Strategic Plan and the objectives related to political advocacy and RPAC
- Operate within approved budget line items
- Oversee RPAC fundraising and member education
- Manage political affairs, REALTOR® involvement, and regulatory efforts
- Coordinate with staff to apply for TR and NAR Smart Growth or other applicable grants
- Recommend political engagement strategies and outreach activities
- Complete other government affairs-related assignments as directed by the President or CEO

### **Size and Composition**

- 5 to 11 at-large members

### **Method of Appointment**

- **Chair:** Appointed by the President
- **Vice-Chair:** Optional, appointed by the President
- **Members:** Appointed by the current President, with input from The Executive Management Team, approved by the Board of Directors

### **Qualifications to Serve**

- REALTOR® member in good standing
- Preference for those with prior involvement in government affairs, legislative advocacy, or relationships with elected officials
- Strong encouragement for Chair, Vice-Chair, and members to be RPAC Major Investors
- Actively engaged in the real estate business
- Must hold an active Tennessee real estate license
- Must sign required NETAR Conflict of Interest, Confidentiality, Anti-Trust and disclosure statements

## **Additional Expectations for Chair**

- Expected to attend:
    - NAR Legislative Meetings
    - Tennessee REALTORS® Day on the Hill
    - TR Government Affairs Leadership Training (November or December)
  - Travel expenses subject to the annual NETAR budget
- 

## **313. Leadership Development Task Force**

### **Purpose**

The purpose of the Leadership Development Task Force is to seek out and identify new leadership candidates for NETAR and to advise on the development and implementation of the leadership academy training programs and training related to MLS governance and operations.

### **Term of Appointment**

Members shall serve a term of one year.

### **Duties and Responsibilities**

- Be familiar with the NETAR Strategic Plan and specifically those objectives related to leadership development
- Operate within approved budget line items
- Recruit, prepare, and recommend future leaders for committees and leadership roles
- Serve as a resource for the Leadership Academy regarding beneficial programs and potential participants
- Include consideration for MLS governance training and participation where appropriate

### **Size and Composition**

- 3-5 REALTOR® members in good standing

## **Method of Appointment**

- **Chair:** Appointed by the President
- **Vice-Chair:** Not specified
- **Members:** Appointed by the current President, with input from The Executive Management Team, approved by the Board of Directors

## **Qualifications to Serve**

- Must be a REALTOR® member in good standing
  - Actively engaged in the real estate business
  - Must hold an active Tennessee real estate license
  - Are currently or have previously been in a leadership position with NETAR
  - Must sign required NETAR Conflict of Interest, Confidentiality, Anti-Trust and disclosure statements
- 

## **314. Volunteer Support Task Force**

### **Purpose**

The purpose of the Volunteer Support Task Force is to supply ongoing volunteer support for education, community outreach, government affairs, leadership academy, and social events.

### **Term of Appointment**

Members shall serve a term of one year.

The Volunteer Support Task Force operates under the oversight of the CEO. The CEO is responsible for providing direction, ensuring alignment with NETAR's strategic goals, and reviewing progress as needed.

### **Duties and Responsibilities**

- Assign volunteers to attend various committee meetings as ex-officio, non-voting members, as needed

- Coordinate with committee chairs to ensure volunteer assistance with event setup, teardown, and other support duties
- Recruit and promote affinity programs to benefit NETAR members

### **Size and Composition**

- Composed of REALTOR® and Business Partner (Affiliate) members in good standing

### **Method of Appointment**

- **Chair:** Appointed by the President
- **Members:** Appointed by the current President, with input from The Executive Management Team, approved by the Board of Directors

### **Qualifications to Serve**

- REALTOR® or Business Partner (Affiliate) member in good standing
  - Must sign required NETAR Conflict of Interest, Confidentiality, Anti-Trust and disclosure statements
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## **SECTION 4: FINANCIAL POLICIES (excerpt)**

*Financial Policy in its entirety (Addendum # 2)*

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### **415. Authorized Travel on Behalf of NETAR**

The following individuals are authorized to travel on behalf of NETAR:

#### **Local Travel (within NETAR jurisdiction)**

- President
- President-Elect
- Staff

#### **Tennessee REALTORS® (TR) Meetings**

- President
- President-Elect
- CEO or assigned staff
- TR Directors (*\$500 stipend per meeting*)
- Government Affairs Chair (*if included in the budget*)

#### **National Association of REALTORS® (NAR) Meetings**

- President
  - President-Elect
  - CEO or assigned staff
  - Government Affairs Chair (*if included in the budget*)
-

## **416. Travel Policies**

### **Review Schedule**

Reviewed annually by the Budget & Finance Task Force during budget preparation.

### **Budgeting**

Estimated travel costs must be submitted in advance as part of the annual budget.

### **Reimbursement Procedures**

Reimbursement requires a completed/approved Association Expense Statement, including the 5 W's (who, what, when, where, why), submitted within 30 days of return.

### **Meeting Attendance**

Attendees will receive a list of recommended meetings from the CEO. Violations to the travel policy may result in travel expenses not being reimbursed.

### **Approved Travel Expenses Include**

- **Airfare:** Comfort class only; Business and first-class upgrades not reimbursed.
- **Parking:** Airport, hotel, and valet.
- **Lodging:** Standard meeting rates unless approved by CEO.
- **Meals:** Receipts required when possible.
- **Transportation:** To/from airport, meetings, and events.
- **Mileage:** Reimbursed at current IRS rate.
- **Tips:** Reasonable gratuities.
- **Length of Stay:** Limited to meeting dates plus travel time.
- **Attendance:** TR/NAR delegates must attend all required meetings.
- **Entertainment:** Reimbursed only if approved by the President or CEO.
- **Extended Events:** Lodging allowed for 2+ day meetings or 100+ miles away.
- **Internet Access:** Reimbursed if needed for work.

## **Non-Reimbursable Items**

- Spouse/guest expenses
- Sightseeing or personal activities

## **Expense Report Requirement**

NETAR's online expense report must be submitted within 30 days for reimbursement.

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# SECTION 5: GENERAL POLICIES

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## **501. CONFIDENTIALITY POLICY**

All Officers, Directors, volunteers, staff, and contract consultants must review and sign a Confidentiality Policy annually, at the start of the Association's fiscal year.

Board members and staff have access to sensitive information related to personnel, finances, contracts, membership, and legal matters. This confidential information must be used only for NETAR governance and decision-making.

No one may share, disclose, or use confidential information outside the scope of NETAR business without prior written consent from the President or CEO. Violations may result in disciplinary action, including removal from the Board or termination of employment.

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## **502. CONFLICT OF INTEREST POLICY**

All Officers, Directors, volunteers, staff, and contract consultants must review and sign a Conflict of Interest Policy annually, at the start of the Association's fiscal year.

### **Policy**

Directors owe NETAR fiduciary duties, including loyalty, diligence, and confidentiality. They must act in the best interest of NETAR and not for personal gain.

### **Disclosure**

Directors must promptly disclose any potential or actual conflicts of interest related to Board matters.

### **Board Action**

The Board, excluding the interested director, will decide if the director may participate in related discussions or votes. The CEO, under General Counsel's direction, will withhold related materials from the conflicted director.

### **Recusal**

Conflicted directors must recuse themselves from relevant discussions or votes.

### **Resignation**

If a significant, ongoing conflict impedes a director's duties, resignation or resolution of the conflict may be required.

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## **Antitrust Compliance Policy**

### **Annual Acknowledgment**

All officers, directors, committee members, staff, volunteers, and contract consultants must review and sign an Antitrust Compliance Acknowledgment annually, in alignment with the start of the Association's fiscal year. These acknowledgments will be maintained on file.

### **Policy Overview**

The Board of Directors of NETAR has adopted the following policies and procedures to prevent antitrust violations. While antitrust compliance is essential for all members, it is mandatory for those serving in governance or fiduciary roles. Every member is strongly encouraged to uphold the principles of fair competition and the free enterprise system.

### **Why Antitrust Compliance Matters**

Antitrust violations—whether criminal prosecutions or civil suits—can result in severe consequences. Often, the most incriminating evidence comes from the defendant's own records, statements, or associations. Therefore, this policy aims not only to prevent violations, but also to avoid even the appearance of impropriety.

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## **Core Principles of Antitrust Compliance**

### **Avoid Discussing Business Practices with Competitors**

- Do not discuss commissions, fees, listing terms, or business strategies with competitors under any circumstances.
- Do not engage in informal conversations—phone calls, emails, texts, or meetings—on these topics with agents outside your firm.

### **Keep Meeting Discussions Relevant**

- Discussions at NETAR or MLS meetings must remain confined to the official business of the association or board.
- Keep all discussions professional and on-topic.

## **Use Written Communication Wisely**

- Avoid making comparative statements about your business practices or those of others in writing.
- Share sensitive or financial information only with those who have a legitimate business need and preferably in person or by phone.

## **Limit Disclosure of Business Information**

- Do not disclose internal data such as commission negotiations, volume of business, or sales performance beyond those who need to know.

## **Terminate Suspicious Inquiries**

- End conversations immediately if someone asks probing questions about your business practices or refuses to identify themselves.
- Always assume that business conversations may be recorded.

## **Take Antitrust Risk Seriously**

- Investigators may obtain unexpected documentation, including phone logs, emails, notes, or digital records—even those you think are deleted.
- Never assume data is irretrievable.

## **Avoid Dangerous Terms and Markings**

- Do not mark documents with phrases like “Please Destroy When Read,” “For Your Eyes Only,” or “No Copies.” These raise red flags during investigations.

## **Do Not Use Collusive Language**

Avoid phrases that imply collusion or coordinated behavior, including but not limited to:

- “We would like to charge a lower commission, but the board has a rule...”
- “This is the rate that all REALTORS® charge.”
- “The MLS will not accept a listing for less than 120 days.”
- “Before you list with XYZ Realty, you should know that nobody is going to work on their listings.”

- “The board requires all REALTORS® to force their salespeople to join.”
  - “If X is going to cut commissions, we’ll just pay them less on splits.”
  - “That price-cutter has no business being a board member.”
- 

## **When in Doubt, Ask**

No policy can foresee every possible scenario. If you have doubts about whether a conversation, policy, or business activity could raise antitrust concerns, seek guidance immediately:

- Contact the NETAR Executive Officer
- Speak to your broker-in-charge
- Consult legal counsel with experience in antitrust law

**If you do not have clearance—do not proceed.**

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## **NETAR’s Position: Compliance is Mandatory**

**Compliance with antitrust law is not optional. It is the shared duty of:**

- NETAR Directors
- MLS Directors
- Proxy Holders
- Professional Standards Committees
- Membership Committees

**...to uphold and enforce this policy.**

**All NETAR members are expected to support and implement this Antitrust Compliance Policy to demonstrate our collective commitment to ethical conduct and the principles of free and fair competition.**

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## **503. ANTI-TRUST COMPLIANCE POLICY**

All Officers, Directors, volunteers, staff, and contract consultants must review and sign an Antitrust Compliance Acknowledgment annually, at the start of the Association's fiscal year.

NETAR members must comply with all antitrust laws and avoid any behavior or statements that could create even the appearance of a violation.

### **Prohibited Practices Include**

- Discussing commissions, fees, or business practices with competitors.
- Making anticompetitive statements such as "This is the rate all REALTORS® charge."
- Using written or verbal communication that implies collusion or group boycotts.

### **Best Practices**

- Keep communications professional and fact-based.
- Speak only to those with a legitimate need to know.
- Avoid risky phrases or ambiguous statements.
- When in doubt—ask legal counsel or the CEO before proceeding.

Compliance with antitrust laws is mandatory. Violations can result in severe legal and financial consequences for both individuals and NETAR.

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## **504. HARASSMENT POLICY**

Any member of the Association may be reprimanded, placed on probation, suspended, or expelled for harassment of an association or MLS employee or Association Officer or Director after an investigation in accordance with the procedures of the Association.

As used in this Section, **harassment means** any verbal or physical conduct including threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to do the same, or any other conduct with the purpose or effect of unreasonably interfering with an individual's work performance by creating a hostile, intimidating or offensive work environment.

The decision of the appropriate disciplinary action to be taken shall be made by the investigatory team comprised of the President, President-elect, one member of the Board of Directors selected by the highest-ranking officer not named in the complaint, upon consultation with legal counsel for the Association.

Disciplinary action may include any sanction authorized in the Association's Code of Ethics and Arbitration Manual. If the complaint names the President or President-Elec they may not participate in the proceedings and shall be replaced by the Immediate Past President or, alternatively, by another member of the Board of Directors selected by the highest-ranking officer not named in the complaint.

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## **505. FRAUD ACTION PLAN POLICY**

All Officers, Directors, staff, and contract consultants must review and sign a Fraud Action Plan Policy annually, at the start of the Association's fiscal year.

### **NETAR's Commitments**

- **Ethical Culture:** Promote honesty and integrity across the organization.
- **Prevention:** Maintain strong internal controls and oversight.
- **Detection:** Encourage reporting of suspicious activity and monitor financial processes.
- **Response:** Investigate all credible reports of fraud and take disciplinary or legal action as appropriate.
- **Training:** Provide regular fraud awareness education to staff and leadership.

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## **506. WHISTLEBLOWER POLICY**

All Officers, Directors, staff, and contract consultants shall review and sign a "Whistleblower" policy annually, to be maintained on file in conjunction with the start of the Association's fiscal year.

The Northeast Tennessee Association of REALTORS® (NETAR) Code of Ethics requires all individuals acting on behalf of the Association to observe the highest standards of business and personal ethics in the conduct of their duties and responsibilities. Officers, Directors, staff, and consultants are expected to practice honesty and integrity and comply with all applicable laws and regulations.

## Reporting Responsibility

It is the responsibility of all Officers, Directors, and staff to comply with the Code of Ethics and to report violations or suspected violations in accordance with this Whistleblower Policy.

## Retaliation

No Officer, Director, or staff member who reports a violation in good faith shall suffer harassment, retaliation, or any adverse consequence. All reports will be treated with the highest degree of confidentiality. Any individual found to have retaliated against a person for reporting in good faith is subject to disciplinary action, up to and including termination of employment or removal from office.

This policy is designed to encourage the reporting of serious concerns within the Association, providing a clear internal channel before seeking resolution outside the organization.

## Reporting Violations

NETAR encourages the reporting of concerns, suggestions, or complaints through its open-door policy. Individuals may report such matters to the:

- Chief Executive Officer,
- President, and/or
- Any member of the Board of Directors.

All such reports must be forwarded to the President, who is responsible for initiating an investigation. If the President or Chief Executive Officer is implicated, the responsibility for investigating the report shall fall to the President-elect.

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## **507. FINANCIAL TRANSPARENCY POLICY**

The Northeast Tennessee Association of REALTORS® (NETAR) is committed to transparency and accountability in its financial operations. To ensure confidence among members and the public, NETAR provides access to financial and operational information in the following manner:

- NETAR's **Mission Statement** and general information concerning **membership activities** are made available on the Association's official website.
- The **Chief Executive Officer** prepares monthly financial reports, which are **presented by the Treasurer** to the **Board of Directors** for review. These reports are filed for annual audit.
- An **independent outside auditor** conducts an annual audit to verify that the financial statements are accurate and complete.

- **Financial reports are available to members upon request and to the public as required by law.** All requests for inspection must:
    - Be submitted in writing;
    - Include the name and address of the individual or organization making the request.
  - **Copies of requested documents** will be provided at a rate of **\$0.30 per page**.
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## **508. PRIVACY POLICY**

Protecting your private information is a priority of the Northeast Tennessee Association of REALTORS® (NETAR). This Privacy Policy applies to <https://netar.us> and governs the collection, use, and disclosure of personal data. By using the NETAR website and services or becoming a member, you consent to the data practices described in this statement.

### **Member Communications Consent**

By becoming a member of NETAR, you authorize the Association to opt you into communication methods used to enhance the member experience. This includes, but is not limited to: Constant Contact, email, phone calls, and text messages.

### **Collection of Personal Information**

NETAR may collect the following personally identifiable information when voluntarily provided:

- First and last name
- Mailing address
- Email address
- Phone number

You may be asked to provide personal information when using certain products or services, including but not limited to:

- Registering for an account
- Entering a sweepstakes or contest
- Signing up for offers
- Submitting payment for products or services
- Contacting NETAR via email or forms

This information will be used for communication related to the services or products you have requested. NETAR may also collect additional personal or non-personal information in the future.

### **Use of Personal Information**

NETAR uses personal information to:

- Operate the website and deliver requested services
- Inform users of additional NETAR services or updates
- Enhance customer service and member experience

### **Sharing of Information**

NETAR **does not sell, rent, or lease** its member or customer lists to third parties.

NETAR may share data with trusted service providers who perform tasks on its behalf (e.g., data analysis, mailing, customer service, or product delivery). These third parties are required to use the information only for the specified services and maintain confidentiality.

NETAR may disclose personal information without notice if required to do so by law or in good faith belief that such action is necessary to:

- Comply with legal obligations
- Protect the rights or property of NETAR
- Ensure the safety of NETAR members, users, or the public

### **Tracking and Automatically Collected Data**

NETAR may track pages visited on its website to understand member interests and improve user experience. Automatically collected information may include:

- IP address
- Browser type
- Access times
- Referring websites

This information is used to tailor content and advertising based on user behavior.

addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the NETAR website.

## **Use of Cookies**

The NETAR website may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize NETAR pages, or register with NETAR site or services, a cookie helps NETAR to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same NETAR website, the information you previously provided can be retrieved, so you can easily use the NETAR features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the NETAR services or websites you visit.

## **Links**

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

## **Security of your Personal Information**

NETAR secures your personal information from unauthorized access, use, or disclosure. NETAR uses the following methods for this purpose:

When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol.

We strive to take appropriate security measures to protect against unauthorized access to or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet which are beyond our control; and (b) security, integrity, and privacy of any and all information and data exchanged between you and us through this Site cannot be guaranteed.

## **Children Under Thirteen**

NETAR does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

## **E-mail Communications**

From time to time, NETAR may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication. In order to improve our Services, we may receive a notification when you open an email from NETAR or click on a link therein.

If you would like to stop receiving marketing or promotional communications via email from NETAR, you may opt out of such communications by [netar@netar.us](mailto:netar@netar.us).

## **Video / Photo Use Policy**

The Northeast Tennessee Association of REALTORS® (NETAR) will be conducting video recording and/or still photography of meetings, sessions, and events during the year for use in connection with future educational, promotional, marketing activities, and social media of the association. Your participation in NETAR events constitutes your consent to be photographed and audio recorded, and to all uses of the images and recordings so created.

## **Changes to this Statement**

NETAR reserves the right to change this Privacy Policy from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account, by placing a prominent notice on our site, and/or by updating any privacy information on this page. Your continued use of the Site and/or Services available through this Site after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

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## **509. Charitable Giving Policy**

### **NETAR Charitable Giving:**

All charitable activities initiated by a NETAR Committee or Task Force must be reviewed by the Chief Executive Officer (CEO) and approved by the Board of Directors.

### **External Donation Requests:**

Requests from outside organizations must be reviewed by the Budget and Finance Committee prior to Board consideration. Staff should inform all inquiring charitable organizations that NETAR is a not-for-profit entity and does not routinely make donations. If an Officer, Director, or volunteer receives a request, it should be referred to the CEO for formal review and submission to the Budget and Finance Committee.

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## **510. Bereavement Policy**

Staff is authorized to contribute up to \$75 to honor a member, member's spouse, children, or others as deemed appropriate by the CEO. Requests exceeding this amount will be referred to the Budget and Finance Committee and require Board approval.

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## **511. Letterhead Policy**

Use of NETAR letterhead must be pre-approved by the CEO and/or President. All content must be reviewed and authorized before distribution.

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## **512. Outside Vendor Contract Policy**

All vendor contracts must be reviewed by the CEO prior to commitment. NETAR should be listed as the contracting party, and all contracts must include NETAR contact information and be retained in NETAR's records.

The CEO is authorized on behalf of NETAR to negotiate and supervise vendor and contractor relationships which have received previous budget approval and has a specific budget line item. The following contracts must be presented to the Board of Directors for review and approval prior to execution or renewal:

- Contracts that exceed \$10,000 annually,
- Contracts with a term longer than 12 months,
- Contracts involving services critical to NETAR operations (such as IT, data and media support, accounting, legal counsel, or staffing),
- Contracts that grant vendors access to confidential data, financial systems, or internal communication platforms, and
- Any contracts not clearly detailed in a pre-approved separate line item within the annual budget.

Any proposed contracts or amendment or renewal that meets the above criteria shall be submitted to the Board at a meeting at least 30-days prior to such renewal or entry of such contract for review.

Every agreement that has an annual cost equal to or greater than \$10,000 shall have a separate line item in the budget.

Each and every Vendor and or contractor agreements in their entirety must be submitted to accounts payable as justification for the expense. Payments will not be made without entire justification for the expense.No contract may be signed retroactively or backdated. Contracts signed without proper authorization are not binding and may be subject to termination or renegotiation.

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### **513. Use of a Parliamentarian**

The Parliamentarian advises the President and other members on parliamentary procedure but does not rule on issues.

- The Parliamentarian should sit near the Chair for easy consultation.
  - The President should confer with the Parliamentarian before and during meetings as needed.
  - Errors in procedure should be discreetly noted to the Chair.
  - Final rulings rest solely with the Chair.
- 

### **514. Use of Legal Counsel**

Legal counsel is appointed and terminated by the Board of Directors upon recommendation of the CEO All requests for legal consultation must be routed through the President or CEO.

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### **515. Use of Certified Public Accountant**

A CPA is appointed by the Board upon recommendation of the CEO and the Budget and Finance Committee to prepare NETAR’s annual tax return and audit.

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### **516. Diversity and Fair Housing Policy**

NETAR is committed to a diverse and inclusive environment and to providing equal service without discrimination. NETAR will:

- Promote fair housing education and best practices
  - Partner with NAR and TR to support policy advocacy
  - Encourage diversity in the real estate profession and in leadership roles
- 

## **517. Leadership Communications Policy**

All inquiries from members or the media must be referred to the CEO. Only the CEO or President may issue official responses, which should:

- Acknowledge the inquiry
- Note it has been referred for follow-up
- Be neutral in tone

The CEO and President will provide a final resolution and assign the appropriate person to respond.

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## **518. Smoking Policy**

Smoking is prohibited inside NETAR offices. Smoking is allowed in designated outdoor covered areas; cigarette waste must be properly disposed of.

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## **519. Special Events Policies**

Committees/Task Forces plan event themes, speakers, and promotions. Staff handles logistics, contracts, budgeting, and reporting.

### **Budgeting:**

Staff manages the event budget in collaboration with the planning group. Add-ons must be funded through confirmed sponsorships.

### **Insurance:**

Off-site event coverage is included in NETAR's general liability policy; additional insurance must be planned separately.

### **Contracts:**

All event-related contracts must be reviewed and signed by the CEO.

**Reporting:**

Status updates are due at 90, 60, 30 days, and 1 week before the event.

**Sponsorships & Ticket Sales:**

Pre-event ticket/sponsorship sales are required unless door sales are planned. If 60% of revenue goals are not met 14 days out, the CEO must be notified.

**Unpaid Balances:**

Past due event balances must be paid before registering for new events.

**Cancellation:**

The President and CEO may cancel events after consulting with the planning Chair. Financial and logistical impacts must be considered.

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## **520. CEO ABSENCE/SUCCESSION PLAN**

As a strategic initiative, this plan is designed to provide a structured response to the temporary or permanent absence of the Chief Executive Officer (CEO), ensuring the seamless, continuous operation of NETAR and its affiliated entities. The plan outlines three distinct scenarios:

- **Scenario 1:** Temporary absence of the CEO (up to 1 month)
  - **Scenario 2:** Extended temporary absence of the CEO (exceeding 1 month)
  - **Scenario 3:** Permanent absence of the CEO requiring recruitment of a new CEO
- 

### **CEO Absence – Scenario 1: Temporary Absence (Up to 1 Month)**

This scenario assumes a short-term CEO absence due to professional commitments, illness, vacation, personal leave, or other temporary circumstances.

- Each staff member maintains oversight and decision-making within their functional area.
  - When possible, the CEO will meet with staff in advance to assign any additional duties.
  - The **Director of Advocacy and Finance** will provide administrative support to the Board of Directors and the Advisory Task Force, as directed by the CEO.
-

## **CEO Absence – Scenario 2: Extended Temporary Absence (Exceeding 1 Month)**

This scenario applies when the CEO is absent for more than one month and may not be available for regular contact or consultation.

- After **60 days**, the **Board of Directors** will evaluate the continued absence and determine an acceptable duration based on circumstances.
  - The **Director of Advocacy and Finance** will assume the role of **Interim CEO**, with the corresponding responsibilities and authority.
    - The Interim CEO will delegate CEO duties to appropriate staff as needed.
    - The Interim CEO will report directly to the Board of Directors.
  - When possible, the CEO will meet with staff in advance to assign additional duties.
  - Each staff member continues to have direct oversight within their area.
  - The Interim CEO will continue to support the Board of Directors and Advisory Task Force.
- 

## **CEO Succession – Scenario 3: Permanent Absence**

This scenario assumes that a new CEO must be recruited and hired.

- If the current CEO is available during the transition, they will remain in their role and assist the Board of Directors with the recruitment process.
  - If the CEO is unavailable, the **Interim CEO** (Director of Advocacy and Finance) will continue to lead the organization and assist the Board in recruitment.
  - The **Board of Directors** will determine temporary salary adjustments or bonuses for the Interim CEO and other staff as needed, based on newly assumed responsibilities and market standards.
- 

## **Recruitment Process**

### **Use of Recruiting Consultant**

It is recommended that NETAR engage a **recruiting consultant** experienced in REALTOR® Association Management to:

- Review and revise the current CEO position description and compensation
- Draft and post job advertisements
- Source and screen candidates (including initial interviews and reference checks)
- Guide the Search Committee through the interview and selection process
- Conduct a final debrief with the Search Committee

### **Recruitment Plan Objectives**

The recruitment plan should focus on:

- The strategic direction of the Association
  - Required position competencies and executive attributes
  - Budget, timeline, and resource management
  - A complete internal audit should be performed prior to the new CEO assuming the position.
- 

### **Search Committee**

- Appointed by the **Advisory Task Force**
- Composed of **7 REALTOR® members**:
  - Chair (typically a recent Past President)
  - 3 Officers
  - 3 Directors, selected by the President

### **Responsibilities**

- Establish roles and involvement expectations
- Liaise with the CEO/Interim CEO

- Define qualifications and desired attributes
  - Set a search budget and develop a timeline
  - Review and update the position description
  - Determine compensation
  - Select and coordinate with a recruiting consultant
  - Conduct interviews
  - Recommend the final candidate to the Board of Directors
  - Negotiate compensation, contract terms, and start date
- 

## Internal Candidates

If internal candidates emerge:

- All parties involved must remain neutral—no support or opposition may be shown.
  - Internal candidates must meet the same criteria and expectations as external applicants.
  - Clear communication of this standard is essential.
- 

## Transition and Onboarding

- The **Advisory Task Force** will support the new CEO during the first full operational year.
  - Formal evaluations will be conducted at the **6-month** and **1-year** marks.
  - Volunteer leadership should:
    - Allow the CEO time to assess operations, finances, staffing, and culture
    - Avoid involvement in day-to-day operations
    - Remain neutral and support the CEO's authority in personnel and operational decisions
-

## **521. Crisis Management Plan**

### **Purpose**

To prepare the Association Office and employees for a potential outbreak, epidemic, or pandemic involving infectious disease.

### **Objectives:**

- a) Reduce transmission among NETAR staff and members.
  - b) Protect individuals at higher risk for complications.
  - c) Maintain essential business operations.
- 

### **Workplace Guidance**

To prevent workplace exposure and ensure continuity during a local or widespread outbreak, NETAR will follow mitigation strategies recommended by the Centers for Disease Control and Prevention (CDC) where applicable. Specific actions include:

- **Symptomatic Employees:** Staff with symptoms (e.g., respiratory illness, fever) should not report to work. If symptoms develop on-site, the staff member will be sent home immediately.
- **Hygiene Practices:** Staff must practice proper hygiene including frequent handwashing for at least 20 seconds. When unavailable, alcohol-based hand sanitizer should be used.
- **Surface Cleaning:** Frequently touched surfaces (e.g., desktops, phones, keyboards, doorknobs) should be cleaned regularly with recommended disinfectants.
- **Office Supplies:** The office should maintain stock of disinfecting wipes, spray, tissues, hand sanitizer, soap, paper towels, gloves, and other cleaning supplies.
- **Exposure Protocol:** Employees with ill family members or known exposure should not come to work.
- **Member Contact:** Minimize direct contact with members. Items should not be passed hand-to-hand unless gloves are worn.
- **Office Visits:** Members and non-employees must call before visiting to determine whether business can be conducted remotely.
- **Confirmed Case Response:** In the event of a positive diagnosis or direct exposure reported by a staff member or visitor, the CEO will determine whether the office must be vacated for deep cleaning.

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## Action Steps Based on Severity

### Step 1: Cancel In-Person Meetings and Events

*Trigger:* Public health directives or a declared state of emergency.

*Actions:*

- CEO approval required
- Notify members via email and social media
- Use Zoom for essential meetings
- Follow government and CDC guidance

### Step 2: Weekly Re-Evaluation

Monitor the situation and response needs on a weekly basis.

### Step 3: Escalated Response

If state/federal guidelines grow stricter, NETAR will implement additional measures for staff/member safety.

### Step 4: Lockdown Operations

*Trigger:* CDC guidance or confirmed cases in Northeast Tennessee.

*Actions:*

- Office open to staff and President only
- Member communications via email, Facebook, voicemail, and signage
- Staff maintains operations via phone/email

### Step 5: Remote Work and Isolation

*Trigger:* Increased area cases, employee illness, or caregiving duties.

*Actions:*

- Remote work protocols implemented
- Office may remain partially staffed
- “No contact” service available via phone with outdoor pickup

### Step 6: Full Office Closure – Shelter in Place

*Trigger:* Mandatory government order or widespread exposure.

*Actions:*

- All employees work remotely
  - Office fully closed
  - Communications sent via email and posted on Facebook
- 

## **Remote Work / Telecommuting**

### **Definition**

Remote Work is working from any location outside NETAR's physical office, as approved by the CEO.

### **Technology Access**

- Staff have secure access to office computers via home computers (managed by Pointech).
- Office calls are forwarded to staff cell phones on a rotating schedule.

### **Pay and Expectations**

- Employees are expected to maintain standard hours and productivity levels.
- No overtime without CEO approval.
- No reimbursement for remote work expenses unless approved.

### **Security and Policy Compliance**

- Staff are responsible for protecting NETAR property, data, and documents when working remotely.
- CEO or Board may revoke remote work privileges for policy violations or reduced performance.

### **Member Communications**

- Office updates, closures, and changes in service will be communicated via email and Facebook.
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## **522. Social Media Policy**

### **Scope**

Applies to all NETAR leaders including elected officers, directors, committee/task force chairs and members, staff, and other appointed leaders.

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### **Purpose and Guidelines**

Social media is a vital communication tool. This policy supports NETAR leaders in using it effectively while preserving the association's reputation.

### **General Principles**

- The President is NETAR's chief spokesperson, but all leaders are encouraged to share NETAR's mission, advocacy, and events.
- Sharing or reposting official NETAR content is acceptable unless stated otherwise.

### **Expectations for Leaders**

- Be professional and ethical at all times.
- Do not make statements contrary to NETAR's official positions.
- Avoid public comments about candidates, appointees, and elected officials that contradict NETAR's views.
- Include a disclaimer when making personal posts that might be mistaken as representing NETAR.
- Never disclose confidential information.
- Do not promote or boycott products, services, or companies in association with NETAR.
- Respect copyright and intellectual property. Use the REALTOR® trademark appropriately.

### **If in Doubt**

- If unsure about a post, consult the President or CEO before publishing.

## Non-Compliance

- Violations may result in the President or CEO requesting the removal, correction, or revision of the post. Continued violations may be escalated.
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# SECTION 6: ACKNOWLEDGEMENTS

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## **601. Volunteer Member Acknowledgment**

I acknowledge that I have received and read the NETAR Policy Manual. I understand this manual outlines organizational policies and does not constitute a contract of employment. As a volunteer, I agree to follow the rules and policies of NETAR. I also understand that my volunteer role may be ended at any time, with or without cause, by either myself or the Association. Only the CEO and/or the Board of Directors may alter this relationship in writing.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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## **602. Confidentiality Acknowledgment**

I acknowledge that I may have access to confidential information in my role with NETAR. I agree not to disclose, use, or misuse such information, which includes but is not limited to financial, legal, personnel, and membership data. I understand violations may result in disciplinary action, including removal or termination.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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## **603. Conflict of Interest Acknowledgment**

I acknowledge that as a director or employee, I have a fiduciary duty to act in NETAR's best interest. I will disclose any potential or actual conflicts of interest to the Board. In such cases, I will recuse myself from discussions or votes as required. Ongoing, irreconcilable conflicts may require resignation or divestment.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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### **604. Anti-Trust Policy Acknowledgment**

I acknowledge that I have received and read the NETAR Anti-Trust Policy. I understand it is my responsibility to comply with the policy and applicable laws. This document does not constitute an employment agreement.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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### **605. Harassment Policy Acknowledgment**

I acknowledge that I have received and read the NETAR Anti-Harassment Policy. I understand it is my responsibility to comply with its terms. This document does not constitute an employment agreement.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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### **606. Fraud Action Plan Policy Acknowledgment**

I acknowledge that NETAR promotes a culture of honesty and ethical conduct. The Association will take appropriate steps to prevent, detect, and respond to fraud, including internal controls, periodic evaluations, and a clear reporting process for suspected fraud.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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### **607. Whistleblower Acknowledgment**

I acknowledge that I am expected to uphold ethical standards and report any suspected violations. I understand that retaliation against good faith reports is prohibited. Violations should be reported to the CEO, President, or a Board member. If these individuals are involved, the President-elect will investigate.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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### **608. Event and Meeting Code of Conduct**

As a NETAR representative, I agree to maintain professionalism at all events, meetings, and while interacting with members or the public. Violations will be investigated by the Board (for office rs/directors) or by the CEO (for staff), and appropriate actions will be taken.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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## **609. Travel Policy**

I acknowledge that I may travel on behalf of NETAR and understand the procedures for reimbursement and reporting. I agree to submit expense reports and meeting summaries within 30 days of travel. Reimbursable and non-reimbursable expenses are outlined in the Travel Policy.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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*Addendum 1- Strategic Plan*

*Addendum 2- Financial Policy*

*Addendum 3 - NAR Member Code of Conduct Policy*

**Adopted by the NETAR Board of Directors this 7 day of August, 2025.**