



## **Policy Manual**

**2012**

## **INTRODUCTION**

The NARI Bylaws/Ethics Committee is charged with the responsibility of oversight of and recommending amendments to the NARI Policy Manual at the times and within the scope directed by the Madison Chapter Board or other applicable authority.

This Policy Manual is intended to serve as a guide in the management of the Madison Chapter and as part of the Chapter's continuing effort to improve and increase consistency and predictability in its processes and results. However, this Policy Manual cannot reasonably establish comprehensive rules and procedures to capture every possible situation, event and contingency. Accordingly, and in addition to this Policy Manual, all NARI Chapter leaders and Members shall use their good-faith, judgment, and professionalism--for which NARI and its members are known--to guide all of their Association related conduct.

Any NARI member is entitled to submit suggested changes to this Policy Manual to the attention of the Chairman of the Bylaws/Ethics Committee, the Chapter President or the Executive Director.

<b>TABLE OF CONTENTS</b>	
<b>INTRODUCTION</b> .....	2
<b>TABLE OF CONTENTS</b> .....	3
<b>SECTION I –ADMINISTRATION OF POLICY</b> .....	4
A. Policy Changes .....	4
B. NARI Executive Director .....	4
<b>SECTION II – GENERAL POLICIES</b> .....	4
A. Pronunciation of Acronym.....	4
B. Anti-Trust Policy .....	4
C. Logo and Trademark Usage Guidelines .....	5
D. Solicitation Policy .....	6
E. Working Atmosphere Policy.....	7
F. Travel Policy.....	8
G. Investment Policy.....	10
H. Liability Insurance, Bonding & Check & Contract Signing Authority .....	11
I. Conflict of Interest Policy .....	12
J. Whistleblower Protection Policy .....	12
K. Record Retention Policy .....	13
L. Membership Dues & Anniversary Date.....	14
M. Accounts Receivable- Collections & Write- Off Policy .....	15
N. Vehicle Policy .....	16
O. Bid Requirements Policy .....	17
P. Reserve Policy .....	18
Q. Committee Expense Policy .....	18
R. Copyright Assignment .....	18
S. Email Voting by Board of Directors .....	19
<b>SECTION III – NARI BOARD OF DIRECTORS</b> .....	18
A. Governing Body & Composition .....	18
B. Presiding Officer .....	19
C. Meetings.....	19
D. Officers .....	19
E. Role of the Board Directors .....	20
F. Board of Directors Standards of Conduct.....	20
G. Absentee Ballots for Annual Meeting .....	20
<b>SECTION IV - COMMITTEES &amp; COUNCILS</b> .....	21
A. Standing Committees .....	22
B. Committee Operations .....	22
<b>SECTION V –OFFICE STAFF</b> .....	23
A. Executive Director .....	23
B. Other Staff.....	24
<b>NARI POLICY MANUAL - APPENDIX</b>	
APPENDIX A – Grievance Procedures.....	24
APPENDIX B - Job Descriptions .....	27
APPENDIX C - Committee and Council Charters .....	32
APPENDIX D - Requests/Forms.....	35
APPENDIX E – Bylaws .....	36
APPENDIX F – Standards of Practice and Code of Ethics .....	36

## **SECTION I –ADMINISTRATION OF POLICY**

### **A. Policy Changes**

Member proposed additions, deletions or amendments may be proposed by the Bylaws/Ethics Committee, the NARI Executive Director or the Board of Directors. Additions, deletions and amendments may only be made by a majority vote of the Board of Directors.

### **B. NARI Executive Director**

The Executive Director is charged with the responsibility of ensuring that changes to policy are posted in the manual and that the manual is maintained in good order and is reasonably available to the members, such as on the NARI of Madison web site.

## **SECTION II – GENERAL POLICIES**

### **A. Pronunciation of Acronym**

The name NARI shall be pronounced in the manner that rhymes with “carry”, as approved by the National Board of Directors on March 18, 2006.

### **B. Anti-Trust Policy**

WHEREAS, federal and state antitrust laws were enacted to prohibit activities which may restrain or monopolize trade or foster unfair methods of competition;

WHEREAS, penalties can be severe, involve fines and injunctions levied against companies and fines and/or imprisonment for involved individuals;

WHEREAS, cooperative activities among competitors, such as those conducted under the banner of a trade association, can sometimes be viewed as inherently suspect under these laws;

WHEREAS, NARI of Madison has never and does not endorse, condone nor encourage any prohibited or illegal behavior;

WHEREAS, NARI of Madison believes it important to express basic minimum guidelines for the conduct of its members to consider and abide in a means to facilitate compliance with both the spirit and the letter of applicable antitrust laws; and

THEREFORE, it is NARI of Madison policy that there be:

- No activity or communication between NARI of Madison leadership with members, or between members with other members, which attempts to, or whose goal or any purpose is to, arrive at any agreement regarding prices, terms, or conditions of sale, distribution, volume or production, or allocations of territories or customers.
- No activity or communication which includes discussion of prices or pricing methods, product quotas, other limitations on either the timing or volume of production or sale, or allocations of territories or customers.

- No activity by any NARI of Madison group or organized body, without prior legal consultation, which involves the exchange of information regarding pricing method or cost of production, or sales or distribution.
- No discussion of prices, potential price fluctuations, or raw material or finished product supply and demand.
- No refusal to make available results of NARI of Madison Research Programs to all companies in the industry on a reasonable cost basis.
- No activity or communication which might be construed as an attempt to prevent any person or business entity from gaining access to any market or customer for goods or services; or any business entity from obtaining a supply of goods.
- No establishment of standards for, or certification of, any industry standard testing methods without first seeking legal advice as to the procedures to be followed.
- No comment to governmental agencies on the ability of any member or members to comply with any government regulation in the absence of a written request for a joint statement by the agency involved. General Counsel shall be consulted before comments in response to an agency initiative are prepared.
- No activity or communication which might be construed as an agreement to refrain from purchasing or using any raw materials, equipment, services, or supplies of or from any supplier.
- No activity that might be construed as forestalling or limiting basic research or the development of any product, process or machinery.

The above policies are for members' general guidance purposes only and is not and should not be considered as legal advice nor as information upon which the member should exclusively rely or consider in regulating its conduct to ensure that it is not in violation of any law.

### C. Logo and Trademark Usage Guidelines

**Introduction-** The logo mark is an organization's most prominent visual representation of its brand identity to the general public and marketplace. The trademark identifies the National Association of the Remodeling Industry, the Madison Chapter, its membership and its programs. A trademark can be lost or have its value reduced by improper use or disuse. Hence, proper, consistent, and accurate usage, in accordance with the guidelines that follow, helps to further protect, build, and enhance the recognition of the NARI brand and is imperative for the preservation of these assets.

The NARI and NARI of Madison logos were designed to achieve consistent use by all NARI of Madison members. NARI of Madison Logo files are available from NARI by calling NARI National at 800-611-NARI or NARI of Madison, Inc. at 608-222-0670, and are available for download on the members-only pages of both the NARI National ([www.nari.org](http://www.nari.org)) and Madison Chapter ([www.NARIMadison.org](http://www.NARIMadison.org)) web sites. For best quality, use the EPS file format. This vector-based format provides sharp edges and also allows resizing of images without losing quality. All NARI Chapters and members using

the NARI logo are required to follow these logo usage guidelines. Detailed logo and trademark usage guidelines are available in the Members Only section of NARI.org. Please utilize the information provided therein.

The NARI logo is valuable only so long as it continues to identify and distinguish members of the National Association of the Remodeling Industry (NARI) members, who have pledged themselves to the NARI Code of Ethics, from non-NARI members. It is every member's duty to be alert to the misuse of the NARI logo and report it to their chapter or NARI. Report misuse by calling 608-222-0670 or emailing NARI of Madison, Inc. at [nari@NARIMadison.org](mailto:nari@NARIMadison.org)

**1. Member Responsibilities-** Become familiar with the use of the trademarks and trade names and the limitations and guidelines set forth below: Observe use of the trademark and trade names in the member's respective region and report unauthorized or improper use to NARI of Madison by calling 608-222-0670 or by e-mailing [nari@remodelingmadison.org](mailto:nari@remodelingmadison.org).

**2. Chapter Responsibilities-** NARI of Madison shall maintain familiarity with the limitations and guidelines in order to provide correct advice on the trademarks and trade names. The Madison Chapter will operate at all times within those guidelines and limitations; and

- a) Act promptly, with NARI, to halt or prevent persistent unauthorized use of the trademarks and trade names
- b) Advise members to stop usage of NARI trademarks and trade names if the members discontinue, resign, or terminate their membership in NARI.
- c) Use of the NARI Chapter logo, created by NARI with the chapter name within the logo, shall signify that the chapter is officially recognized by NARI and that it will not be used to promote positions or activities contrary to those of the NARI Code of Ethics, Core Purpose, and Core Values.
- d) The Chapter agrees to only use the camera-ready art and any graphic standard guidelines and to make no modifications, or allow any third party to make any modifications, to the logo and its elements.

**3. Requirements for using the NARI acronym in print-** No Periods, dashes, hyphen, or spaces shall appear between the letters of "NARI" (Not: N.A.R.I., N-A-R-I or N A R I). "NARI" must always appear in upper case (Not nari or Nari) and not italicized (Not: *NARI*). The correct way to print or type the NARI acronym is: NARI

**4. In advertising-** The NARI logo should be followed by the registration mark symbol or the ad must state, "The NARI logo is a registered trademark of the National Association of the Remodeling Industry" in a tangible sized font.

#### D. Solicitation Policy

**1. Solicitation at Meetings-** NARI of Madison encourages networking and the exchange of general information and opportunities between members at NARI of Madison functions. However, NARI of Madison functions are generally inappropriate venues for undesired, focused or high pressure marketing or sales efforts ("solicitations"). Accordingly, solicitation of business at any meeting held in

conjunction with a NARI of Madison Board of Directors meeting or any other Association meeting or function, must be approved in advance by the President and the Executive Director. Because the distinction between encouraged professional networking and discouraged sales solicitations can sometimes be murky, NARI of Madison must largely rely on the ability of its members to use their discretion and good judgment at NARI of Madison events, as they would in any other social situation. Accordingly, members are encouraged to use their good taste and judgment and, should there be any question, to err on the side of moderation.

**2. Guidelines for Use of NARI of Madison Member List** – One time use of the Madison Member List must be approved by both Executive Director and Board of Directors. The list may not be sold or traded. A signed rental agreement must be on file prior to release of number data.

**3.** For purposes of this subsection, “solicit” or “soliciting” means to engage or to attempt to engage a person in any manner--orally or in writing--for the primary purpose of persuading or requesting that the person provide business or to provide a business advantage or benefit.

#### **E. Working Atmosphere Policy**

All employees and members of the National Association of the Remodeling Industry have a duty to maintain NARI’s Core Values and high standards of honesty, integrity and dignity and to conduct themselves in a manner that will ensure proper performance of the organization’s business. Behavioral standards demonstrating respect for NARI of Madison members and staff are expected from everyone and engaging in inappropriate and/or illegal conduct is a basis for termination of NARI of Madison membership and/or employment.

Vis-à-vis Association business, it is the policy of NARI of Madison to provide a working atmosphere, in all locations where the business of the Association is conducted, including staff offices, national board meetings and other Association functions, that is free from discriminatory insult, intimidation and other forms of harassment. Furthermore, all employees and members share the responsibility for fostering a safe and pleasant working atmosphere, which allows individuals to achieve high performance in their duties.

**1. Harassment-** Harassment based on race, religion, color, national origin, sexual orientation or gender is a violation of NARI of Madison policy. Harassment may be overt or subtle; whatever form it takes: verbal, nonverbal or physical, harassment is insulting and demeaning to the recipient and will not be tolerated. Examples of harassment include verbal abuse, racial, ethnic, religious, or gender based slurs or jokes, obscene gestures, and hazing.

**2. Sexual Harassment-** The Equal Employment Opportunity Commission (EEOC) has adopted written guidelines stating that any sexual harassment tolerated by employers constitutes a violation of Title VII of the Civil Rights Act of 1964. NARI policy requires that all members and staff adhere to the law during the conduct of Association business. As guidance, the EEOC guidelines state:

“Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1)

submission to such conduct is made explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct is used as the basis for employment decisions affecting such an individual, or (3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment."

**3. Individual Responsibility-** Any employee or member who believes that he/she or some other individual is the victim or subject of harassment by another individual during the conduct of Association business should promptly report the harassing conduct to the Executive Director, the President, or other Officer.

**4. Management & Board of Directors -** All members of management and the Board of Directors shall strive to ensure that no harassment of employees or members occurs within their area of authority. Any observance of harassment of any individual during the conduct of Association business should be promptly reported to the Executive Director, the President, or other Officer.

**5. Investigations-** Reports of harassment will receive immediate attention. Investigations will be conducted and may include conferring with parties and witnesses named by the reporting individual. Because of the sensitive nature of such allegations, incidences will be investigated with particular care and should remain consistent with thorough review of the facts and the NARI of Madison decision-making process.

**6. Sanctions-** If the investigation reveals the report to be valid, prompt action, sufficient to stop the harassment immediately and to prevent its recurrence will be taken. For employee offenders, the Executive Director will take action, which includes disciplinary measures up to and including termination. Should the investigation reveal that the reporting individual is a victim of harassment by a member, it will be the responsibility of the President to take appropriate action with the member.

**Publication of this Policy-** Every staff person and member of the NARI of Madison Board of Directors should be reminded of the existence of this policy and encouraged to read and become familiar with its provisions.

## **F. Travel Policy**

There are many volunteer opportunities within NARI of Madison, Inc. Before making the commitment to serve the chapter as a committee member, chairperson or board representative, members should make sure they are able to commit the time and personal resources necessary to serve. Being on the Board of Directors and participating on a committee (either as a general member or chairperson) is strictly voluntary and there will be no reimbursement for mileage or time given. Normal expenses of committees (printing, postage, etc.) should be covered by the committee's operating budget and approved during the budgeting process by the Board of Directors.

NARI of Madison, Inc. reimburses member expenses associated with National, Regional or other pre-approved Association Functions or meetings. This reimbursement is designed to allow our chapter to be represented at these meetings without any extra expense to our representatives. Travel to and from the meeting, as well as local expenses (mileage to and

from the airport, taxi fares, etc.) will be reimbursed (if authorized by the Board) but it is the member's prerogative to give of their time and lost or decreased wages will not be reimbursed.

Travel expenses will be reimbursed for any travel authorized by the NARI of Madison, Inc. Board of Directors. Requests for reimbursement are processed by NARI of Madison within the framework of these policies. Expenses must be reasonable and documented with receipts, so as to satisfy Internal Revenue Service regulations.

NARI of Madison staff and the Treasurer have the responsibility of questioning expenses which appear to be unreasonable or are not reported in such a way as to conform to the travel policy requirements. Reasonable and documented expenses in the following categories will be reimbursed.

1. **Travel** – Expense reimbursement equal to the rate of an economy coach air ticket booked at the posted rate 21 days prior to departure. Avoidable ticket changes or upgrades are not reimbursable. Direct transportation between home, airports and meeting site, including parking fees with receipt are reimbursable. Rental cars, vans, etc. are not reimbursable unless prior approval is made by the Treasurer. If driving own vehicle to the meeting, the reimbursement for mileage shall not exceed the cost of a coach fare airline ticket.
2. **Housing and Meals** – Meals, if not included in the meeting, provided by NARI of Madison or by a third party (Refer to IRS published per diem rates for maximum allowance). NARI of Madison does not reimburse for alcoholic beverages. Room and tax for lodging at the meeting host hotel for the evenings necessary for NARI of Madison participation. The organization may on occasion pay directly to the hotel room and tax on your behalf. In-room movies, games, spa, fitness center and other separate charges at the hotel are not reimbursable. Internet use for NARI business and phone calls for NARI business are reimbursable.
3. **Traveling with Family Members** – Expenses incurred by a spouse or other family member are not reimbursable. When an individual is accompanied by a spouse or other family member, expenses for transportation, hotel and meals will be reimbursed for the authorized NARI of Madison individual only. Any additional expenses for the spouse or other family members are not reimbursable.
4. **Mileage** – Authorized mileage will be reimbursed at the current IRS mileage rate for NARI staff only.
5. **Expense Form** - All expenses other than tips must be accompanied by a receipt in order to provide reimbursement. A credit card statement is not sufficient proof of receipt. Completed expense vouchers, with accompanying original receipts, must be submitted no later than 30 days after the conclusion of the meeting/event in order to be reimbursed.

This policy is not meant to provide tax advice. You may wish to consult your tax advisor on the ability to deduct travel expenses as a personal or business deductions on your income tax return.

6. NARI of Madison has 5 House of Delegate votes at each national meeting. The delegates shall be appointed by the President and must receive Board of Director approval. The delegates should be selected in the following order:
  - a. Executive Director

- b. President
- c. First Vice President
- d. Any member(s) holding a national leadership position (assuming the position was previously approved by the Board of Directors)
- e. Chapter member who can bring the greatest value to the Madison chapter (continued leadership position, continuity, etc.)

## **G. Investment Policy**

WHEREAS, the Board of Directors is responsible for setting the policies to be followed for operating the Association, and;

WHEREAS, the Board of Directors believes it is in the best interest of the Association to have a written policy regarding investments, and;

WHEREAS, the Board of Directors desires to have an investment plan in place to be used for unforeseen budget shortfalls, start-up capital, and replacement of furniture and equipment, and;

WHEREAS, the Board of Directors desires to establish a threshold for investments;

NOW THEREFORE BE IT RESOLVED that the Board of Directors establishes the following investment guidelines:

1. The objectives of NARI of Madison's investment policy are as follows:
  - a. Preservation and safety of capital is of paramount importance.
  - b. Maintain sufficient liquid assets to meet planned and unplanned expenditures
  - c. Earn a reasonable amount of income from a variety of investments.
2. As operations permit, long-term investments will be recommended by the Finance & Audit Committee for final approval by the Board of Directors.

### Operating Funds (Checking Account, Money Market Account)

3. All cash received will be deposited into the checking account. To the extent possible, the checking account balance should not exceed \$10,000 at the end of each monthly reporting period.
4. Money not assigned to the long-term investment pool shall be maintained in the money market account and comply with FDIC insurance limits. Money will be moved regularly between the checking and money market accounts to maximize interest earnings.

### Non-Operating Funds (Long Term Investment Pool)

5. The non-operating funds shall be invested in Treasury bills, Treasury Notes, CDs and Mutual Funds. Mutual Funds should have a Morningstar or equivalent service rating of four stars or better. The At Risk (Mutual Funds) investment vehicles shall not exceed 25% of the amount invested. Reductions in the At Risk (non FDIC insured) funds may be made upon recommendation of the Finance & Audit

Committee with final approval by the Board of Directors. No issuer may account for more than 5% (10% for small cap and foreign) of the total fund's assets and no industry, country or currency (other than U.S.) may account for more than 35% of the fund's portfolio. The minimum number of stocks per account held must be at least 20.

6. Fixed rate investments shall have laddered maturities with a maximum term of five (5) years.
7. The President, Chair of the Board, and Treasurer of the Association shall have signature power on all accounts of the Association.
8. In making investment decisions and supervising and managing assets, a person with investment responsibilities should act with care, skill, prudence and diligence under the circumstances then prevailing that a prudent person in a like capacity and familiar with these matters would use in the conduct of an enterprise of like character and aims.
9. It is recommended that an outside investment advisor be retained to manage the investment funds and reports annually to the NARI of Madison Board of Directors.

#### H. Liability Insurance, Bonding & Check & Contract Signing Authority

**1. Liability Insurance Coverage-** NARI shall endeavor to obtain insurance which covers the following: the Association, and any individual who was, is now, or shall be a director, officer, trustee, employee, volunteer or staff member of the Association and shall include an executive, board member or committee member, whether salaried or not.

**2. Fidelity Bonding-** Association employees who are involved in cash receipts are covered by a fidelity bond in the amount of \$100,000.00

**3. Check Signing Authority -** Check signing authority is granted to the current President, Treasurer and Chair of the Board.

**4. Funds Transfer Authority-** Executive Director has authority to transfer funds between accounts as needed for administrative operations with notification to Treasurer.

**5. Contract Signing Authority-** Contract signing authority is granted to the Executive Director or President for all Board approved contracts and budgeted items.

**6. Separation of Duties-** Executive Director will pursue prudent separation of financial duties among staff whenever possible.

**7. Debit Cards-** The Association uses debit cards in place of petty cash. All requests to issue debit cards must be authorized by authorized check signer.

**8. Loan Contract Signing Authority.** Loan contract signing authority is granted to the current President, Treasurer and Chair of the Board upon Board of Director's approval.

## **I. Conflict of Interest Policy**

Officers and directors of not-for-profit corporations have fiduciary obligations to the organization and its members under not-for-profit and general corporate law. These may be defined as a duty of care and a duty of loyalty.

The duty of loyalty requires the avoidance of advancing personal interests in ways that injure or take advantage of the organization. Strict standards of honesty and good faith are expected so that actions are taken in the best interests of the organization. The duty of care requires the Association's officers and directors to apply reasonable skill and judgment in managing the organization's affairs, to exercise reasonable business judgment, and to pay attention to the activities and finances of the organization.

NARI members also expect the same duties of care and loyalty from those representing the organization in many other capacities, not just officers and directors. They expect those representing the organization, be it staff, officers or directors, committee or task force members, speakers, authors, or others, to put individual interests aside when they are representing or acting in the name of NARI of Madison. For example, a speaker or author is presented by NARI for the educational benefit of its members so they may improve their own skills, not for the marketing benefit of the speaker. Likewise, committee and task force members should always put the membership's interests first in the selection of programs and services.

Committees, task forces, appointment powers, and vendor selections can create or lead to individual commercial opportunities. NARI expects and requires that those provided the opportunity to manage and represent the organization in any capacity will adhere to these basic obligations of loyalty and care, and not use their position to advance or place their own personal or business interests ahead of NARI and its members.

Any member who believes another NARI member or employee is not fulfilling the intent of this statement should address their concerns to the President and Executive Director for a confidential review.

## **J. Whistleblower Protection Policy**

NARI prides itself on its adherence to federal, state, and local laws and/or regulations, including business ethics policies. As such, even though it is not obligated to do so, the Association has decided to voluntarily adopt a whistleblower protection policy. Pursuant to this policy, any employee who becomes aware of any violation of federal, state, or local law or regulation, including any financial wrongdoing, should immediately report the violation to the Executive Director to allow the organization to investigate and, if applicable, correct the situation or condition.

If the Executive Director is involved or is believed to be involved in the matter being reported, employees may, in the alternative, make a report to the Association's president. The Association will conduct an investigation and take appropriate action within a reasonable period of time. Such complaints will be held in confidence to the extent the needs of the investigation permit.

“Financial wrongdoing” may include, but is not limited to:

- questionable accounting practices;
- fraud or deliberate error in financial statements or recordkeeping;
- deficiencies of internal accounting controls;
- misrepresentations to officers, accountants, or committee chairs (including deviation from full reporting of financial conditions).

If any employee reports in good faith what the employee believes to be a violation of the law and/or financial wrongdoing to the Association, its president, or to a federal, state, or local agency or assists in an investigation concerning financial wrongdoing, it is the Association’s policy that there will be no retaliation taken against the employee.

Employees are reminded of the importance of keeping financial matters confidential. Employees with questions concerning the confidentiality or appropriateness of disclosure of particular information should contact the Executive Director.

### **K. Record Retention Policy**

NARI of Madison will annually review documents for retention during the first quarter of each calendar year. The review will include electronic and paper documents. NARI adheres to the following record retention schedule:

<b><u>TYPE OF RECORD</u></b>	<b><u>RETENTION PERIOD</u></b>
<b><u>Accounting Records</u></b>	
General Ledger	Permanently
Cash receipts and disbursement journals	Permanently
Fixed asset ledgers	Permanently
Accounts receivable ledgers	6 Years
Accounts payable ledgers	6 Years
Payroll records	Permanently
Billing files	6 Years
Expense reports and Time Sheets	6 Years
Cancelled checks, bank statements, and deposit slips	6 Years
<b><u>Administrative Records</u></b>	
Partnership or corporate records, including minutes of board meetings	Permanently
Articles of incorporation, Bylaws	Permanently
Partnership agreements	Permanently
Licenses	Permanently
Stock ledger and cancelled stock certificates	Permanently
Leases and contracts	6 Years after expiration
Insurance documents	6 Years after expiration or settlement
Firm tax returns and annual financial statements	Permanently
Interim financial statements	6 Years
<b><u>Personnel Records: Before Employment</u></b>	

Applications, resumes, job advancements	1 Year
All related documents	1 Year
Unsolicited and Solicited applications, resumes, job advertisements (anything related to non-employees)	1 Year
<b><u>Personnel Records: After Employment</u></b>	
Performance evaluations	7 Years after termination
CPE records	4 Years after termination
Employment contracts	7 Years after termination
INS 1-9 forms	Longer of: 3 years from date of filing or 1 year after termination
Salary information	7 Years after termination
<b><u>Correspondence</u></b>	
General Correspondence	5 Years

#### L. Membership Dues & Anniversary Date

1. Dues for each category of member payable to Madison shall be as follows:

Chapter Members	\$485.00
Local National Members	\$325.00 (local chapter dues only)
Local Regional Members	325.00
Student Members	20.00
Honorary Members	0.00

2. **Anniversary Date-** Each member shall have an anniversary date of the first of the month in which the chapter accepts or renews their membership.

3. **Cancellation Date/Grace Period-** Members whose dues have not been received 60 days after their renewal date will be cancelled. Cancellation does not excuse any other financial obligation the member may have to NARI at the time of cancellation.

4. **Reinstatement-** Cancelled members who remit all amounts owed within 60 days after cancellation will be reinstated to membership. After that time, they will be required to reapply and to pay any application or processing fees charged by NARI.

#### M. Accounts Receivable- Collection & Write- Off Policy

1. Collection Policy-

It is the policy of NARI of Madison, Inc. to invoice members and customers upon receipt of their request for services or products. Online ordering should be used whenever possible to ensure payment upon ordering and to reduce staff time.

(following sentence approved by BOD 8/11)Members shall be responsible for all costs and expenses incurred in the collection of any amounts owed NARI of Madison, Inc. hereunder whether incurred prior to or after commencement of a legal action including, but not limited to, reasonable attorneys' fees and expenses. Further, Member shall be responsible for interest at the

rate of 18% per annum on all amounts due beyond 30 days. Additionally, this member must successfully complete a 90 day COD probation period.

All advertising and sponsorships must be paid in full prior to publication or event. All sponsors must have no outstanding obligations to NARI.

Thirty days after the date of the original invoice, statements will be mailed to customers/members accompanied by copies of outstanding invoices and include a finance charge. The executive director is permitted to negotiate acceptable payment plans including finance charges. Such payment plan may delay additional collection action.

Forty-five days after the date of the original invoice, the account may be turned over to the President, or his designee. The board of directors will receive a monthly report of all open accounts over 60 days old.

If sixty days have elapsed without payment or arrangements, the account may be turned over to NARI's attorney or collection agency.

A bad debt collection activity record will be maintained to track telephone calls, collection agency action and attorney use concerning the customer.

## **2. Write- Off Policy-**

It is the policy of NARI of Madison, Inc. to ensure that all available means of collecting accounts receivable have been exhausted before write-off procedures are initiated. Write-offs are initiated by a completed Accounts Receivable Write-Off Request Form.

If a receivable is deemed uncollectible, the following approvals are required before write-off implementation:

<u>Amount</u>	<u>Individual with authority</u>
Dues (including late fees) or less	Executive Director or Treasurer
Over Dues Amount	Executive Director and President or Treasurer

Once a write-off has been implemented, appropriate staff are to be advised to ensure further credit is not allowed and to update the master list of bad accounts.

(following sentence added by BOD 10/11) Members or customers listed as poor credit risks will be extended future credit only if the back debt, plus accrued interest, is paid and the member/customer has successfully completed a 90-day cash on delivery probation period.

A listing of all write-offs for the current month will be included with the monthly financial statements for review by the treasurer. If write-off procedures have been initiated the following account treatment applies:

1. Invoices written off that are dated during the current year will be treated as a reduction of the appropriate revenue account.
  2. Invoices written off that are dated prior to the current year will be treated as bad debt.
- 
1. Reinstated Members. Members who have had collection action (by NARI) against them will be placed on a COD basis for all NARI events for 18 months upon reinstatement.

## N. Vehicle Policy

Company/Organization vehicles are significant assets and must be maintained and accounted for judiciously. Consequently, the following guidelines have been established to alert drivers of NARI of Madison vehicles of their responsibilities. It is the policy of NARI of Madison that all operators of company/organization vehicles shall drive in a safe and lawful manner in accordance with the guidelines set forth. The purpose of this policy is to:

- Provide standards on the proper use of company/organization owned vehicles assigned to eligible employees.
- Assure the safety of NARI of Madison employees who are assigned vehicles.

### 1. Driver Responsibilities

- Fully complying with this policy.
- Driving at all times in a safe and lawful manner.
- Maintaining the company vehicle in clean, professional and safe operating condition (see Maintenance of Company Vehicle Section).
- Proof of Insurance must be kept in vehicle at all times.
- Reporting all motor vehicle collisions in a company/organization owned vehicle as outlined in this policy.
- Reporting all license suspensions or revocations by driver of company/organization vehicle.
- Assuming full personal responsibilities for all fees, fines or penalties associated with moving/parking violations.
- All drivers of company/organization vehicle must have valid driver's license.
- Personal mileage (any mileage outside of what is required to conduct company business) shall be kept to a minimum as much as possible (subject to change upon board review). Board allows (and budgets) for personal use in and around Madison, during the evening and weekend hours.
- Driver shall not operate vehicle when their ability to do so has been impaired by alcohol, drugs or fatigue.
- Driver and their passengers shall use safety restraints at all times.

### 2. NARI of Madison Responsibilities

- Registration, Title and License Plate of vehicle are paid for by and registered in the name of NARI of Madison.
- Insurance of vehicle to be paid for by NARI of Madison.
- Maintenance of vehicle to be paid for by NARI of Madison as outlined in Owner's Manual.

**3. Maintenance** - Assigned drivers are expected to follow the established guidelines in the Owner's Manual for scheduled maintenance as well as unscheduled maintenance. All maintenance expenses should be charged to NARI of Madison.

If a driver willfully neglects following proper maintenance procedures or damages the vehicle, he or she will be responsible for repair costs.

**4. Fueling of Vehicle** - NARI of Madison's credit card shall be used only in company/organization vehicle mileage. Board allows fuel purchases to maximize marketing, including evening and weekend hours.

**5. Reporting Accidents** - Motor Vehicle collisions involving company/organization vehicles shall be reported no later than 24 hours after the occurrence to Chapter President. A copy of the police accident report shall also be given to chapter president. Chapter President will then review and decide the appropriate process to take with regards to insurance and legalities.

## **O. Bid Requirements Policy**

It is the policy of the organization to require bids for the following expenditures:

- **Printing:** Two bids are required for all printing expenditures exceeding \$1500/year.
- **Capital Purchases:** Three bids are required for all capital purchases exceeding \$2000.
- **Inventory Purchases:** Two bids are required for all inventory purchases exceeding \$1000.
- **Professional Services:** Professional Services, including CPA firms and law firms, will be evaluated every three years, and requests for proposals will be prepared and sent to qualified firms in the same field.
- **Other:** Include other expenses exceeding \$1000.

The decision to approve a vendor will be made jointly by the Executive Director and the committee chair or treasurer. A completed Selection of Vendor Approval form will be retained in the file of the vendor chosen.

## **P. Reserve Policy**

NARI of Madison, Inc. will work to maintain one annual year's minimum operating expenses in reserves that can be quickly liquidated. Each ensuing board will work to provide a budget that provides a net profit equal to 4% to be placed into the reserves. This committee recommends that each board review the need to adjust the reserve requirement based on current needs. This policy is meant to serve only as a guideline for future boards.

## **Q. Committee Expense Policy**

NARI of Madison obtains input from each committee for both income and expenses related to their activities and events. The Board of Directors, with responsibility for overseeing the entire association budget, has final approval.

If any committee expenses are expected to exceed the approved budget limited, approval must be obtained from the Board of Directors before proceeding. Committees are to work to contain expenses as budgeted and not just to obtain their budgeted net income.

## **R. Copyright Assignment**

The National Association of the Remodeling Industry (hereafter referred to as NARI) possesses extensive intellectual property, some of which is protected under the Federal copyright. A volunteer for NARI accepts that materials or work product may be developed

on behalf of NARI while a volunteer is functioning in his/her role as a NARI official or committee/task force member. Such materials and work products remain the intellectual property of NARI and are owned by NARI. Such materials and work products cannot be used for purposes of a personal nature or on behalf of other organizations or institutions. Use of NARI materials or work products requires the express, advance and written permission of NARI; requests for use must be made in writing and submitted to NARI.

NARI obtains first North American serial rights for any published manuscript. While every effort is made to preserve the author's style, NARI reserves the right to edit articles. NARI also reserves all rights under Federal copyright laws, including without limitation, book edition, electronic versions, general publication, transcription, translation, sound version, video or any other version or media now existing and/or later to be created. Article reprints may individually be arranged through the NARI designer and printer.

#### **S. Email Voting by Board of Directors**

NARI Board members are expected to act by consensus (usually a majority) at a legally constituted meeting that provides each board member the opportunity to contribute to deliberations prior to the vote. Deliberation is missing from simple e-mail communications between board members. Although the State of Wisconsin recognizes that there are technologies that allow geographically dispersed board members to participate in real time, NARI of Madison is not currently set up to allow for these types of meetings.

Therefore, NARI of Madison Board of Directors will not entertain motions or requests for voting by e-mail unless in a specific instance where discussion has been exhausted and a unanimous vote by board members present during the discussion phase authorizes an e-mail vote for that particular issue.

The Board of Directors will reconsider this policy at such future time as technological advances dictate.

#### **T. Gift Policy**

You may not give or receive money or any gift to or from a member, supplier, government official or other organization. Exceptions may be made for gifts that are customary and lawful, are of nominal value or are authorized in advance.

You may accept meals and refreshments if they are infrequent, are of nominal value and are in connection with business discussions. Staff are not permitted to **cover expenses** for anyone unless authorized through the NARI work plan, travel policy or budget.

If you do receive a gift or other benefit of more than nominal value, then report it promptly to a member of management. It will be returned, donated to a suitable charity, or disposed of through other means determined by NARI of Madison.

### **SECTION III – NARI BOARD OF DIRECTORS**

#### **A. Governing Body & Composition**

The governing body of NARI of Madison is its Board of Directors. The Board is charged with performing the policy-making function, as well as giving strategic direction to the programs and activities of the Association. Composition of the Board is defined in the NARI Bylaws, Article VI.

## **B. Presiding Officer**

The NARI President shall preside over each Board meeting. In his or her absence, the First Vice President shall be the presiding Officer.

## **C. Meetings**

- 1. Regularly Scheduled Meetings-** NARI holds monthly meetings during its administrative year.
- 2. Special Meetings-** Special meetings are those that are not regularly scheduled and are scheduled to transact specified business. They may be called by the President and/or the Chair of the Board.
- 3. Notice of Regular Meetings-** Notice of all meetings of the Board are to be sent at least seven (7) days in advance via first class or certified U.S. Mail, facsimile transmission or e-mail. Such notice shall include the agenda(s) and minutes of the previous meeting, unless minutes have been sent previously to Board members. Agendas and approved minutes may be posted on the NARI web site.
- 4. Notice of Special Meetings-** Notice of all special meetings must state the purpose(s) of and action to be taken at such meeting. A copy of the meeting notice must be included with the minutes of any special meeting. Minutes of the special meeting shall be read and approved at the next regular meeting.
- 5. Executive Session-** An Executive Session is a meeting in which sensitive or confidential business is discussed and which is closed to all but members of the Board of Directors and any staff or guests who may be invited. The minutes of such session shall be distributed only to those in attendance.

## **D. Officers**

- 1. Officers of the Board-** President, Chair of the Board, First Vice President, Treasurer, Secretary and Vice President.
- 2. Consecutive Terms of office-** No officer shall be elected to serve in the same capacity for more than two consecutive terms. No one-year board member shall be elected to serve in the same capacity for more than three consecutive terms. No two- or three-year board member shall serve in the same capacity for more than two consecutive terms.
- 3. Qualifications-** To qualify for the position of a NARI Officer, a candidate must meet these qualifications:

- a) Must have been a member of the chapter for at least six (6) months prior to the time of submission for nomination.
- b) Candidate's company must be a member in good standing at the time of submission for nomination.

**4. Nominations-** Officers will be nominated and elected according to the NARI Bylaws, Article V.

**5. Elections-** The election process is explained in the NARI Bylaws, Article V.

**6. Duties-** The duties of the NARI Officers are specified in the NARI Bylaws, Article VII.

**7. Meetings-** The officers shall meet at such times and such locations as they may determine from time to time.

**8. Compensation/Expense Reimbursement-** Officers may not receive any compensation for service to the Association in their elected capacity.

**9. Limits of Authority-** Authorization for off-budget expenditures, i.e. contracts or travel expenses for individuals other than officers shall be given only after consultation with and approval of the Board of Directors.

#### **E. Role of the Board Directors**

As a member of the Board, a director has a fiduciary duty to the National Association of the Remodeling Industry to act in good faith and in the best interests of the Association, regardless of which company he or she represents.

##### **1. Duties and Responsibilities-**

- a) Attend all meetings of the Board of Directors
- b) Approve outcomes to be accomplished
- c) Ensure the resources necessary for achievement are available and used effectively
- d) Ensure the desired outcomes are being achieved
- e) Approve the Strategic Plan
- f) Approve the Work Plan
- g) Approve the Budget
- h) Review, modify and approve the NARI Policy Manual
- i) Suspend or remove an officer
- j) Suspend or remove the Executive Director
- k) Serve as a board liaison to a committee as assigned by the President
- l) Attend NARI membership functions when possible

#### **F. Board of Directors Standards of Conduct**

NARI of Madison National Directors shall pledge to:

- 1. Maintain the highest standard of personal and business conduct**

2. Actively promote and encourage the highest level of ethical conduct within the remodeling industry
3. Maintain loyalty to the Association
4. Respect and serve the needs of all members of NARI
5. Use only legal and ethical means in all Association activities
6. Cooperate in every reasonable and proper way with other members and work with them for the advancement of NARI of Madison and the remodeling profession
7. Maintain the confidentiality of privileged information entrusted to or known to him/her by virtue of the office or position he/she holds
8. Refuse to engage in, or countenance, activities for personal gain at the expense of the Association, the industry or his/her profession
9. Always communicate Association internal and external statements in a truthful and accurate manner, ensuring there is integrity in the data and information
10. Treat every member of NARI of Madison and its staff with respect and courtesy
11. Use every opportunity to improve public understanding of NARI of Madison and the remodeling industry

#### **G. Voting by Proxy Forms for Annual Meeting**

Any member who will not be in attendance at the Annual Meeting may appoint a proxy to vote on his/her behalf by completing the Vote by Proxy form and forwarding to the NARI of Madison office. The member executing the Vote by Proxy form shall direct the agent appointed therein to vote in a certain manner as specified in the Vote by Proxy. Vote by Proxy forms must be received during normal business hours at NARI no later than the Friday prior to the Annual Meeting.

To ensure confidentiality, each Vote by Proxy form will be in a sealed interior envelope that must show, on the exterior of the envelope, the name and signature of the member submitting it. Any proxy that does not carry this information and does not show the name of the current member, or that is received after the stated deadline, will be set aside and not processed further nor counted.

The NARI Executive Director will prepare a list of names of all persons who submitted valid Vote by Proxy forms for use at the Annual Meeting to insure that duplicate voting does not take place.

All Vote by Proxy forms that meet the above requirements will be opened and such votes shall be counted with the ballots received at the annual meeting.

#### **SECTION IV - COMMITTEES & COUNCILS**

## A. Standing Committees

The Standing Committees of the Association are defined in the NARI Bylaws, Article VIII. (See Appendix C for Committee/Council Charters)

## B. Committee Operations

1. **Appointments-** All NARI Committee Chairs and Vice Chairs are approved by the Board of Directors.
2. **Committee Charter-** Each committee receives an annual charter of responsibility consistent with the Strategic Plan and the Work Plan. The charter is the scope and framework of its general duties.
3. **Meetings-** All committees shall meet at least two (2) times per year. Special meetings may be called at other times and may take place via conference call, or other means as the committee may choose.
4. **Quorum-** A quorum for any regular or special meeting of a committee is defined as the majority of committee members present.
5. **Voting-** Only NARI members in good standing may vote at committee meetings. The Chair is entitled to vote, but may not propose motions. Voting by mail or other means may be conducted as the committee may choose.
6. **Rules-** Each committee may adopt rules for its operations; those rules may not be inconsistent with law, Bylaws, or rules adopted by the Board of Directors.
7. **Chair-** The role of the Chair is to guide and direct the activities of the committee and he/she shall be responsible for the progress of the committee achieving its strategic objectives and contributing to the overall success of the Association. (See Appendix D)
8. **Vice Chair-** The role of the Vice Chair is to assist the committee Chair in the pursuit of the committee's objectives. The Vice Chair shall accept any assignment delegated by the Chair and shall be prepared to preside at meetings or otherwise act in the absence of the Chair. (See Appendix D)
9. **Board Liaison-** Each committee shall have a Board Liaison, who shall maintain communication with the Chair to ensure that the overall objectives of the Association and the needs of its members are being addressed by the committee and that the needs of the committee are communicated to the Officers. The Board Liaison may participate in committee discussion, but may not propose motions, participate in debate on motions, or vote. (See Appendix B-4)
10. **Staff Liaison-** Each committee shall have a Staff Liaison who will ensure that the work of the committee progresses in an efficient manner. The Staff Liaison shall use his/her professional experience to assist and guide the actions of the Chairman and the committee, consistent with the Strategic Plan and the Work Plan. (See Appendix D)

**11. Record Keeping/Policy Changes-** Minutes of all committee meetings shall include the following and all committee motions shall be presented to the Board as information by report.

- a) The names of all those present at a meeting shall be included in the minutes, including staff.
- b) Motions shall be shown in bold type.
- c) Any written reports presented shall be attached to the minutes.
- d) Committee Chairs will be responsible for seeing that all motions requiring action are completed.
- e) Motions, which change committee policy, are to be submitted to the Bylaws /Ethics Committee prior to passage.

## **SECTION V –OFFICE STAFF**

NARI maintains a full-time professional staff, headquartered at the Association offices in Madison, WI. Staff members include the Executive Director and such other staff as he/she deems appropriate and necessary to carry out the work of the Association.

### **A. Executive Director**

1. **Primary Function-** The Executive Director shall serve as Chief Staff Executive of the organization and shall have immediate authority for its overall operation. He/she is considered part of the NARI Leadership Team as an appointed Officer; recommending and participating in the formulation of the Association's goals, objectives, strategic plans, programs, policies and budget. He/she guides and directs the professional staff, programs and activities of the Association.
2. **Responsibility and Authority-** The Executive Director is responsible to the Board of Directors. The authority necessary to carry out the duties and responsibilities are vested in the position.
3. **Duties-** All duties shall be carried out in accordance with the Bylaws established by the Members and the policies established by the Board of Directors.
  - a) Attends all meetings of the Board of Directors, as well as other committees and task forces as appropriate.
  - b) Executes all decisions of the Board of Directors consistent with the Strategic Plan, Work Plan, and budget.
  - c) Directs the overall operation of the Association in such a manner as to ensure its legal integrity, financial security and operational efficiency.
  - d) Works with the appropriate bodies to develop and monitor a long range, strategic plan for the Association.
  - e) Maintains a staff for the purpose of executing all ongoing and special programs.
  - f) Establishes administrative policies and procedures designed to ensure efficient operation.
  - g) Works with the Finance and Audit Committee and Board of Directors in the preparation of the annual operating budget for the Association and monitors performance against that budget.
  - h) Guides the activities of the NARI of Madison staff in order to assist them in achieving their objectives and maintaining budget guidelines.

- i) Assists the Board of Directors in the development of all policies and programs of the Association.
- j) Retains outside professional services where and when appropriate to assist and support the ongoing activities and objectives of the Association. Such services may include, but are not limited to legal counsel, accounting firms and public relations firms.
- k) Establishes and maintains good working relationships with related trade associations and public bodies in an effort to improve the remodeling industry and its image in the community.
- l) Serves with the President as the chief spokesperson to the media on matters related to NARI of Madison as well as the remodeling industry in general.

4. **Reporting Relationship-** The Executive Director shall report to the Board of Directors.

## B. Other Staff

Subject to budget limitations, the Executive Director shall have the authority to employ other staff members as necessary to carry out the work and achieve the goals of the Association. Such staff members are employees of NARI of Madison, not of the Board, and the Executive Director shall delegate their duties and responsibilities.

## APPENDIX A – Grievance Procedures

### I. Overview

The Core Purpose of NARI of Madison, Inc., as a chapter of the National Association of the Remodeling Industry (NARI), is to advance and promote the remodeling industry’s professionalism, product and vital public purpose. As a Core Value, NARI of Madison, Inc. is committed to being professional: ethical, honest and committed to high standards. NARI of Madison, Inc. is governed by its Bylaws which represent an agreement between the organization and its members. In addition, NARI of Madison, Inc. has a Code of Ethics and Standards of Practice to which its members voluntarily subscribe. This grievance procedure was established to assist NARI of Madison, Inc. and its members to uphold the integrity of its Bylaws, Code of Ethics and Standards of Practice.

### II. Purview

All members of NARI of Madison, Inc. will be subject to this grievance procedure.

#### Step 1. Preparation/Submission of Complaint

The complaint must:

- a. be clearly, concisely documented and typed;
- b. be delivered within one (1) year of the alleged breach;
- c. specify the provisions of the Bylaws, Code of Ethics, Standards of Practice, and/or unlawful practice alleged to be breached;
- d. include all pertinent details (date, time, place, individuals involved with complete contact information, supporting documentation, including contracts and payment status);
- e. disclose the relationship of the complainant to the member;
- f. state the complainant’s wishes in order to satisfy the alleged breach;
- g. be signed by the complainant;

h. The complaint should be forwarded to :

Executive Director  
Attention: Complaint  
NARI of Madison, Inc.  
5944 Seminole Centre Court Suite 110  
Madison, WI 53711

Upon receipt of the complaint by NARI of Madison, Inc. the Executive Director shall read and review the same, should verify that the company is still a member of the Association, and see that the complaint satisfies the criteria of Step 1. In the event the complaint does not comply with the provisions above, the complainant should be notified and shall have ten (10) business days in which to supply the required information in writing to NARI of Madison, Inc.

### **Step 2: Response to Complaint**

In order to ensure due process, a letter (see Template) signed by both the Executive Director and the Chair of the Ethics Committee along with a copy of the complaint will be forwarded to the member within ten (10) business days after NARI of Madison, Inc. has received the complaint and any necessary amendments. The member will be encouraged to contact the complainant and to resolve the complaint to the satisfaction of all parties.

The member will be required to respond to the complaint in writing within thirty (30) days of the date the complaint was sent the member. The response must clearly address the allegations in detail and provide appropriate supporting documentation when necessary. The response must be submitted to NARI of Madison, Inc. and addressed as outlined in Step 1.

In the event that the matter is resolved by both parties, both parties will receive a letter of acknowledgement by NARI of Madison, Inc. and a record of the complaint will be archived.

In the event that the matter is not resolved to the satisfaction of all parties, the complaint and the response will be forwarded to the Ethics Committee for further review and disposition.

### **Step 3: Ethics Committee Review**

The Ethics Committee will review the complaint and response. The committee may recommend a course of action for the parties involved, may dismiss the case, or may suggest the parties seek alternative action. The final recommendation of the Ethics Committee will be conveyed to the complainant and to the respondent in writing.

### **Step 4: Alternative Action Sought By Ethics Committee**

In the event that the Ethics Committee seeks alternative action by appropriate outside third-party, the complaint will remain open for further consideration until such time that the third-party takes action or makes a recommendation and is conveyed by reliable means. Depending on the outcome of the third-party review, the Ethics Committee may determine that action by the Board of Directors of NARI of Madison, Inc. is warranted, including but not limited to suspension or revocation of membership. The complainant and respondent will be notified in writing of the decision. In the event the member does

not respond to the complaint in the time allowed, the Ethics & Bylaws Committee may proceed with the membership revocation without additional notice. The complainant and respondent will be notified in writing of the decision.

**Step 5: Final Action**

At its next regularly scheduled meeting (following the right to reconsideration should that be exercised), the Board of Directors of NARI of Madison, Inc. shall vote on the final decision, and its action will be communicated in writing to all parties including NARI National.

**Step 6: Right of Reconsideration**

A member may request that any decision of the Board of Directors be reconsidered by providing a request for reconsideration within ten (10) days of the date the decision was made. If a request is made, the President of NARI of Madison, Inc. will appoint a panel of three (3) Directors of NARI of Madison, Inc. The panel of Directors shall schedule its own proceedings and timetable for appeal, and its decision shall be final.

**III. Scope of Grievance Procedure**

The Grievance Procedure is intended to apply to complaints brought against members by parties other than NARI of Madison, Inc. Nothing herein shall limit the separate powers of the Board of Directors to take disciplinary action against members for cause.



4. Cooperate with all other committees in situations that require two or more committees to jointly pursue a particular objective.
  5. Ensure that all activities of the committee are in compliance with the NARI of Madison, Inc. Bylaws and Policy Manual.
  6. Inform the staff and officer liaison of any and all actions or decisions reached by the committee or any subcommittee in the event that the staff or officer liaison were not present at the time of such actions or decisions.
  7. Conduct all meetings of the committee in accordance with Roberts Rules of Order.
  8. Work with the staff and officer liaison to orient the new chair concerning the activities and objectives of the committee.
  9. Assist the committee with completion and presentation of the annual Work Plan.
- B. Term:** The chairs for all regular committees shall be appointed by the President (or 1<sup>st</sup> Vice President for the upcoming year) and shall serve the same term as the One-Year Board Members. Chairs for event committees shall serve for one year commencing shortly after an event.
- C. Authority:** The chair has the authority to direct the actions of the committee members as well as those of the staff liaison in pursuit of the committee goals, bearing in mind that the Executive Director has ultimate authority over all activities and duties of the NARI of Madison, Inc. staff. This shall include the authority, with the guidance of staff and officer liaisons, to set reasonable deadlines, appoint subcommittees, and manage the expenditures of budget allocations for committee programs.
- D. Reporting Relationship:** The chair shall report to the President and the Board of Directors as chair of that committee.
- E. Vice Chair:** Committee vice chair shall assist the committee chair in the pursuit of the committee's objectives; shall accept and complete any tasks assigned by the chair in a timely manner and shall be prepared to act in the absence of the chair.
1. **Responsibilities** of committee vice chair are to:
    - Be familiar with the strategic objectives of the committee, to work with the chair in pursuit of those objectives.
    - Attend all meetings of the committee during their term.
    - Assist the chair during meetings to ensure that all agenda topics are thoroughly and fairly discussed.
    - Be prepared to chair meetings of the committee in the absence of the chair.
  2. **Term:** The vice chair shall be appointed by the President or 1<sup>st</sup> Vice President and shall serve the same term as the chair. There are no term limits imposed on vice chairs.
  3. **Authority:** The vice chair shall have the authority to direct the activities of any subcommittee to which they are assigned by the chair. In the absence of the chair,

when a vice chair is presiding over a committee meeting, they shall have the authority normally vested in the chair.

**4. Reporting Relationship:** The vice chair shall report to the Committee chair.

## **Appendix B-2 Committee Member Job Description**

**A. Appointment:** All standing committees are considered to be committees of the Board. Therefore, members of standing committees must also be members of NARI, unless appointed by the President and indicated in the committee's charter.

**B. Term:** Regular committee member terms coincide with the NARI board year – beginning on or around May 1 and ending at the start of the next year's board term. Event committee terms begin shortly after each event. All committee appointments expire at the end of the term and are subject to reappointment.

**C. Voting:** Only those recognized as members of a committee shall be entitled to vote. The chair may, however, allow non voting members to participate in general discussion of agenda items, including staff and officer liaisons.

**D. Attendance:** NARI of Madison, Inc. realizes the commitment of time, energy and knowledge given by our volunteer committee members. All committees, to function well, need consistent attendance to progress through an annual work plan and strategic goals. Any committee member who misses more than three (3) consecutive committee meetings may be asked to resign (or be dismissed) from the committee.

## **Appendix B-3 Committee Staff Liaison Job Description**

**A. Purpose:** The Staff Liaison shall ensure that the work of the committee continues in an effective and efficient manner between meetings of the committee. The Staff Liaison shall use professional experience and opinions to guide the actions of the committee and to advise the committee chair and the committee.

**B. Responsibilities:** The responsibilities of the Staff Liaison are to:

- Be familiar with the programs and strategic objectives of the committee.
- Work with the chair in the preparation of the agenda for each meeting and assist the chair in ensuring that all topics are fairly and thoroughly discussed.
- Prepare the annual budget for the committee and monitor the committee's performance against its budget on a regular basis.
- Attend all meetings of the committee; ensure that minutes are prepared for distribution.
- Communicate the committee's activities and plans to other Association staff and work cooperatively with other Staff Liaisons in situations where multiple committees are working on joint or interrelated projects.
- Accurately communicate staff capabilities and Association resources to the committee in those situations where the staff liaison judges that the proposed decisions or directions of the committee cannot be accomplished, or are inconsistent with the strategic plan or work plan and offer alternatives to the committee.
- Assist the outgoing chair in the orientation of the incoming chair concerning the activities and objectives of the committee.

- C. Authority:** The Staff Liaison is entitled to participate in all committee discussion and to offer opinions and advice, but is not entitled to a vote. Exceptions to this policy may be made in the case of special committees or entities whose rules and policy dictate it.
- D. Reporting Relationship:** The Staff Liaison shall report to the committee chair on all activities relevant to the committee and shall report to the Executive Director on all matters related to duties as a NARI staff person.

#### **Appendix B-4 Board Liaison Job Description**

- A. Purpose:** The Board Liaison shall maintain a clear and open line of communication between the NARI of Madison Board and the committee. The Board Liaison shall contact the committee chair as needed to ensure that any interaction between the committee is maximized. The Board Liaison shall ensure that the committee charge, stated goals, and the overall objectives of the Association and the needs of its members are being addressed by the committee and that the needs of the committee are brought to the attention of the Boards.
- B. Responsibilities:** The Board Liaison is charged the duty to:
- Be familiar with the activities, goals and strategic objectives of the committee
  - Regularly attend meetings of the committee and participate in discussion when appropriate
  - Maintain communication with the committee leaders, reporting all developments to the NARI Boards and communicating the needs and desires of the Boards to the committee leaders.
  - Report to the Board of Directors at each meeting on the goals and interaction by the committees.
  - Keep open the lines of communication between the committee chairs between board meetings.
  - Assist with developing future leaders for the Association.
- C. Term:** The Board Liaison is appointed by the 1<sup>st</sup> Vice President in consultation with the Boards and serves a one year term coinciding with the term of the board of directors.
- D. Authority:** The Board Liaison has the right to participate in any discussion at the committee meeting, but shall not be considered a voting member of the committee.

#### **Appendix B-5 Expo Administrator Job Description**

##### **A. Purpose**

The Expo Committee Chairperson's role is to guide the activity of the Expo Committee during his/her term. The Chairperson shall be responsible for the progress of the Expo committee toward achieving its strategic objectives and contributing to the overall success of the Remodeling Expo. The Chairperson shall assist the Executive Director in any administration and execution needed for the Expo.

##### **B. Responsibilities**

1. To set the Committee Meeting Agenda with the NARI staff to address the ongoing activities as well as the strategic objectives of the committee.
2. To familiarize himself with the strategic objectives of the committee and to clearly communicate those objectives to the members of the committee and staff.
3. To work with staff in the preparation of the annual budget for the committee and to monitor the committee's performance against its budget on a regular basis.
4. To chair each meeting, seeking to cover all items on the agenda and to get maximum involvement from all members of the committee in the execution of the committee's work and projects.
5. To review and approve all minutes of their committee.
6. To regularly evaluate the needs of the Association and determine how the committee can best satisfy those needs within its basic scope of work.
7. To cooperate with any and all other committees in such situations, which require two or more committees to jointly, pursue a particular objective.
8. To insure that all actions of their committee are in compliance with the Association's Bylaws and Policy Manual.
9. To inform the NARI staff and Board liaison of any and all actions or decisions which are reached by the committee or any sub-committee in the event that the staff is not present at the time of such actions or decisions.
10. To conduct all meetings of the committee in accordance with Robert's Rules of Order.
11. To work with the NARI staff to orient the new Chairperson concerning the activities and objectives of the committee.

### **C. Term**

The Expo Committee Chairperson is appointed by the Association's president-elect and shall serve a term of 1 year, commencing with the February meeting of the Board of Directors. It is the general policy of the Association that no individual serve more than two consecutive terms as the Chairperson of any particular committee.

### **D. Authority**

The Chairperson has the authority to direct the actions of his committee members as well as the NARI staff in the pursuit of the committee's goals. This authority shall include the power to set reasonable deadlines, appoint sub-committees and manage the expenditure of their program allocations within the Association's budget, with the guidance of the NARI staff. In accordance with Robert's Rules of Order, the Chairperson is empowered to cast a vote at committee meetings only in the event of a tie vote.

## **E. Reporting Relationships**

The Chairperson shall report in a timely manner to the Association President and Board of Directors.

## **APPENDIX C - Committee**

### **Appendix C-1 Committee Operations**

As a primary responsibility, all organized bodies are charged with raising the value and relevance of membership for NARI members.

- A. Appointments** - All NARI Committee and Task Force Chairs and Vice Chairs are appointed by the Board of Directors. Additional information can be found in the Bylaws, Article VIII. All members who qualify to be members of standing committees should register a preference and request to serve each year. Committee memberships do not automatically continue from year to year.
- B. Standing Committees** - Standing Committees are listed in the Bylaws, Article VIII. Standing committees meet at least two times per year or at any other time as may be determined.
- C. Term of Office** - Terms of office are for 1 year.
- D. Other Committees** - Information on special committees and/or task forces can be found in the Bylaws, Article VIII.
- E. Vacancies** - In the event of the resignation, death, removal, disqualification or otherwise of any appointed chair or vice chair of a committee, the President shall appoint a replacement to fill the vacancy as he/she deems appropriate or necessary.
- F. Committee Charge** - Each committee shall be given a charge of responsibility. The charge is the scope and framework of its general duties during the program year.
- G. Rules** - Each committee may adopt rules for its governance, provided such rules are not inconsistent with law, the Bylaws or Policy adopted by the Board of Directors.
- H. Minutes/Record Keeping** - Minutes of all committee meetings shall include the following:
  - 1.** The names of all those present at a meeting shall be included in the minutes (members and guests).
  - 2.** Any written reports presented shall be attached to the minutes.
  - 3.** Committee chairmen shall be responsible for seeing that all motions requiring action are completed.
  - 4.** Motions that change committee policy are to be submitted to the Bylaws/ Ethics Committee prior to passage.

## **Appendix C-2 Charters**

As a primary responsibility, all organized bodies are charged with raising the value and relevance of membership for NARI of Madison members.

### Achievement Awards

The Achievement Awards Committee shall be charged with the direction and review of the NARI of Madison, Inc. Achievement Awards Program. It shall be responsible for a clear definition of each of the current awards and for recommending implementation or discontinuance of awards, as appropriate. In addition, it shall be charged with establishing rules, regulations and procedures for each of the awards and the criteria for judging. It will review award design as requested. In its meetings, the committee shall discuss promotional campaigns for increasing participation and actively encourage entries. This committee will assist in nominating Madison chapter members for national awards.

### Celebrating Excellence

The Celebrating Excellence Committee will provide direction, promotion and review of the COTY Celebrating Excellence Event. The committee will provide a theme, decorations, set up, tear down, assistance at and prior to the event (invitations, registration, logistics) as requested, within the allotted budget. The committee shall discuss ways to increase attendance at the event and actively recruit attendees.

### Certification

The Certification Committee is charged with implement NARI National certification programs that create a higher level of professionalism in the remodeling industry. The committee shall monitor requirements and goals for existing and potential educational programs, discuss promotion strategies, recommend and assist in coordinating study groups. One member from this committee should sit on the National Certification Committee.

### CotY Awards

The CotY Awards Committee shall be charged with the direction and review of the NARI of Madison, Inc. CotY Awards Program. It shall be responsible for a clear definition of each of the current awards and for recommending implementation or discontinuance of categories, as appropriate. In addition, it shall be charged with establishing rules, regulations and procedures for each of the awards and the criteria for judging. It will review trophy and award design as requested. Its membership shall include general contractors and subcontractor (team members) among others. In its meetings, the committee shall discuss promotional campaigns for increasing participation and actively encourage entries. One member from this committee should sit on the National CotY committee.

### Education Day

The Education Committee will provide direction, promotion and review of NARI Education Day(s) that create a higher level of professionalism in the remodeling industry. The committee will determine speakers, topics and venue. The committee shall discuss ways to increase attendance for members and non-members at the event and assist staff as needed with logistics.

### Ethics & Bylaws

The Ethics & Bylaws Committee is responsible for reviewing the Bylaws and Policy Manual, recommending to the board of directors any necessary amendments. The committee is also responsible for reviewing complaints consistent with the NARI Grievance Procedure, and upholding the ethical standards of the association. One member from this committee should sit on the National Bylaws & Ethics Committee.

### Expo Committee

The committee is responsible for planning and executing the annual NARI Remodeling Expo with staff including budgeting, promotion, booth sales, seminar presenters, and scheduling.

### Finance and Audit Committee

The Finance and Audit Committee is appointed by the Board to assist the board in monitoring the integrity of the financial reporting process, systems of internal controls, financial statements, and reports of the organization, the performance of the Organization's internal audit function, and the compliance by the Organization with legal and regulatory requirements. The committee will also be directly responsible for appointment, compensation and oversight of the Organization's independent auditor employed by the Organization for the purpose of preparing of issuing audit report or related work (the "Outside Auditor").

### Government Affairs

The Government Affairs Committee is charged with creating an awareness of the size, importance, nature and issues of the remodeling industry and its constituency, particularly the members of NARI of Madison. The committee will recommend a method of establishing a meaningful and effective dialogue with federal legislative and regulatory bodies on issues and activities that affect the remodeling industry. This may include the monitoring and assessment of NARI's position on federal, state or local legislation so that the best interests of the remodeling industry are served. One member from this committee should sit on the national Government Affairs committee and one should also sit on the local Housing Development Group.

### Marketing/Social Media

The Marketing/Social Media Committee shall be charged with creating an awareness of the size, importance, nature and issues of the remodeling industry and of the NARI of Madison Inc. member constituency to the consumer through advertising and public relations activities, and to NARI of Madison, Inc. members and the industry through internal activities and relationships with industry publications. The committee is responsible to support and oversee the overall branding marketing and promotion of NARI (in conjunction with Tour and Expo marketing). It shall develop and execute programs and activities designed to educate consumers on the value of hiring a NARI of Madison, Inc. professional to perform their remodeling work. The committee is responsible for developing the annual Remodeling Directory, website, and social media sites. One member from this committee should sit on the national marketing committee.

### Meetings/Networking/Social

The Meetings Committee is responsible for increasing member value through planning and executing educational, meeting, and networking events and opportunities for the Association.

### Membership

The Membership Committee is charged with the support of raising the value of membership, and the development of member recruitment and retention. In their meetings, the committee shall discuss development of promotions and programs for recruitment and retention; membership growth goals and strategies; and campaigns or programs that can be coordinated. The committee will be instrumental in welcoming and retaining members, through email, phone and personal contact. Their commitment to encouraging continued membership is vital to the goals of NARI of Madison. One member from this committee should sit on the national membership committee.

### Nominating

The Nominating Committee is charged with identifying exemplary leaders, promoting and fostering successive leadership, and providing a slate of candidates for the elected positions of NARI of Madison. The committee is also responsible for developing and implementing a leadership training/board training annual event.

### Past Presidents

The Past President Committee shall serve as an advisory body to the NARI of Madison President and officer corps, as called upon from time to time. The committee may be asked for advice and recommendations on a wide range of Association issues. The committee shall plan and execute an annual recognition event.

### Strategic Planning and Research Committee

The Strategic Planning Committee shall be charged with reviewing and making available to the Board of Directors, research reflecting current and future trends on the remodeling industry affecting the Madison Chapter area. It shall also be responsible for monitoring the NARI of Madison Strategic Plan as approved by the NARI Board of Directors. In its meetings, it shall continuously assess and monitor the goals and tactics being used for executing the Strategic Plan. The committee serves as a conduit for new initiatives and strategies coming from members, chapters, regions, and national committees.

### Tour Committee

The Tour Committee is responsible for planning and executing the annual NARI Remodeled Homes Tour with staff including budgeting, promotion, site sales, and scheduling.

## **APPENDIX D - Requests/Forms**

### **3. Volunteer Leader Agreement**

I hereby accept volunteer appointment to the assignment named below. I shall be responsible to NARI of Madison and my colleagues in the following ways:

- I will commit the time required to make NARI a professional priority (including attendance at appropriate meetings and events, follow-through on projects, and respecting the time of fellow volunteers).

- I believe my experience is relevant to the assignment.
- I will engage in this assignment with a positive, constructive attitude.
- I hereby agree to the NARI Conflict of Interest Statement (and have listed any known or potential conflicts).

**APPENDIX E – Bylaws** – see Governing Documents Section

**APPENDIX F – Standards of Practice and Code of Ethics** – see Governing Document Section