

CORE Association of REALTORS®

2023 Committee Handbook

For Committee Orientation Program

January 20, 2023

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The Role & Function of Committees at CORE

- **Overview** Having vibrant, active committees is a priority at CORE. Committees serve to provide the Board of Directors and professional staff with ideas, input, feedback, and creative suggestions and also function to provide volunteer assistance with projects that could not be accomplished solely by the paid staff. Please note that committees do not set policy or make policy decisions, but instead make recommendations to the Board of Directors.
- **Annual Activities** Many committees work on the same programs every year. If a committee believes significant changes are desirable or needed for the project from what had been typical in previous years, the Committee should make that recommendation to the Board of Directors, and only if the recommendation is approved should the Committee undertake action or communicate their plans to others.
- **New Programs** When committees are developing new programs or initiatives, they must submit their plan to the Board of Directors in the form of a recommendation, and only if the recommendation is approved should the Committee undertake action or communicate their plans to others.
- **Staff Assistance** Each committee is provided with a Staff Liaison who is charged with operational responsibility for that committee's activities and projects, including selecting and booking CORE's facilities or outside venues, coordinating with other staff or other levels of the Realtor organization, producing documents and marketing materials as needed, interfacing with vendors or any outside entities such as governmental agencies (unless otherwise agreed to by the Staff Liaison), etc. Additionally, Staff Liaisons attend the Committee's meetings (or set up a virtual meeting if the Chair chooses that method), and they will produce the meeting minutes and distribute them by email prior to the next meeting. Staff liaisons also draft the next meeting agenda for the Chair and assist the Chair in finalizing the agenda. Committee volunteers are asked to remain mindful that the Staff Liaison has a wide range of work responsibilities in addition to staffing a particular committee, and any extraordinary staff time requested by a committee will most likely interfere with other work, and therefore needs to be approved in advance by the CEO. Overall, staff is there both to assist the Chair and Committee, as well as to serve as a partner in ensuring that the Committee's goals are both manageable and achieved.
- **Scheduling Meetings** Committee meetings must be held at one of the CORE offices during business hours, and meetings must alternate between the CORE offices in order to promote member involvement. (At this time and until further notice, all CORE meetings must be held virtually, due to Covid-19.) The Chair will schedule the first meeting of the year, and at that meeting a discussion will be held about the best days and times for future meetings, and future meetings will then be scheduled for the rest of the year (and cancelled when not needed). The Board of Directors determines the maximum number of meetings to be held during the year, and the Chair will determine the number of meetings needed to accomplish the goals of the Committee. In the event an upcoming meeting is in danger of lacking a quorum, the Chair may cancel or reschedule the meeting, and that decision will be communicated to the Committee by the Staff Liaison.
- **Budgeted & Unbudgeted Expenses** Anticipated income and expenses for standing events have been included in the Annual Budget. Committees planning events or activities should check with their Staff Liaison regarding any pre-authorized budget funding before beginning any significant work on a project that requires expenditures. Committees are expected to meet or exceed the budget's bottom line on their events and projects. Should a Committee propose a new event to be added to the schedule, an event budget with a break-even bottom line or a request for funds should be submitted. Funding requests should be reviewed by the Finance Committee prior to the Board of Directors considering the proposal, so committee funding requests should be submitted with the understanding that two levels of review are needed which will take some time. In extraordinary circumstances, emergency funding requests may go directly to the Board of Directors without prior review by the Finance Committee, but this type of request should be avoided if at all possible.
- **Consideration of Proposals** Committees are also sometimes asked to consider proposals that will be taken up by the Board of Directors. For example, if a member proposes a new public policy position, the Government Affairs Committee would be asked to review the suggestion and make a recommendation to the Board of Directors before the Board considers the request. Likewise, if a committee proposes an initiative that is in an area under the auspices of another committee, that request will be forwarded to the other committee for a recommendation to the Board of Directors before the Board considers the request. Therefore, timing should be carefully considered in cases where another committee will be asked to make a recommendation to the Board about your committee's request.

CORE Association of REALTORS®

STRATEGIC PLAN

Last updated 8-12-22

WHO WE ARE

CORE Association of REALTORS® is a professional association that supports members by providing essential programs, products, services, and relevant information that enhance their ability to ethically and professionally represent the public and advocates for property ownership, housing opportunities, smart growth, and other REALTOR® Party principles and policies in the communities we serve.

What We Value

Our CORE Values: Accountability. Commitment. Community. Dependability. Diversity. Fairness. Honesty. Inclusion. Integrity. Leadership. Professionalism. Responsibility. Vision.

What We Stand For

- **Governance:** Through the coordinated efforts of leadership, volunteers, and staff, CORE operates a fiscally responsible business that is future-focused, member-centric, inclusive, and committed to fulfilling its strategic vision
- **Government Affairs:** Members of CORE are invested in the political process and engage in advocating for principles and policy positions of the REALTOR® Party, including property ownership, housing opportunities, smart growth, and other REALTOR® Party principles and policies as requested by all levels of the REALTOR® organization
- **Community Outreach:** Through various endeavors, CORE demonstrates its commitment to our communities and the people who live and work in them
- **Professional Development:** CORE is dedicated to raising the professional bar of its membership by providing the highest caliber of career development opportunities for all member audiences and faithfully administers Professional Standards services per the National Association of REALTOR®'s Code of Ethics & Arbitration Manual
- **Communication:** Members and the communities we serve recognize CORE as the trusted voice for all things real estate in central NJ

Governance

Through the coordinated efforts of leadership, volunteers, and staff, CORE operates a fiscally responsible business that is future-focused, member-centric, inclusive, and committed to fulfilling its strategic vision

- **Staffing** – CORE has a highly qualified and empowered CEO and professional staff who are vested in the success of the organization by advancing the vision of the strategic plan
- **Facility and Operations** – CORE maintains a state-of-the-art facility that is strategically located to allow for continued growth and favorable alignment of business resources
- **Finance** – With an elected Treasurer who collaborates with the CEO, the Director of Finance & Operations, the Finance Committee, and financial consultants, CORE is a fiscally responsible business that maximizes its potential and is prepared for growth
- **Structure** – CORE has clearly defined roles and responsibilities for all volunteer positions/projects and member engagement opportunities
- **Business Growth** – CORE explores opportunities with other entities for continued business expansion and growth

- **Diversity, Equity, and Inclusion** – CORE offers all REALTOR® members the opportunity to apply to serve in volunteer leadership roles at CORE, and the Nominating Committee recognizes the benefits of diversity and interviews and fairly considers all qualified applicants
- **Volunteer Opportunities** – CORE welcomes all members to apply to serve on a committee or other workgroup and strives to offer a volunteer position to every applicant

Government Affairs

Members of CORE are invested in the political process and engage in advocating for principles and policy positions of the REALTOR® Party including property ownership, housing opportunities, smart growth, and other REALTOR® Party principles and policies as requested by all levels of the REALTOR® organization

- **Fundraising** – CORE members understand the importance of and embrace a culture of financially investing in the political process
- **Policy** – CORE establishes positions regarding significant land use or environmental issues affecting our communities and supports the public policy positions of the National Association of REALTORS® and New Jersey REALTORS®
- **Grassroots mobilization** – All “calls for action” from all levels of the REALTOR® organization are quickly shared with members, who are urged to take immediate action, and the platform of the REALTOR® Party is communicated
- **Influence, Outreach** – CORE engages in outreach to REALTORS® who have a ‘seat at the table’ on local government, municipal and regulatory boards, commissions, and business organizations to strengthen our advocacy and communications efforts
- **Programs, Events** – CORE and its members engage with the public in specific property/housing-related events, programs, and partnerships, demonstrating a commitment to improving the quality of life in our communities for the people who live and work here
- **Advocacy and Consumer Mobilization** – Utilizing available resources and grants, CORE seeks opportunities to partner with the public to build stronger communities, proactively identify issues affecting real estate, and advocate for REALTOR® Party principles and priorities in our communities

Community Outreach

Through various endeavors CORE demonstrates its commitment to our communities and the people who live and work in them

- **Influence, Outreach** – CORE celebrates and showcases the generous charitable endeavors of our members and undertakes community service projects that make a difference in the lives of real people living and working in our communities

Professional and Career Development

CORE is dedicated to raising the professional bar of its membership by providing the highest caliber of career development opportunities for all member audiences and faithfully administers Professional Standards services per the National Association of REALTOR®s Code of Ethics & Arbitration Manual

- **Programming** – CORE is the preferred destination for the career development life-cycle needs of real estate professionals seeking to enhance their business
- **Trainers** – CORE hires high performing and engaging subject matter experts to deliver exceptional courses for the real estate professionals attending our programs

- **Target Audiences** – CORE proactively anticipates the specific needs and exceeds the expectations of all types of members
- **Marketing** – CORE communicates through a variety of methods to effectively promote courses and attract attendees and also provides members with information about various professional development options from our State and National associations
- **Delivery Options** - Utilizing current technologies, CORE consistently delivers relevant courses and career development programming through a variety of learning platforms
- **Professional Standards Enforcement** – CORE provides a full spectrum of professional standards services and systems as defined by the National Association of REALTORS®
- **Fair Housing** – CORE offers its members impactful fair housing classes and information and underscores at New Member Orientation and in member communication vehicles the REALTOR® organization’s commitment to and support for fair housing and endeavors to support the fair housing education requirements of the State of New Jersey.

Communication

Members and the communities we serve recognize CORE as the trusted voice for all things real estate in central NJ

- **Internal** – Members rely on CORE as the trusted resource for timely and relevant information that underscores the value of the programs, products, and services delivered by all three levels of the REALTOR® organization
- **External** – The public recognizes CORE and its members as the authority for ‘all things real estate’, and as trusted partners in the communities in which we live and serve
- **Messaging and Branding** – CORE’s communications deliver a clear and uniform message to members and the public that articulates who we are and what we stand for
- **Delivery Methods** – Utilizing a variety of communications vehicles, CORE consistently delivers timely and relevant messages to members and the public
- **Talent-Member Database** – CORE maintains a database that collects relevant member data and demographic information to match their talents and expertise with the projects, initiatives, and issues that require high level collaboration and input
- **MLS Support** – CORE communicates with area MLSs on behalf of our members, providing feedback regarding service provision and other issues that may arise

CORE Committee Charges for 2023

Approved by the BOD 9-23-22 & 11-4-22

Board of Directors – Serves as the governing body of CORE and is primarily a policy-making body. Policy decisions are those that affect the organization as a whole: to determine mission, vision, goals, and programs on the broadest scale. The Board holds in trust the principal responsibility for fulfilling the Association's purpose and mission — as well as the legal accountability for its operations.

- Officers and Directors serving on the Board are elected by the membership or in certain circumstances are appointed by the President or Executive Committee with approval of the Board of Directors, as per the Bylaws.
- Meets approximately eight times per year; monthly meetings are scheduled at the beginning of the year and cancelled if not needed. Other meetings may be held as per the Bylaws.

Executive Committee – Transacts business of an emergency or delegated nature between meetings of the Board of Directors. All actions taken by the Executive Committee are reported at the next meeting of the Board of Directors.

- Composition is determined as per the Bylaws.
- Meets only as needed.

Finance Committee – Oversees the preparation of the annual budget for recommendation to the Board of Directors, the performance of the Association in meeting its budgeted revenues and expenses, and annually reviews CORE's reserve fund and recommends changes to the Board of Directors as needed.

- The Treasurer serves as the Chair, the members are appointed by the President – Realtors only.
- The maximum number of individuals on this Committee is nine, including the Chair.
- Meets up to six times per year, as determined by the Chair.

Nominating Committee – Selects candidates for vacant offices on the Board of Directors and carries out the duties as outlined in the Bylaws.

- Comprised of five Realtor members appointed by the President, with the approval of the Board of Directors.
- Meets as needed.
- Chaired by the Immediate Past President.

Grievance Committee – Reviews written Ethics Complaints and Arbitration Requests to determine whether or not they meet the requirements to be forwarded for a hearing.

- Appointments to this Committee must be consistent with the National Association of Realtors Code of Ethics & Arbitration Manual and any cooperative professional standards enforcement agreement(s) of the Association, including requiring Board of Directors approval of appointments – Realtors only.
- Meetings to be held as needed, per the Code of Ethics & Arbitration Manual.

Professional Standards Committee – Committee members may, from time to time, be asked to serve as hearing panelists in Ethics and Arbitration hearings as needed.

- Appointments to this Committee must be consistent with the National Association of Realtors Code of Ethics & Arbitration Manual and any cooperative professional standards enforcement agreement(s) of the Association, including requiring Board of Directors approval of appointments – Realtors only.
- The Committee may meet every other month for an optional training webinar.

Government Affairs Committee – Monitors municipal and county government policies and actions affecting real estate in Hunterdon, Mercer, and Somerset counties and encourages member involvement as needed. Works to meet or exceed CORE's annual RPAC goal as set by New Jersey Realtors.

- Committee members are appointed by the President – Realtors and Affiliate members welcome.
- The maximum number of individuals on this Committee is 11, including the Chair.
- Meets up to 8 times per year as determined by the Chair.

Diversity, Equity & Inclusion Task Force- Reviews the *NAR Actionable Roadmap for Local Association Diversity and Inclusion* and works to develop a list of the best actions that CORE might take to address fair housing and DE & I - including identifying the top three actions that the Task Force recommends.

- Committee members are appointed by the President – Realtors and Affiliate Members welcome.
- The maximum number of individuals on this Committee is nine, including the Chair.
- Meets up to three times per year as determined by the Chair with recommendations due by May 15.

Community Outreach Committee – Selects, plans, and implements up to four community service projects per year, such as drives for food pantries, school supplies drives, Realtors Care Day, etc.

- Committee members are appointed by the President – Realtors and Affiliate Members welcome.
- The maximum number of individuals on this Committee is 12, including the Chair.
- Meets up to 10 times per year as determined by the Chair.

Realtor of the Year Committee – Reviews applications for the CORE Realtor of the Year and Good Neighbor awards and selects the winners.

- Committee members are appointed by the President from among past Realtors of the Year and past Presidents.
- The maximum number of individuals on this Committee is seven, including the Chair.
- Meets up to two times per year as determined by the Chair.

Newer Professionals Committee/YPN – Works to identify the most pressing challenges facing Realtor members who are new to the real estate industry or to their roles in it and recommends education program topics focused on the needs of newer agents.

- Committee members are appointed by the President – Realtors and Affiliates welcome.
- The maximum number of individuals on this Committee is nine, including the Chair.
- Meets up to six times per year as determined by the Chair.

Circle of Excellence Verification Task Force – Verifies the performance claims contained in CORE member applications for the New Jersey Realtors' Circle of Excellence awards program and ensures that proper documentation is provided.

- Committee members are appointed by the President – Realtors only.
- There is no maximum number of individuals on this Task Force.
- Meets up to five times during each award cycle as determined by the Chair.

Office Principal Forum Task Force – Works to identify the most pressing challenges facing Realtor members who are office principals, i.e., broker/owners, managers, partners, etc. Plans the topics and selects the speaker(s)/instructor(s) for two of the three Office Principal Forums held per year. (The other OP Forum will be a roundtable discussion program.)

- Committee members are appointed by the President – Realtor principals only.
- The maximum number of individuals on this Committee is nine, including the Chair.
- Meets up to four times per year as determined by the Chair.

Short Term Task Forces – Will be formed by the President with the approval of the Board of Directors if/as needed for specific tasks/projects requiring volunteer assistance and/or input. Each short-term task force is dissolved when the task is completed.

- Task Force members are appointed by the President.
- The maximum number of individuals on any task force may or may not be set, at the discretion of the Board of Directors, at the time its formation is approved by the Board of Directors, to allow for flexibility, depending upon the nature of the group and its task.
- Meetings are at the call of the Chair. Task forces typically meet no more than four times to complete their assignments, and may meet no more than six times without reauthorization by the Board of Directors.

Role of the Committee Chair and the Committee Staff Liaison at CORE

Role of the Committee Chair

1. Work with the Staff Liaison to determine meeting dates, times, and locations. Typically, the Chair and Staff Liaison will schedule the first meeting date and time, and at the first meeting, the group will discuss the best days of the week/times of day that are best for them, and then meetings are scheduled for the rest of the year and cancelled if not needed.
2. Ensure that the agenda is the best it can be for a productive meeting.
3. If the quorum is in doubt for a meeting, decide whether to hold, cancel, or reschedule the meeting.
 - A quorum is a majority of the voting members, other than the CORE President (who may attend and vote at any CORE Committee meeting, but who does not count toward a quorum).
4. Preside over meetings.
 - If a quorum is lacking at the meeting's scheduled start time, remind everyone about the date and time of the next meeting (or set the date and time if not done yet), and then adjourn the meeting.
 - Robert's Rules says if a quorum is lacking, this is all you can do.
 - Ensure the meeting is efficient, follows the agenda, and meets the will of the group as a whole.
 - Start on time, and don't wait for anyone who is late to begin.
 - Waiting for someone who's late to start a meeting would mean you're punishing those who arrive on time and reducing the probability that everyone will be on time in the future. You should be sure that your group understands that when someone arrives late, they will not be caught up during the meeting about what they missed, and they will not be able to participate in the topic currently being discussed as they arrive, since they missed the start of the discussion. This will help ensure that everyone commits to arriving on time, and if they are late, they will know the meeting will not be interrupted to catch them up.
 - Make sure the Committee has the opportunity to discuss and debate issues before them.
 - Keep dominators from dominating. Robert's Rules says: 1) an individual may speak only once on a topic until everyone with something to say has the opportunity to speak; and, 2) anyone who wishes to speak must first obtain the Chair's permission. You can be more informal in your approach with a relatively small group, but if your group is talking over one another or has one or more members dominating the discussion, you should implement these rules to gain control, thereby improving the meeting for the group as a whole. Sometimes dominators will wear down a group so it will approve a motion that is not the actual will of the group, underscoring the need for full and fair discussion/debate in order to achieve good outcomes.
 - Draw out the silent types. Many times, when you ask someone who has been silent to share their thoughts, you will find they have something extremely helpful to say. Remember, introverts will wait to be asked, and these folks bring a lot to the table.
 - Vote only to break a tie. Otherwise, remain neutral and focus on facilitating discussion and debate.
5. Cancel any meeting that isn't needed. When you do the math on the volunteer and staff hours needed for a meeting, you'll see that holding a meeting is a decision to spend the precious resource of time. If the meeting isn't necessary to hold – whether it's just a light agenda or there's nothing that can't wait until the next meeting - cancel the meeting. Everyone will appreciate your safeguarding their valuable time!
6. Support the Committee's decisions with everyone, regardless of whether or not you agree with the decision, and let your committee members know you expect the same of them.
7. Check in with the Staff Liaison between meetings to touch base and be sure the work needed is being done.

8. Check in as needed with any volunteers who have work commitments to the group, or ask the Staff Liaison to do that when you don't have the time.
9. Attend Board of Directors meetings as needed to support the recommendations of the Committee, or appoint someone from your Committee to do that when you can't.

Role of the Committee Staff Liaison

1. Work with the Chair to schedule the meetings.
 - a. Email committee meeting/event dates to the group as they are determined, and add any future meeting/event dates to every agenda – typically just before adjournment.
 - b. Add meeting dates to the CORE Master Calendar to hold the room.
 - c. Send a meeting reminder one or two weeks before each meeting and request that all committee members let you know whether or not they're able to attend.
 - d. As the meeting date approaches, keep an eye on the quorum and communicate with the Chair if it's looking thin.
2. Take notes and produce and distribute the minutes before the next meeting.
3. Keep an eye on the quorum during the meeting and let the Chair know if the quorum is lost. (Without a quorum, all you can do is set the time and date of the next meeting and adjourn.)
4. Create a draft meeting agenda for the Chair, based on the minutes and work of the group. The Chair owns the agenda and may require changes.
 - a. Make every effort to distribute the agenda prior to the meeting along with any materials that will be distributed at the meeting, so committee members can read and think about it in advance.
 - b. Produce the meeting package – agenda and any materials – for everyone attending an in-person meeting. (As of late 2020, all CORE meetings must be virtual until further notice, due to Covid-19.)
5. Work with the Chair to ensure that all policies and bylaws are followed, including attendance tracking and enforcement.
6. Do the operational work for the Committee. (A Staff Liaison may authorize a volunteer to do this work, but volunteers should not do this work without authorization by the Staff Liaison or CEO.)
 - a. Communicate with any external entities – state or local governments or government officials, other levels of the Realtor organization, etc. as needed.
 - b. Work with any vendors or arrange for another staff person to work with a vendor for you.
 - c. Book any venues for events.
 - d. Produce any marketing materials (or work with the Communications Director on those), correspondence, or documents needed.
 - e. Work with the CEO for any approvals needed or to send recommendations to other committees, such as the Finance Committee, or for a recommendation to the BOD.
 - f. Do the follow-up research agreed upon during the meeting.
 - g. Should a committee request that a Staff Liaison take on a significant amount of work beyond what is anticipated, the Staff Liaison will first need to ask permission of the CEO. This is because the typical work of staff liaisons is anticipated to take a certain amount of time, and if that is to be significantly expanded, it could negatively impact other anticipated needs for staff time, and the CEO makes determinations about where staff directs its efforts. Time is the most valuable resource at CORE, and every CORE staff member is responsible for a wide range of activities, most of which are time-sensitive, so a committee must not overburden its staff liaison.

Some Robert's Rules Basics for Committees

- A quorum (50 percent + 1 person) is required to hold/continue a meeting.
- Group members are supposed to be recognized by the Chair before speaking. (On Zoom, they should raise their hand if they want to speak, or the Chair can use another method.)
- A motion requires a second by a voting member in order to be discussed. No second means no one wants to discuss; this keeps the group from wasting time on something that only one person wants to discuss.
- After a motion is seconded, the Chair restates the motion — or the Chair can ask the Staff Liaison to restate the motion. If the motion isn't clear, the motion should be finalized, and then debate in favor and opposed to the motion can begin.
- It's best if it's clear if a speaker is for or against the motion. The Chair can inquire of the speaker if that's not clear.
- Everyone can only speak once to a motion until everyone has had a chance to speak. The Chair should stop someone who's beginning to speak a second time before everyone has spoken and should ask the group, "Is there anyone who hasn't spoken who wishes to speak to the motion?"
- Once a person has spoken twice to the motion, they are not supposed to speak again until the vote is taken.
- After the vote, the Chair will report the outcome by saying either, "The motion carries" or "The motion is defeated".
- The minutes are not a record of everything that was said at a meeting. It is supposed to be a record of action — either motions that passed or failed or what was announced, or any consensus achieved. The minutes are legal documents that can be subpoenaed, and minutes must be kept by CORE indefinitely.

Below are links to two videos on meeting management and Robert's Rules you may find helpful to watch before your first meeting. There are a great many others on YouTube.

- Your first committee meeting: <https://www.youtube.com/watch?v=pumTe13hLTU>
- The basics of making motions: <https://www.youtube.com/watch?v=96Damodm-ec>

From *Robert's Rules of Order, Newly Revised, 11th Edition: On Decorum*

p. 43 - General

A member who desires to speak in debate must obtain the floor In the debate, each member has the right to speak twice on the same question on the same day, but cannot make a second speech on the same question so long as any member who has not spoken on the question desires the floor. A member who has spoken twice on a particular question on the same day has exhausted his right to debate that question for that day.

Debate must be confined to the merits of the pending question. Speakers must address their remarks to the chair, maintain a courteous tone, and – especially in reference to any divergence of opinion – should avoid injecting a personal note into debate. To this end, they must never attack or make any allusion to the motives of members. As already noted, speakers should refer to officers only by title and should avoid the mention of other members' names as much as possible.

- *[Note: This includes the CEO, who the CORE Bylaws stipulate is a non-voting member of the Board of Directors and Executive Committee.]*

p. 392 - Specifics

REFRAINING FROM ATTACKING A MEMBER'S MOTIVES. When a question is pending, a member can condemn the nature or likely consequences of the proposed measure in strong terms, but he must avoid personalities, and under no circumstances can he attack or question the motives of another member. The measure, not the member, is the subject of debate. If a member disagrees with a statement by another in regard to an event that both witnessed, he cannot state in debate that the other's statement "is false." But he might say, "I believe there is strong evidence that the member is mistaken." The moment the chair hears such words as "fraud," "liar," or "lie" used about a member in debate, he must act immediately and decisively to correct the matter and prevent its repetition.

ADDRESSING ALL REMARKS THROUGH THE CHAIR. Members of an assembly cannot address one other directly, but must address all remarks through the chair. If, while a member is speaking in debate, another member wishes to address a question to him, which the person speaking can permit or not as he chooses...the member desiring to ask the question should rise and address the chair, proceeding as explained under *Request for Information* (pp. 294-95).

p. 393 – Specifics

AVOIDING THE USE OF MEMBERS' NAMES. As much as possible, the use of names of members should be avoided in debate. It is better to describe a member in some other way, as by saying, "the member who spoke last," or, "the delegate from Mason County." The officers of the society should always be referred to by their official titles. There is no need, however, to refer to oneself in debate in the third person by use of such expressions as "this member." A member's debate is expected and intended to be partial, and the first person is quite acceptable.

REFRAINING FROM SPEAKING ADVERSELY ON A PRIOR ACTION NOT PENDING. In debate, a member cannot reflect adversely on any prior act of the society that is not then pending, unless a motion to reconsider, rescind,

or amend is pending, or unless he intends to conclude his remarks by making or giving notice of one of these motions.

p. 394 – Specifics

REFRAINING FROM DISTURBING THE ASSEMBLY. During debate, during remarks by the presiding officer to the assembly, and during voting, no member should be permitted to disturb the assembly by whispering, walking across the floor, or in any other way. The key words here are *disturb the assembly*. This rule does not mean, therefore, that members can never whisper, or walk from one place to another in the hall during the deliberations of the assembly.... However, the presiding officer should watch that such activity does not disturb the meeting or hamper the transaction of business.

p. 449-450 – Duties of the Presiding Officer of an Assembly

It is the duty of the presiding officer of an assembly:

- 1) To open the meeting at the appointed time by taking the chair and calling the meeting to order, having ascertained that a quorum is present.
- 2) To announce in proper sequence the business that comes before the assembly or becomes in order....
- 3) To recognize members who are entitled to the floor.
- 4) To state and put to vote all questions that legitimately come before the assembly as motions or that otherwise arise in the course of proceedings (except questions that relate to the presiding officer himself in the manner noted...) and to announce the result of each vote; or, if a motion that is not in order is made, to rule it out of order.
- 5) To protect the assembly from obviously dilatory motions by refusing to recognize them.
- 6) To enforce the rules relating to debate and those relating to order and decorum within the assembly.
- 7) To expedite business in every way compatible with the rights of members.
- 8) To decide all questions of order subject to appeal – unless, when in doubt, the presiding officer prefers initially to submit such a question to the assembly for decision.
- 9) To respond to inquiries of members relating to parliamentary procedure or factual information bearing on the business of the assembly.
- 10) To authenticate, with his or her signature, when necessary, all acts, orders, and proceedings of the assembly.
- 11) To declare the meeting adjourned when the assembly so votes or – where applicable – at the time prescribed in the program, or at any time in the event of a sudden emergency affecting the safety of those present.

Key CORE Policies for Committee Members

Confidentiality Policy (5-22-20)

In order to have robust discussion and debate and to produce the best and most informed recommendations possible from CORE committees, members of the CORE Board of Directors and all CORE committee members are required to maintain strict confidentiality regarding all discussions as well as for materials and information received as a result of committee service that are sensitive and/or are not public. This duty of confidentiality is for life.

Committee Attendance Policy - (10-11-19)

Committee chairs and members accept the responsibility for carrying out the goals of their committee when appointed, and meeting attendance is part of that responsibility. If a committee chair or member will be absent from a meeting, a written notice should be submitted to the staff liaison as early as possible before the meeting date (email suffices as a written notice). If a committee chair or member is absent from two consecutive regularly scheduled committee meetings during the course of a year, he or she automatically forfeits the committee appointment, subject to review by the President.

Virtual Meetings & Events Policy (7-30-21)

To hold workgroup meetings and Professional Standards tribunals virtually, with workgroup chairs able to hold in-person meetings rarely/as needed, and committee members urged by the chairs to attend CORE events for networking.

Ownership Disclosure Policy - (10-11-19)

Members of any CORE decision-making body must disclose the existence of any of the following: (1) an ownership interest* in, (2) a financial interest** in, or (3) service in a decision-making capacity for any entity prior to speaking to a CORE decision-making body on any matter involving that entity.

After making the required disclosure, such member may participate in the discussion and vote on the matter unless that member has a conflict of interest as defined below.

Conflict of Interest Policy - (10-11-19)

A member of any CORE decision-making body has a conflict of interest whenever that member:

1. Is a principal, partner, or corporate officer of a business providing, or being considered as a provider of, products or services to CORE (“Business”); or
2. Serves on the board of directors of the Business unless the individual’s only relationship to the Business is service as CORE’s representative on such board; or
3. Holds an ownership interest* of more than one percent of the Business.

Members with a conflict of interest must immediately disclose such conflict of interest prior to participating in any discussions or vote of a CORE decision-making body that pertains to the Business. Such members may not participate in any discussions related to that Business other than to respond to questions asked of them by other members of the body. A member may not vote on any matter in which the member has a conflict of interest.

*Ownership interest is defined as the cumulative holdings of the individual; the individual’s related spouse, children, and siblings; and of any trust, corporation, or partnership in which any of the foregoing individuals is an officer, director, or owns in the aggregate at least 50% of the (a) beneficial interest (if a trust), (b) stock (if a corporation), or (c) partnership interests (if a partnership).

**Financial interest means any interest involving money, investments, extension of credit or contractual rights.

BOD/Volunteers Mandatory Event/Education Registration Policy (2-18-22)

To offer CORE events and education at no cost to our BOD members – and to other volunteers on an as-needed basis – whenever that individual’s attendance is required as part of their volunteer duties. [*Note: It was agreed that, should any issues arise, the President will decide on a case-by-case basis.*]

Prohibition Against Firearms and Weapons Policy (12-16-22)

CORE Association of Realtors® is committed to providing a safe environment for all its directors, committee members, and employees, and observes the safety laws of both the federal government and the State of New Jersey. As a volunteer serving on a CORE Association of Realtors® committee(s) or workgroup(s), you acknowledge that all firearms and/or weapons of any type, concealed or unconcealed, are prohibited on CORE Association of Realtors® premises and at all CORE Association of Realtors® meetings and events. Therefore, possession of a concealed firearm or weapon pursuant to a valid permit to carry any such firearm and/or weapon issued/authorized by the State of New Jersey or any other state is not an exemption under this policy unless an applicable law expressly requires the individual to carry such an item.

Sexual Harassment Policy - Member (10-11-19)

The members and staff must work together effectively as a team to accomplish the Association's goals. Such joint efforts are enhanced by an environment of courtesy and mutual respect. Offensive behavior not only impedes the effectiveness of the joint efforts but can also create exposure to legal liability.

The CORE Association of Realtors fully supports the rights and opportunities of all its officers, directors, committee and other workgroup members, and employees to work in an environment free from discrimination and without subjugation to sexual harassment.

Sexual harassment does not include occasional compliments or voluntary relationships between members and staff.

Sexual harassment may be overt or subtle. It includes behavior that is not welcome; that is personally offensive; that fails to respect the rights of others; that lowers morale; and that, therefore, interferes with the effectiveness of our work. Sexual harassment may take different forms. One specific form is a demand for sexual favors. Other forms of harassment include:

- Verbal sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, and threats.
- Non-verbal sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sounds, leering, whistling, and obscene gestures.
- Unwanted physical contact, including touching, pinching, brushing the body, coerced sexual intercourse, and assault.

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

Any director who believes he or she has been the subject of sexual harassment should report the alleged act immediately to the President. If the complaint involves the President, the complaint should be brought to the attention of the Legal Counsel.

Any committee member or other volunteer who believes he or she has been the subject of sexual harassment should report the alleged act immediately to the chair of the committee. If the complaint involves the chair, the complaint should be brought to the attention of the President.

Staff should follow the complaint procedures set forth in the Association's Employee Handbook.

Committee/Workgroup Chair May Request Additional Meetings Policy (10-9-20)

Although the maximum number of meetings per year is established by the Board of Directors for each committee, any Chair may reach out to the President at any time to request a waiver to hold additional meetings as needed.

Appendix: Staff Policies involving CORE Members

Appendix A: Staff Policies involving CORE Members

- **EEO and Workplace Harassment Prevention Policy (Approved 5-22-20)**

CORE Association of REALTORS®
EEO and Workplace Harassment Prevention Policy
Updated with 2023 Contact Information

I. Introduction

The CORE Association of REALTORS® is committed to a work environment that is free of discriminatory practices and harassment of any kind, including but not limited to sexual harassment. The CORE Association of REALTORS® strives to ensure equal employment opportunity without discrimination or harassment on the basis of race, creed, color, national origin, nationality, ancestry, religion, sex (with or without sexual conduct), pregnancy, age, citizenship, marital status, domestic partnership status, sexual orientation, gender identity and/or expression, atypical hereditary cellular or blood trait, genetic information, liability for military service, or mental and physical disability, including AIDS and HIV related illnesses and other characteristics protected by state and federal law. Therefore, the CORE Association of REALTORS® expects all relationships among persons in the workplace to be free of bias, prejudice and harassment and will not tolerate any discrimination and harassment. Discrimination and harassment of employees occurring in the workplace or in other work-related settings is strictly prohibited. This applies to all areas of employment including hiring, termination, promotion, compensation and all other terms

The CORE Association of REALTORS® prohibits retaliation against any individual who reports discrimination or harassment or participates and cooperates in an investigation of such report.

Because the CORE Association of REALTORS® takes allegations of harassment seriously, we will respond promptly to complaints of harassment and where it is determined that an employee has violated this policy, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action up to and including termination where appropriate.

While this policy sets forth our goals of promoting a harassment-free workplace, this policy in no way limits the Association's authority to take disciplinary or other remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct violates this policy.

II. Definitions

A. Sexual Harassment

Sexual harassment is a form of gender-based discrimination. For purposes of this Policy, sexual harassment is defined as in Equal Employment Opportunity Commission Guidelines as unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when, for example:

- (a) submission to such advances, requests or conduct is made either explicitly or implicitly a term or condition of an individual's employment; or,
- (b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- (c) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

The definition of sexual harassment is broad and covers sexually oriented conduct that is unwelcome and, whether intended as such or not, has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to male or female employees. Sex based harassment not involving sexual activity or language may also constitute discrimination if severe and pervasive and directed at employees because of their sex.

While it is not possible to list all circumstances that may constitute sexual harassment, the following are some examples of conduct which, if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances -- whether they involve physical touching or not;
- Sexual epithets, sexually demeaning jokes, written or oral references to sexual conduct, gossip regarding one's sex life;
- Comments on an individual's body or about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences; and,
- Discussion of one's sexual activities.

B. Other Forms of Harassment

The CORE Association of REALTORS® also strictly prohibits harassment on the basis of any other protected characteristic listed above. Under the Policy, harassment is verbal or physical conduct that denigrates or shows hostility toward an individual because of his/her race, creed, color, national origin, nationality, ancestry, religion, sex (with or without sexual conduct), pregnancy, age, citizenship, marital status, domestic partnership status, sexual orientation, gender identity and/or expression, atypical hereditary cellular or blood trait, genetic information, liability for military service, or mental and physical disability, including AIDS and HIV related illnesses and other characteristics protected by state and federal law. Such harassment includes, but is not limited to, conduct that has the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or offensive work environment.

The following are some examples of conduct which may constitute harassment when the conduct is connected to one's membership in a group protected under this policy, depending upon the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Derogatory epithets, slurs, derogatory or demeaning jokes, gestures, and comments;
- Explicit or implicit threats or promises from supervisors regarding promotion, salary increases, job assignments, or other terms and conditions of employment;
- Displaying offensive objects, pictures, or cartoons; and
- Proselytizing or unwelcome comments or discussions about religion.

C. Retaliation

The CORE Association of REALTORS® strictly prohibits retaliation against an employee who has complained about any form of harassment or has cooperated with an investigation of a harassment complaint.

III. Harassment Complaints

The CORE Association of REALTORS® requires the reporting of all incidents of discrimination, harassment or retaliation, regardless of the alleged offender's identity or position. Individuals who have experienced or observed conduct that they believe is contrary to The CORE Association of REALTORS® policy or who have concerns about such matters should immediately notify one of the following :

- CORE CEO Anne Rendle (mobile phone: 302-423-8449); or
- 2023 CORE President Judy Moriarty (mobile phone: 609-577-2160).

These individuals are also available to discuss any concerns you may have and to provide information to you about our policy on harassment and our complaint process.

Individuals are not required to file their complaints with their immediate supervisor first before bringing the matter to the attention of the other CORE Association of Realtors® -designated representative set forth above. This may be done in writing or orally.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, employees are strongly urged to

promptly report any complaints or concerns so that rapid and constructive action can be taken. The CORE Association of Realtors® will make every effort to stop alleged harassment before it becomes severe or pervasive, but can do so only with the cooperation of its employees.

IMPORTANT NOTICE TO ALL EMPLOYEES:

Employees who have experienced conduct they believe is contrary to this policy have a legal obligation to take advantage of this complaint procedure. An employee's failure to fulfill this obligation could affect his or her right to pursue legal action. Also, please note that federal, state and local discrimination laws establish specific time frames for initiating a legal proceeding pursuant to those laws.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

IV. The Investigation

Any reported allegation of harassment, discrimination or retaliation will be investigated promptly, thoroughly and impartially. The investigation will be conducted in such a way as to maintain confidentiality to the extent possible under the circumstances. In most cases, the investigation will include a private interview with the employee who filed the complaint, the employee or other individual alleged to have engaged in harassing conduct, and witnesses (if any). When we have completed our investigation, we will, to the extent appropriate, inform the employee who filed the complaint and the person alleged to have engaged in the complained-off conduct of the results of that investigation.

If it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the offending conduct, and where appropriate, we will also impose disciplinary action.

V. Responsive Action

Conduct that is inconsistent with this Policy will be dealt with appropriately and immediately following the conclusion of the investigation. If the CORE Association of REALTORS® determines that a violation of the Policy has occurred, responsive actions may include, for example, training, referral to counseling, monitoring of the offender and/or disciplinary action such as warning, reprimand, withholding of promotion or pay increase, reduction in wages, demotion, reassignment, temporary suspension without pay, or termination as determined appropriate under the circumstances. The CORE Association of REALTORS® will inform the complaining employee of what action will be taken to eliminate the harassment.

- Finally, these policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions in order to avoid allegations of harassment.

Whistleblower Policy (Approved 10-21-20); updated with 2023 contact information 1-5-23

Purpose This Whistleblower Policy is designed to provide a mechanism for employees and other organization leaders to raise good faith concerns regarding suspected violations of law or CORE Association of Realtors policy; to facilitate cooperation in any inquiry or investigation by any court, agency, law enforcement, or other governmental body; and to protect individuals who take such action from retaliation or any threat of retaliation by any other employee or agent of the CORE Association of Realtors.

Scope This Policy applies to all CORE Association of Realtors employees, including part-time, temporary, and contract employees, as well as directors, officers, and other organization volunteers.

Policy The CORE Association of Realtors is committed to maintaining a workplace where employees are free to raise good faith concerns regarding CORE Association of Realtors' business practices. Employees should be encouraged to report suspected violations of the law on the part of CORE Association of Realtors; to identify potential violations of CORE Association of Realtors policy and to provide truthful information in connection with any official inquiry or investigation.

The CORE Association of Realtors expressly prohibits any form of retaliation, including harassment, intimidation, adverse employment actions, or any other form of retaliation, against employees who raise suspected violations of law, cooperate in inquiries or investigations, or identify potential violations of CORE Association of Realtors policies. Any employee who engages in retaliation will be subject to discipline, up to and including termination.

Procedure Reports of suspected violations of law or policy and reports of retaliation will be investigated promptly and in a manner intended to protect confidentiality. The Chief Executive Officer will manage such investigation and may request the assistance of counsel or other outside parties as he or she deems necessary. The Chief Executive Officer will prepare a report of the findings of the investigation and submit such report to the Board of Directors.

In the event that a report concerns the Chief Executive Officer, he or she shall recuse himself or herself from the proceedings, and the Board of Directors shall select an appropriate officer of the CORE Association of Realtors to continue the investigation.

- Any employee who believes that he or she has been subjected to any form of retaliation as a result of reporting a suspected violation of law or policy should immediately report such incident to his or her supervisor or the Chief Executive Officer (Anne Rendle: 302-423-8449; anne@core-realtors.com).
- If the Chief Executive Officer is the subject of the complaint, employees should inform the President of the CORE Association of Realtors (2023 President Judy Moriarty; 609-577-2160; judy@moriarty.net).

Supervisors who receive complaints of retaliation must immediately inform the Chief Executive Officer (Anne Rendle: 302-423-8449; anne@core-realtors.com), or if the Chief Executive Officer is the subject of the complaint, supervisors must inform the President of the CORE Association of Realtors (2023 President Judy Moriarty; 609-577-2160; judy@moriarty.net).

CORE Association of REALTORS® Workgroup Agreement to Serve

The policies below were approved by the Board of Directors on 12-4-20

Code of Conduct for CORE Workgroup Volunteers

The Board of Directors has adopted the following Code of Conduct for all CORE Workgroup Volunteers, who are expected to adhere to the standards of loyalty, good faith, and the avoidance of conflict of interest as stated.

Anyone who has concerns regarding compliance with the Code of Conduct should raise those concerns with the Executive Committee, who will determine what action shall be taken to deal with the concern. In the unlikely event that a waiver of elements in these policies for a volunteer would be in the best interest of CORE, it must be approved by the Executive Committee. All workgroup volunteers will annually sign a confirmation that they have read and will comply with this Code.

Preamble

The CORE Association of Realtors® (“CORE” or the “Association”) is a not-for-profit, tax-exempt professional association formed to promote, develop, educate, and otherwise further the real estate industry. CORE’s principal membership class consists of individuals engaged in real estate brokerage, property management, and appraisal. The business and affairs of the association are managed under the direction of the CORE Board of Directors (the “Board”). The Member Volunteer Code of Conduct (the “Code”) serves as a code of conduct for members of the Association when in the capacity of volunteers, such as workgroup members.

Violations of the Code may result in sanctions including removal from any workgroups. The Executive Committee will make the final decision regarding any sanctions. In addition to the President, the Executive Committee may remove any volunteer from a CORE workgroup. Member volunteers at CORE affirm their endorsement of the Code and acknowledge their commitment to uphold its principles and obligations by accepting and retaining any volunteer member position.

Member Volunteer Code of Conduct

Volunteers at CORE (including ex officio members of workgroups) shall at all times abide by and conform to the following code of conduct in their capacity as member volunteers:

1. Each volunteer member at CORE will abide in all respects by the CORE Member Volunteer Code of Conduct and all other rules and regulations of the Association (including but not limited to the Association’s Articles of Incorporation and Bylaws) and will ensure that their membership (or the membership of the entity for which they serve as officer, director, employee, or owner, as the case may be) in the Association remains in good standing at all times. Furthermore, each member volunteer will at all times obey all applicable federal, state and local laws and regulations.
2. Member volunteers at CORE will conduct the business of the Association in good faith and with honesty, integrity, due diligence, and reasonable competence.
3. Except as the Board of Directors may otherwise require or as otherwise required by law, no member volunteer shall share, copy, reproduce, transmit, divulge or otherwise disclose any confidential information related to the affairs of the Association and each member volunteer will uphold the strict confidentiality of all meetings and other deliberations and privileged communications of CORE.
4. Member volunteers at CORE will exercise proper authority and good judgment in their dealings with Association staff, suppliers and the general public and will respond to the needs of the Association’s members in a responsible, respectful and professional manner.
5. No member volunteer will use any information provided by the Association or acquired as a consequence of the volunteer member’s service to the Association in any manner other than in furtherance of his or her volunteer duties. Further, no member volunteer will misuse Association property or resources and will at all times keep the Association’s property secure and not allow any person not authorized by the Board of Directors to have or use such property.
6. Each member volunteer at CORE will perform his or her assigned duties in a professional and timely manner.
7. Upon termination of service, a “retiring” member volunteer acknowledges continuing obligations of confidentiality with respect to information acquired as a consequence of his or her volunteer service at CORE.

8. No member volunteer at CORE shall persuade or attempt to persuade any employee of the Association to leave the employ of the Association or to become employed by any person or entity other than the Association. Furthermore, no member of the Board of Directors shall persuade or attempt to persuade any member, exhibitor, advertiser, sponsor, subscriber, supplier, contractor, or any other person or entity with an actual or potential relationship to or with the Association to terminate, curtail or not enter into its relationship to or with the Association, or to in any way reduce the monetary or other benefits to the Association of such relationship.

9. Member volunteers at CORE must act at all times in the best interests of the Association and not for personal or third-party gain or financial enrichment. When encountering potential conflicts of interest, member volunteers will identify the conflict and, as required, remove themselves from all discussion and voting on the matter. Specifically, member volunteers shall:

- Avoid placing (and avoid the appearance of placing) one's own self-interest or any third-party interest above that of the Association; while the receipt of incidental personal or third-party benefit may necessarily flow from certain Association activities, such benefit must be merely incidental to the primary benefit to the Association and its purposes;
- Not abuse their service to CORE by improperly using their position or the Association's staff, services, equipment, resources, or property for their personal or third-party gain or pleasure, and shall not represent to third parties that their authority as a member volunteer extends any further than that which it actually extends;
- Not engage in or facilitate any discriminatory or harassing behavior directed toward Association staff, members, officers, directors, meeting attendees, exhibitors, advertisers, sponsors, suppliers, contractors, or others in the context of activities relating to the Association; and,
- Not solicit or accept gifts, gratuities, free trips, honoraria, personal property, or any other item of value from any person or entity as a direct or indirect inducement to provide special treatment to such donor with respect to matters pertaining to the Association without fully disclosing such items to the Board of Directors.

As a member volunteer at CORE during 2023, I agree to subscribe to this Code of Conduct and understand that violations of the Code may result in sanctions including my removal from any CORE workgroups.

Name: _____

Signature: _____ Date: _____