

STANDARD OPERATING PROCEDURES

Standing Rules

1. GENERAL POLICIES

- 1.1. The Standing Rules shall be in compliances with the Local Bylaws, State Bylaws and National Bylaws
- 1.2. The Standing Rules may be amended by a majority vote of the governing board, provided a quorum is present.
- 1.3. Standing Rules should be reviewed every year and amended as needed.
- 1.4. The Current Bylaws & Standing Rules along with all supporting documents shall be kept in electronic format and made available on the Local microsite. Supporting documents to Standing Rules include but may not be limited to the Financial Policy and Standard Operating Procedures.

2. MEMBERSHIP

- 2.1. A Member is a REALTOR® or National Affiliate (National Affiliate must be a member of a REALTOR® Association) who pays dues to Women's Council of REALTORS®
- 2.2. A Strategic Partner represents a business that has an affiliate relationship with the real estate industry. They can be part of a Project Team.
- 2.3. A Sponsor is not a member but is able to sponsor individual special events and does not have to have a business that is affiliated with real estate.

3. DUES

3.1. The annual network dues are \$29.

4. GOVERNING BOARD MEETINGS

Unexcused Absences: When a member of the Governing Board has two (2) or more unexcused absences it will be assumed they have resigned from the Governing Board. In that event, the President and the Governing Board will determine the necessary action if any.

- 4.1. Can be hold in person or virtual (all participants must use the camera at all times)
- 4.2. An Agenda must be sent out 7 days prior to the meeting.
- 4.3. General Membership is invited to attend all local board meetings. The time and date must be included in the event calendar, uploaded to the Local microsite.
- 4.4. If a board member cannot attend, he or she will ensure that any agenda items to be discussed are covered through notification to the Local Network President and 1st Vice President.
- 4.5. Project Team leaders are expected to attend and give reports only, where items of discussion pertaining to their areas of expertise are being discussed, either physically or via virtual only.
- 4.6. If a project leader cannot attend a governing board meeting, he/she will submit a written report covering the areas to be discussed along with any project team recommendations they may have to the 1st Vice President.
- 4.7. The 1st Vice President shall take the meeting notes (minutes). The minutes should be sent to the President and President-Elect for any amendments and shall be sent back to the 1st Vice President. The 1st Vice President shall upload monthly governing board minutes to the Local Network online storage like Google Drive and State Google Drive within 7 days after the BOD meeting.



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5. EVENT/NETWORK MEETINGS

- 5.1. The network will hold a minimum of 4 industry events, 2 networking events (see Operating Standards Local Network).
- **5.2. Guests** Guests are welcome to attend Events/Networking for a higher price of \$10.00 This does not apply to a member's family or special guests, provided they are not eligible for Council **membership**. **How often are they allowed to come?**
- 5.3. **Members** attending an organized function shall be charged, a charge is due for the meal or refreshments whether they eat or do not eat.
- 5.4. No reservation if a member wishes to attend an organized function without a reservation, they shall be accommodated on a space-available basis only. Charges will still apply.
- 5.5. Reservations for all Network Industry Events sponsored by the Network shall be a financial obligation to be paid by a member. Once a reservation is made and paid for there will be no refund. Each event will have an EARLY BIRD reduced price for 6 days prior to the event. After that, the amount will increase.
- 5.6. If space is available, then non-registrants may purchase a ticket at the door for \$10 more than the regular price.

The Financial Procedures & Policy and the Awards are part of the Standing Operating Procedures



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The purpose of this Procedures & Policy Manual is to provide clear and consistent direction of the local network's day-to-day operations where their finances are concerned, and to provide transparency and accountability to the Network and its members.



1. Financial Statement Preparation and Distribution

Only the Treasurer and a CPA will have full Access to QuickBooks. The President and President Elect will have viewing rights only.

On a monthly basis, the Treasurer will prepare the following documentations for distribution to the Governing Board members:

- a current report and budget line-item financial accounting for the current month
- year-to-date and Budget vs. Actual reports

2. Records Retention & Destruction

The following shall be retained in a secure location for a minimum of 6 years:

- Bank reconciliations and statements
- Deposits and receipts
- Contracts and leases length of the contract plus 6 years
- Invoices and supporting payables documentation.

The following records shall be retained permanently:

- Articles of incorporation
- Corporate resolutions
- Determination letter from the IRS
- Independent audit reports
- Tax returns
- Governing Board minutes
- All network checks shall be kept under lock and key until they are used, with access limited to the Treasurer.

3. Review of Recurring Auto debits, Login & Password Information

Online accounts requiring a secure login shall be recorded in the records per the Local Network Playbook. Recurring auto debits for local network expenses are to be reviewed and updated annually per the Local Network Playbook.

4. Reimbursements and Check Requests

Certain events or network activities may require the reimbursement or advance of funds for Travel, Events, Project Teams and Programs. Details regarding Reimbursements and Check Requests can be found in the Playbook or within the Travel section of this Financial Policies and Procedures Manual. In addition, the following guidelines will apply:

4.1. Reimbursements

- All reimbursement requests must be sent to the President, President-Elect, and Treasurer on the provided Network Reimbursement form and must include the receipts within the form.
- Reimbursement requests will be approved first by the President, then the President-Elect and sent to the Treasurer for processing. The President reimbursements must be approved by the President-Elect and Treasurer. The President-Elect reimbursements must be approved by the



President and Treasurer.

- See Member Travel Expense Reimbursement Section for requirements for travel reimbursement when applicable for the network.
- Only Budgeted items will be advanced or reimbursed without Governing Board approval.
- Reimbursement Requests must be received no later than 30 days from the end of the event.

4.2. Advance Payments

- The amount and purpose must be within the current Network Budget
- An invoice or contract stating the amount due must accompany the check request
- The appropriate Check Request Form must be used.
- All check requests must be sent to the President, President-Elect, and Treasurer.
- Checks and Debit Cards/Credit Cards Checks

4.3. Check signing Policy

Check signing authority will be given to the following individuals (check all that apply):

Checks must be signed by two of the selected officers above (check if applicable)

A check issued to one of the officers/signatories may not be signed by the same officer/signatory.

4.4. Member Travel Expense Reimbursement Policy

The Line Officers are defined as the President, President-Elect, Treasurer, First Vice President, Event Director, and Membership Director.

Travel expenses will be reimbursed to the member per the following guidelines, and when budgeted funds permit.

Reimbursement will first be made to the Network's President and President-Elect, then reimbursements will be made as follows (if budget allows):

Regularly scheduled State Meetings shall be attended by the President, President-Elect, First Vice President, Treasurer, Event Director, and Membership Director. The newly elected President-Elect for the following year is expected to attend the Annual State Meetings if budget allows, and State Leadership Summit in the year in which they were elected.

Regularly scheduled National Meetings shall be attended by the President, President- Elect and other Line Officers as budgeted. If the Network can only send one representative, it shall be the President.

All Travel expenses must be prepaid by the member.

In the event of a lost receipt, travelers have the option of submitting a separate explanation for



expenditures. These occurrences will be monitored so that the policy will not be abused. Expenditures submitted for reimbursement which are outside the current reimbursement policies will be adjusted and an explanation provided. The Network may deduct expenses that are deemed beyond industry standards for a reasonable business expense.

No reimbursement shall be made for items to be reimbursed by another group i.e. Local Association, CRS, etc.

Reimbursement requests must be accompanied by all receipts to support the request along with a completed and signed expense reimbursement form within 30 days of the end date of the Women's Council event.

All reimbursements will be completed within 30 days of the receipt of the approved documentation.

Any changes or exceptions to this Financial Policy and Procedures Manual must be approved by the Governing Board.

Any member requesting reimbursement must meet the following attendance requirements (check all that apply):

The Network's Line Officers must have attended at least 75% of all WOMEN'S COUNCIL Meetings, Events and/or Sessions during the event for which the reimbursement is being requested, including the Governing Board Meeting.

Fuel will be reimbursed at the current IRS rate per mile at time of travel to a

- State WOMEN'S COUNCIL Conference
- Parking at WOMEN'S COUNCIL hotel at the self-parking rate

It is recommended that carpooling is used by members from the same local, to save mileage reimbursement expenses paid by the Network. Exceptions for reimbursement can be made if approved by a majority vote of the Governing Board. Renting a vehicle for use by several members vs using a personal vehicle may be a less expensive alternative as well.

State or National Event costs will be paid accordingly to the approved annual budget for the Network's Line Officers as follows: (check all that apply)

- One half (1/2) hotel room at the WOMEN'S COUNCIL hotel (or equivalent not to exceed the cost of the WOMEN'S COUNCIL Host Hotel) for the night preceding the first WOMEN'S COUNCIL meeting through the night before the last WOMEN'S COUNCIL meeting. If the last meeting ends at 5pm another night will be paid
- The Network's Line Officers may use the Network's debit card to reserve hotel rooms for initial reservations. No member of the Network's Line Officers may use the debit card to pay the bill upon check out without prior governing board approval.

 Meals (check if applicable, plus one box below only)
- \$66.00per day for STATE Conference
- \$75.00per day for National Conference

Receipts must be provided, regardless of the amount.



Reimbursement will not exceed actual expense. Purchase of alcoholic beverages will not be reimbursed.

Airfare will be reimbursed as follows: (check all that apply)

- ☐ Coach Airfare reimbursed at coach class rate
- including travel insurance with original receipt (ticket) indicating date of travel if it is within the approved budget.
- □ plus 1 bag at the airline's allowable weight limit
- Airport transfer (to and from event lodging or location)

Reports

All attendees eligible for reimbursement must attend the assigned Committee and/or Project Team Meetings, Governing Board and General Membership Meetings. All attendees eligible for reimbursement will be required to share with the Governing Board information gained from their attendance at the event.

5. Events

The Network shall hold events as planned in the current network budget and as directed by the Network Events Director. The Events Director and respective Project Team shall use the Event Planner contained within the Playbook in determining revenues and expenditures to achieve Network Membership, Education and Financial Goals.

The speaker shall receive one (1) free meal ticket. If the budget allows the speaker will receive a gift.

6. Scholarships

As an inducement of the Network to encourage more REALTOR® and Member(s) to participate in continuing education and/or higher education, Local networks may provide in their budget to reimburse members for meeting specific educational achievements. The amount of disbursements for the current budget year may not exceed the budgeted amount without Governing Board approval.

When the local network offers a scholarship program specific requirements must be met. These requirements include: (check all that apply)

Education Reimbursement for

6.1. Membership Requirements

- Be a member in good standing for at least 1 year(s)
- The requesting Member must currently hold their primary membership in the Pensacola Bay Area Network.
- Submit all documentation to the local network Treasurer no later than October 30th of the current budget year. Any requests for scholarship reimbursement made after October 30th of the current budget year will be considered in the next budget year.
- Must include a Check Request Form with a copy of the paid receipt AND a copy of the Completion Certificate or Pass Record.
- Maximum scholarship reimbursement amount per member per year will be up to \$209.00 (as budgeted funds allows)

Reimbursements will be presented to the recipients at the next available event.



7. NETWORK COURTESY POLICY

- a) Memorials In the event of a death of a Network member, or immediate family, an appropriate expression of sympathy shall be sent, not to exceed \$ 50.00
- b) Get-Well Wishes A get-well acknowledgement shall be sent to a member who is ill or hospitalized. A donation request may be made to the Governing Board for a gift to the member not to exceed \$ 20.00
- c) Memorials and Get-Well Wishes may be sent to State and National officers including our Florida State DVP

8. Debit Cards

Debit Cards shall be issued to the President and the Treasurer. It is the responsibility of the individual to safeguard and monitor the use of the card. All purchases made on Council debit cards must be supported by invoices or receipts and include information regarding the business purpose and name(s) of attendees for the transaction on the expense form. Emailed notifications and/or receipts must be sent to the Treasurer for any purchases made on the card for which there is no physical card present within 24 hours of the receipt of the email confirmation/receipt.

For any cards issued, the following uses are strictly prohibited:

- To purchase personal items
- To obtain a cash advance for personal or business purposes
- To secure credit on a personal basis
- For payment of an officer's or member's travel or travel-related expenses, unless such approval is provided within this policy or as an approved exception by the Budget and Finance Committee and Governing Board, or the Governing Board when there is no Budget and Finance Committee.

The debit card may be used by the President and/or Treasurer within budgeted amounts to include:

- Paying for Council Business-related Meals which exceed \$100.
- Vendor/Event deposits.
- Charges for expenses other than those listed above must be paid personally and expensed by the officer/member and submitted for reimbursement per this policy.

The debit card access for ATM use must be requested to be disabled by the depository institution.

8.1. Credit Cards

The use of credit cards for the local network is prohibited.

9. Audit Process

An Audit Project Team will be appointed from members of the local network by the President- Elect. The Audit Project Team must include:

At least 3 members, but no more than 5 members.

- At least 1 member must be an active member past president (but did not serve as President during the year being audited),
- a current REALTOR® member,
- a National Affiliate member.

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The current Treasurer and President Elect may be present to address questions by the Project Team but may not participate in the audit process.

The Audit Project Team will perform a mid-year audit in (check one) July/August and a year-end audit, no later than January 31st, both of which will be uploaded into the STATE google drive.

The Audit Project Team shall review the records from the date of the previous audit through the end of the calendar month preceding the audit. The Audit Project Team shall:

- Utilize the Audit Checklist within the playbook on the STATE google drive
- Compare the expense and reimbursement documentation to the Budget and Financial Policy and Procedure to ensure compliance
- Compare all debits and credits shown on the bank statement against the corresponding receipts or deposit tickets and check copies (for deposited items) for the month
- Compare the bank statement debits and credits to the financial software reconciliation statements to ensure agreement
- Provide a written account of the result of the audit to the Governing Board
- Upload the Audit Preparation Checklist and Guideline form to the STATE google drive

10. BUDGETING PROCESS

The budget is the guideline for your network's governing board, committees, project teams and members to follow. It is an important tool for determining your financial goals for your network.

Prior to attending the State Leadership Summit, the President-Elect should prepare a proposed budget for the year they will be serving as President. This proposed budget will be brought to the State Leadership Summit.

To create the proposed budget, the President-Elect should utilize:

- the State provided budget template
- the local network's current year budget
- current budget vs actuals year-to-date report
- the local network strategic plan and
- their local network financial policy and procedures

The proposed budget will include income (revenue) goals to be collected from membership dues, strategic partners, and fundraising activities & events. Event and fundraising templates are located within the State budget template within the playbook and should be used when preparing the proposed budget.

The proposed budget must be approved by the current year's governing board prior to October 30 of the President-Elect's year.

An amended budget will be presented to the newly installed governing board during the January meeting for approval. This amended budget will be a modification of the proposed budget and will be updated to more accurately reflect the local network's committed strategic partnerships along with any adjustments that may be needed once the previous year's accounting has been closed. Once approved by the newly installed governing board, the amended budget is not to be modified during the course of the year unless special circumstances warrant an exception. This exception to the budget must be approved by the State

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Line, followed by a majority vote of the local network's governing board.

Only budgeted line amounts shall be reimbursable. Any non-budgeted requests for reimbursement must be approved by the Governing Board.

Any expenditures that exceed the budgeted amount must have governing board approval and be documented in the minutes. This approval must be filed within the audit book.

11. Charitable Contributions

At the direction of the State Line Officers and for the local network to maintain the IRS 501c6 status, charitable contributions are not permitted from revenues generated; revenues must be used toward the members' benefit and not to any other specific entity or person.

It is strongly encouraged that the local networks participate in community outreach by providing services and donated supplies.



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AWARDS

Award Project Team

The Awards Project team consists of 1 (one) Past President, President, 1 REALTOR and 2 (two) members at large.

- The Project Team is looking for nominations to be placed in the Network Newsletter and/or email blasts to the membership 60 days prior to the ceremony.
- Members will be allowed to nominate any other member including a governing board member or strategic partner.
- The Project Team will review all nominees and present the list to the governing board to be voted on.
- A member may receive only 1 award each year.
- A member shall not receive more than 2 awards within 3 years.

Requirements:

- Must be a member in good standing.
- Must have been a member of the Local Network for a min. of 2 (two) years.
- Must be actively serving on 1 (one) or more Project Teams during the year they are nominated.

REALTOR® of the Year

This award is presented to a member that has shown outstanding support for the Women's Council of REALTORS® and is a top-level REALTOR®.

Partner of the Year

This award is presented to a National Affiliates/Strategic Partner who has exemplified the objective of Women's Council of REALTORS® by example or by their response when guidance & knowledge is requested, extends a positive influence, and reinforces the efforts put forth by the leadership of Women's Council of REALTORS®.

Rising Star

This award is presented to a member who has participated on more than one project team, has demonstrated leadership skills, and has a desire to learn more and to participate on higher levels. The nominee has assumed tasks and went beyond what was asked and demonstrated the ability to be creative and motivated. The recipient should not serve on the Governing Board.

Lifetime Achievement

This award is presented to a REALTORS® member who has exemplified the true spirit in supporting the Women's Council of REALTORS® over many years.

President's Award

The President might present a special award of her/his choice to any member of the local network.



STANDARD OPERATING PROCEDURES **AWARDS**

Nomination Form

Name:			
Email			
Phone			
Recommended Award (circle)			
REALTOR® of the Year	Partner of the Year		
Rising Star	Lifetime Achievement		
Please tell us more about why you are n	ominating the person:		
(accomplishments/Achievements/etc.)			
Nominated by (name and phone numbe	r)		