



NORTH SHORE – BARRINGTON ASSOCIATION OF REALTORS®

*THE GATEWAY TO EDUCATION, INFORMATION AND TECHNOLOGY*

## Administrative Guide

## **Administrative Guide**

© North Shore – Barrington Association of REALTORS®  
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### ***DISCLAIMER***

This manual is intended to acquaint employees with the general personnel policies and guidelines of the North Shore - Barrington Association of REALTORS®. It shall not be construed as an employment contract between NSBAR and any of its employees. Employment with the Corporation is for no definite period of time and may be terminated at any time, without prior notice, and without cause. No promise to the contrary is binding on the Corporation unless in writing and signed by the Chief Operating Officer. Further, the policies in this manual are subject to revocation or change at management's discretion and without prior notice.

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The Northbrook and Barrington office exist for only one purpose – to provide services to the member or potential member. Those coming into the offices have a level of expectation – a professionally run business catering to their needs.

The typical member of NSBAR is a woman 53 years old with a salesman's license, has been in the business 11 years and attended some college. She works more than 30 hours a week, earns over \$50,000 and works in a large office with more than 21 agents. She uses the internet and has an email address. (2000)

Listen to the music you hear from different stores. The GAP music is different than from Marshall Fields. Why? Different age target base. The typical shopper at the GAP is a lot younger than that of a Marshall Fields customer.

In a dot com office blue jeans or other very casual attire is appropriate along with loud and trendy music – their customers do not stop by in person, they email.

Our customers are in and out of our offices through the business hours. That is why I insist on proper attire and do not want music played.

### **INTRODUCTION**

The success of the North Shore - Barrington Association of REALTORS®, as with any institution, is largely dependent upon the commitment and effectiveness of its personnel. The personnel policies of NSBAR have been developed to meet its basic mission of serving the needs of its members, but by making the most reasonable provisions for all staff personnel.

The North Shore - Barrington Association of REALTORS® and the Manual of Personnel Policies will be your guide to NSBAR policies and procedures for most questions or problems that may arise. We have attempted to write and organize it clearly and cohesively for all employees. You should read through this Manual in its entirety so you will be aware of all benefits and policies that will affect you. You should not hesitate to ask the Chief Operating Officer about any of these policies, or the need for policies not covered in this Manual, should you have any questions or comments.

### **OFFICE HOURS**

The Northbrook and Barrington office is open 8:30 A.M. to 5:00 P.M. Monday through Friday.

### **EMPLOYEE RELATIONS AND EQUAL OPPORTUNITY**

The North Shore - Barrington Association of REALTORS® is an Equal Opportunity Employer. It is the policy of NSBAR to afford equal opportunity for employment to all individuals regardless of race, color, religion, sex, age, national origin, physical disability, sexual preference, ancestry, marital status, or unfavorable discharge from military. We are strongly bound to this policy by the fact that adherence to the principles involved is the only acceptable American way of life. Therefore, NSBAR will take action to ensure that we will:

- Recruit, hire and promote for all job classifications without regard to race, color, religion, sex, age, national origin, physical disability, sexual preference, ancestry, marital status, or unfavorable discharge from military.
  
- Base decisions on employment so as to further the principle of equal employment opportunity.
- Ensure that promotion decisions are in accord with principles of equal employment opportunity by imposing only valid requirements for promotional opportunities.
- Ensure that all personnel actions such as compensation, benefits, transfers, layoffs, return from layoff, company sponsored training, education, will be administered without regard to race, color, religion, sex, age, national origin, physical disability, sexual preference, ancestry, marital status, or unfavorable discharge from military.

The successful achievement of a nondiscriminatory employment program requires a maximum of cooperation between the elected officers, the Board of Directors and staff. In fulfilling its part in this cooperative effort, staff management is obliged to lead the way by establishing and implementing procedures and practices which will ensure our objective, namely, equitable employment opportunity for all.

### **EMPLOYEES DEFINITION**

Persons employed by NSBAR will be considered full-time employees unless they qualify as part-time employees under the following criteria:

- A. Persons working less than 30 hours per week on a regular basis.
- B. Persons working more than 30 hours per week, but hired on a temporary basis with the understanding that employment is non-permanent duration.

### **PERSONNEL RECORDS**

Any change in your marital status or the number of children or other dependents in your immediate family should be reported promptly to the Chief Operating Officer. This information has a direct bearing on your insurance coverage and benefits and on the amount of your payroll deductions for income taxes. We must also know where to contact you in case of changes in work schedules, or your family in case of emergency. For these reasons it is very important for you to advise us of any change in your home address or telephone number.

### **REVIEW PERIOD**

During the first three months of employment, employees will be considered probationary subject to evaluation by the Chief Operating Officer. An employee review may be conducted after three months. Other reviews may take place from time to time. Completion of the review period shall not guarantee continued employment. NSBAR reserve the right to terminate employment at any time before or after the review period is completed.

### **PROMOTION FROM WITHIN**

Whenever a staff opening offers an opportunity for promotion from within, first consideration may be given to qualified employees of NSBAR.

### **REST PERIODS**

Employees are allowed two rest periods a day of ten minutes each - one in the morning and one in the afternoon. These periods cannot be joined to the lunch, nor can they be taken at the beginning or at the close of a workday. Staggered breaks may be scheduled in order to maintain uninterrupted work processing. An Employee(s) may be assigned to cover telephone calls during rest periods and lunch hours in order to maintain proper communications throughout the day.

### **MAIL & POSTAGE**

Employees are expected to reimburse petty cash for any postage used on personal mail. The Office Administrator is responsible for maintaining a current amount of postage on the meter. The staff is responsible for making sure that day's correspondence is placed in the outgoing mail. Any employee who does not reimburse NSBAR for postage used will be subject to immediate dismissal.

### **SMOKING**

Smoking is not allowed in the main building working areas.

### **SHARING**

Although each employee is primarily responsible for the efficient fulfillment of the responsibilities of the job, all employees must work together to achieve the objectives of the Association. Cooperation is extremely important. It will, therefore, be necessary for all employees to assist from time to time on specific assignments. It is also expected that when any employee has spare time, that employee will offer assistance to all other employees to see if assistance is needed.

Each department must be covered during the day. Prior to a person taking off time or vacation they must first find someone to cover their department. Every person must develop a partnership with another to assure there is always someone on duty that can cover the department. Due to this policy, there will be times when request for time off will be denied.

### **EMPLOYEE RESPONSIBILITY**

An employee of NSBAR is expected to be loyal to the Corporation both on and off the job. Personal responsibility is the fulfillment of his particular job duties promptly, efficiently and to the best of the employee's ability. The employee must honor the confidences and trusts. Such confidential materials and matters may come into possession of employees and must never be breached. Each employee must comply with the following procedures and policies for the best interests of all employees and members.

Confidentiality is an absolute requirement. No employee shall discuss with volunteer leaders any matters pertaining to job status, working conditions, promotions or any other issues pertaining to Board operations. Any grievance or specified requests must be discussed with the COO. Deviation from this policy may be subject to reprimand or discharge.

### **CONFIDENTIAL & DISSEMINATION of ASSOCIATION INFORMATION**

With the "Board of Choice" policy in effect as of 1994, the Boards of REALTORS® are now business competitors. With this understanding, it is understood that discussions of our Association policies, procedures, fees, etc. remain confidential under anti-trust laws. Any discussion or sharing of this information shall be deemed a violation of policy and shall subject the employee to disciplinary action.

- Employees are not allowed to give out any information regarding finances or other functions of the Association to unauthorized persons, i.e., member of the Association or other Associations or the public.

**Example Of Types Of Personal Information That Should Be Protected:**

- Social Security Number
- Financial Information (Such as credit cards and bank account information)
- Medical History
- Employment Records
- Credit Reports
- NRDS Identification Number
- State Real Estate License Number
- Home Address and Phone Number
- State Driver's License Number
- Date of birth, place of birth
- Fingerprints
- Mother's maiden name
- Employees are not to recommend one REALTOR® over another.
- Employees are not to provide legal advice to members of the public or the Association members.
- Employees are not to remove any information/records/lists from the building unless specifically directed or approved by the COO.

In consideration of and as a condition of employment with NSBAR, the undersigned, acknowledges and agrees that as an employee of NSBAR, he or she will have access to and work with confidential, privileged and proprietary information of NSBAR and its members in many forms, including, but not limited to, association and member files, association and member correspondence and memoranda, association and member internal and business records, association and member financial information, and data, network files, the NSBAR membership database, and web sites.

The undersigned employee warrants that he or she shall at all times protect and treat as strictly confidential all of the above-described NSBAR and member information, documents and data and, prevent any unauthorized copying, use, distribution, dissemination, disclosure, destruction or transfer of such information. The employee further warrants that he or she shall not at any time or in any manner intentionally communicate or disclose such confidential and privileged information to any third party. Violation of this policy/statement may result in an immediate suspension and possible termination of your employment pending a complete investigation.

Any incident believed to be in violation of this agreement will be immediately investigated by an internal committee, named by the COO, to determine if a violation has occurred.

A substantiated violation of this non-disclosure and confidentiality policy/statement will result in an immediate termination of your employment. The warranties contained herein shall survive termination of the undersigned's employment with NSBAR for any reason.

The undersigned employee also acknowledges that any use or disclosure of NSBAR's or its member's confidential and privileged information or data in a manner inconsistent with the provisions of this policy/statement will cause NSBAR and/or the affected member(s) irreparable damage for which remedies other than injunctive relief may be inadequate. As such, the employee agrees that NSBAR and/or the affected member shall be entitled to receive from a court of competent jurisdiction injunctive or other equitable relief to restrain such use or disclosure in addition to other appropriate remedies, including attorneys fees incurred.

**NSBAR Employee Termination IT Process Unless directed otherwise by COO**

- upon notification that an employee's position has been terminated, the following tasks will be accomplished by IT:
  - Disable the user account at the time of involuntary termination or at the end of the last day worked, if voluntary termination;
  - Report to COO if the employee has any NSBAR equipment assigned for home or personal use;
  - Determine from COO who should be provided account and data review access;
  - Disable access to the member's only area of the website;
  - Deactivate any corporate calling cards;
  - Change password for the person's voicemail and provide to COO - deactivate upon request; The designated reviewer will delete, organize or relocate this data as necessary, and will be responsible for reviewing the departmental shared directories for unneeded data as well;

- Upon conclusion of review, the employee's home directory and e-mail data will be copied to a CD-Rom and provided to COO for archival as well as given to the appropriate department head;
- The e-mail account and home data will be deleted when the account is no longer needed; and
- The workstation will be reformatted and reconfigured with the standard NSBAR configuration and applications.

### **GOVERNMENTAL AGENCIES**

All inquiries by government officials must be forwarded to the COO. If a local, state or federal official request information in the absence of the COO, the employee must take the name of the official and the agency or department represented. The legal counsel for the corporation should be contacted by phone immediately. Under no circumstances should an employee ever allow a government official to see any file or any information maintained in the Headquarters building or satellite office, nor should any employee ever answer any questions by a government official unless the legal counsel of NSBAR is present or consulted.

### **SALARY ADMINISTRATION**

The North Shore - Barrington Association of REALTORS® is committed to a Salary Administration Program based on individual position descriptions. Position descriptions are evaluated based on standard criteria for education, experience, responsibility and technical expertise required to perform effectively in each position. Based on these evaluations, salary grades are assigned to each position as the basis for establishing salary ranges to be used in recruiting candidates to fill open positions and to establish salary ranges throughout the organization.

Performance evaluations, using standard criteria, may be made annually for each employee, and a compensation adjustment, if warranted, may be the discretion of management based on the application of performance evaluation factors applied to the individual's current salary as it relates to the salary range for the position. Administration of this policy awards salary increases merited by individual performance.

In addition to annual reviews, in cases of outstanding performance or increased responsibilities, interim reviews may be made and adjustments awarded upon recommendation of the Chief Operating Officer.

There is no guarantee of an annual review or salary increases.

### **TERMINATION INTERVIEWS**

If you decide to resign your position for any reason, we will appreciate at least two weeks notice. This courtesy on your part will give the Chief Operating Officer sufficient advance notice to arrange for a replacement. If you should leave, you will be required to return all items issued to you by NSBAR such as credit cards, keys, manuals, etc. The Chief Operating Officer may arrange for a termination interview to be conducted. Final paycheck will be issued at the regular payroll time of the 15<sup>th</sup> or last day of the month. Unused vacation time, sick days, personal days, etc, are not converted to a pay check. The last paycheck will reflect actual days worked.

### **ATTENDANCE RECORDS**

To properly administer the various policies pertaining to vacations, holidays, and other absences, and to accurately compute eligibility for over-time pay of non-exempt employees, Attendance Records are kept for all employees. The Chief Operating Officer maintains these records for all exempt and non-exempt employees.

### **TARDINESS**

It is the policy of the North Shore-Barrington Association of Realtors (NSBAR) to require employees to report for work punctually and to work all scheduled hours and any required overtime. Excessive tardiness and poor attendance disrupt work flow and customer service and will not be tolerated. An employee who arrives after 8:30am habitually (more than 3 times in a one month period) will have a reprimand placed in the personnel file and will be docked one hour of personal leave time. Continued tardiness will be reason for termination.

Labor costs are a significant operating expense; NSBAR needs their employees to report to work regularly and on time. An employee who is constantly tardy or absent disrupts the work flow, burdens coworkers with extra tasks, lowers morale, and may affect the quality of products and services.

**OVER-TIME- NON-EXEMPT EMPLOYEES**

The standard work week of the North Shore - Barrington Association of REALTORS® consists of 5 days at 8 hours each day (Monday through Friday) or ***40 hours total!*** Hours worked in excess of 40 hours in any seven day period from Monday a.m. to the following Sunday p.m. will be paid as follows:

- A. Additional time will be paid at straight time. After ***40 hours***, overtime will be paid at time and a half.
- B. All overtime work must receive prior approval from the Chief Operating Officer.
- C. Overtime work must be performed in the office or at an Association meeting.

NSBAR does not guarantee employees 40 hours per week and hours are subject to change at the Chief Operating Officer's discretion. Exempt employees are those employees classified as Executive, Administrative, or professional by reason of salary level and duties. If you are an exempt employee, you are not entitled to payment for overtime, although the Chief Operating Officer may grant compensatory leave to employees who regularly work overtime. Such compensatory leave is not granted on a hour-for-hour basis, but is allocated in recognition of work that exceeds normal expectations. It may not exceed five days for any calendar year.

**PAY PERIODS**

Employees are paid on the 15th and first working day of the month. In the event a pay period ends on a Saturday, Sunday, or holiday, payday will occur on the preceding workday. All employees must have direct deposit program for their paychecks.

**ABSENCES FROM WORK**

Employees will be allowed absence from work in accordance with the various Policies and Procedures outlined in this Manual. Missed day immediately preceding or following a holiday without prior permission will be counted as ***TWO*** vacation days.

Accidents - Work Related

Illness Absence  
Holidays

Jury Duty  
Funeral Leave

Leave of Absence

Vacations

- A. *Exempt Employees* (persons who are not paid for overtime). Excused absences for personal business not covered under the above procedures must be approved in advance by the Chief Operating Officer. Absences of less than one full day may be authorized based on individual circumstances. However, excused absences of one or more full days for personal reasons not covered by specific policies will be charged against allowable Vacation or Floating Holiday Days.

B. *Non-Exempt Employees* (persons who are paid for overtime). Request for additional time off above vacation or personal days **will be granted without pay.** Absences not covered in any of the above categories will not be approved for payroll calculations. Unpaid absences will be recorded under two classifications:

Unpaid Absence - Excused

Unpaid Absence - Not Excused

### **LUNCH**

Full time employees at the Northbrook office may take up to one half hour for lunch however before they leave the building they must make arrangements for their back up person to cover them while they are out of the office.

Full time employees at the Barrington office may take up to one half hour for lunch however before they leave the building they must make arrangement for their back up person to cover them while they are out of the office.

Part time and temporary employees in Northbrook may take one half hour for lunch however they are not paid during this time. Part time and temporary employees in Barrington may take one half an hour for lunch however they are not paid during this time.

Lunch time is computed as a total package – if the employee leaves the building and then brings lunch in the half hour lunch time is computed from the time the person leaves the building, when they return and when the meal has been eaten.

### **EXTRA TIME OFF**

From time to time employees may request additional time off above vacation or sick days. Only the COO may grant these times. Non-exempt employees **may not** make up time unless supervised by an exempt employee. Non-exempt employees are not allowed to work more than 40 hours a week.

### **ACCIDENTS WORK RELATED**

Employees incurring injuries from work-related accidents are covered under a schedule of benefits included in our Workmen's compensation Insurance. Employees are instructed to observe the following procedures in cases of accidents:

1. Notify the Chief Operating Officer immediately.
2. They will summon medical assistance if necessary, and remain with the employee until first aid or other medical treatment has been provided.
3. They will make preliminary notes regarding the accident.
4. They will arrange transportation to the hospital, if necessary or to the employee's home if employee is unable to do so, on their own.

The Chief Operating Officer will determine whether benefits are to be paid by NSBAR or supplemented by a Workmen's Compensation claim, and advise the employee of the action to be taken.

### **MILITARY LEAVE**

Employees required to fill a military obligation will be granted a leave of absence for the period requested to perform active duty for training or inactive duty training in the Armed Forces.

### **BEREAVEMENT**

Employees will be allowed to take time off without loss of pay where such time is necessitated by death in the immediate family. The immediate family consists of: spouse, children, parents, brothers, sisters, and grandparents (including in-laws). This may include aunts or uncles, if circumstances warrant.

The amount of time taken to attend funeral must have approval of the Chief Operating Officer. Any time over three days will be charged to vacation days.

### **HOLIDAYS**

The offices of NSBAR will be closed in observance of the following holidays:

New Year's Day

Thanksgiving Day  
Independence Day

Friday after Thanksgiving Day  
Labor Day

Christmas Day  
Memorial Day

1/2 day before Christmas (if  
Christmas is on a weekday or  
Saturday).

All full time employees are entitled to the above paid holidays. Part time employees are **not** entitled to paid holidays. When holidays fall on Saturday or Sunday, an alternate day for celebrating the holiday may be determined by the Chief Operating Officer. In addition to the above holidays, employees with six months or more service will be granted, within each calendar year, two additional "Floating Holidays" which may only be taken in the calendar year earned, and are not cumulative. You may take these "Floating Holidays" with the Chief Operating Officer's approval to observe religious holidays not included in the above schedule, to extend vacations and to accommodate individual needs for time off. If you are not present for work the day after a holiday, **two** days will be deducted off of your vacation time.

### **ILLNESS ABSENCE**

Employees are expected to report absences from the office due to illness to the Chief Operating Officer by 8:30 a.m. on the first day of illness, and daily thereafter until they are able to return to work. Daily reporting is not required if you have been hospitalized provided an initial report of hospitalization has been made together with an estimate of the total days to be confined and total days to be absent due to illness.

Number of allowable illness days:

- First Six Months – None
- Second Six Months - One working day for each month of service completed after six months of employment not to exceed four working days in the calendar year.
- One or More Years - Four working days per calendar year.

Eligibility for illness pay is not cumulative from one calendar year to the next. Unused illness days expire on December 31 of each year.

In the case of extended illness or repeated absences due to illness, you may be required to present medical certification before illness pay is authorized. Failure to adhere to the reporting requirements may cause disallowance of illness pay for working days not reported. You may use sick leaves for medical or dental appointments, as well as for personal illness. Absences due to the serious illness of a member of your immediate family should be charged to your vacation or floating holidays. You will not receive payment for unused sick leave when you terminate your employment.

### **MATERNITY LEAVE**

Disability caused by pregnancy will be treated the same as any other medical disability.

### **DRESS CODE**

As an employee of NSBAR you are expected to practice conservative good taste in dress and appearance. Extremes should be avoided. Blue jeans are not allowed.

## **PERSONAL CONDUCT**

NSBAR expects you to display good judgment, diplomacy and courtesy when you deal with members of the Association and with its public, and to adhere to the highest standard of personal and professional ethics.

## **LEAVE OF ABSENCE**

Full time employees with one year or more service may apply for an approved leave of absence.

A. Short term leaves of absence are for 30 days or less. When approved by the Chief Operating Officer, an employee granted short term leave of absence will be assured of re-employment at his former position and salary within the 30 day period.

B. Military leaves of absence and subsequent reinstatement will be granted in accordance with laws and regulations currently in effect.

C. Entitlement to paid vacations will be administered independently of this procedure, and earned vacations may be used to supplement the leave of absence period upon approval of the Chief Operating Officer.

D. Failure to return to work within the terms of a short term leave of absence or failure to re-employ for any reason within the terms of an extended leave of absence will result in an automatic termination.

If a leave of absence is required, please give the Chief Operating Officer as much advance notice as possible.

## **VACATIONS**

Employees who fulfill the vacation requirements are entitled to paid vacations which may be taken in accordance with schedules approved by the Chief Operating Officer.

- 2 weeks (equals to five work days a week) after completing one full year of employment, one week of which may be advanced after the first six months of employment.
- 3 weeks after completing five full years of employment.
- The maximum vacation allowed is 3 weeks plus 2 floating holidays.

## **POLICY AGAINST HARASSMENT**

It is the policy of the North Shore - Barrington Association of REALTORS® and the to provide a workplace free from unlawful and improper "harassment" of employees by employees or agents of the North Shore - Barrington Association of REALTORS® and the or by its customers, accounts, and vendors. It is the responsibility of every employee to cooperate in reaching this goal. Harassment is considered a serious act of misconduct and may subject an employee to disciplinary action including immediate discharge. As used in this policy, the term "harassment" includes sexual and racial harassment as well as harassment based on any other protected classification. Some examples of what may be considered harassment, depending on the facts and circumstances, include the following:

1. *Verbal harassment.*

e.g., derogatory comments regarding a person's race, color, sex, sexual orientation, religion, ancestry, ethnic heritage, mental or physical disability, age, appearance or other classification protected by law; threats of physical harm; or distribution of written or graphic material having such effects.

2. *Physical harassment*

e.g., hitting, pushing or other aggressive physical contact, touching or threats to take such action, gestures or the display of signs or pictures.

It is considered harassment if:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual (i.e., promotion, demotion, transfer).
3. Such conduct substantially interferes with an employee's job performance or creates an intimidating, hostile or offensive working environment.

It is not considered harassment of any sort for members of management to enforce job performance and conduct standards in a fair and consistent manner. In particular, sexual harassment may be defined as unwelcome verbal, physical or sexual conduct including, without limitation, sexual advances, demands for sexual favors, or other verbal or physical conduct of a sexual nature, regardless of whether designed or intended to promote an intimate relationship.

Employees who violate this policy will be subject to disciplinary action in the discretion of management, including, without limitation, suspension and termination. Supervisors or members of management who violate this policy, or fail to report violations by others of which they become aware, may also be subject to disciplinary action, including, without limitation, suspension and termination. This policy does not create any contract rights.

If you feel you are being harassed, you should consider telling the offending party that you object to that conduct. This often solves the problem. However, if you are not comfortable confronting the offending party (or if the offending party's unwelcome conduct continues), you may advise the Chief Operating Officer of the offending conduct. You also can bring your problem to another staff person with whom you feel more comfortable discussing the issue.

### **TELEPHONE USAGE**

All telephone calls (office system or cell) must be answered promptly and courteously. If you take a message, you should pass it on as quickly as possible to the person to whom it is intended. We recognize that you may occasionally have to make personal calls during work hours, but we request that you limit them and that, when possible, you make them during your lunch period. No personal call is to be longer than 5 minutes in length and is limited to no more than 2 incoming personal calls a day. This policy may be adjusted by the COO if the employee has children under 18 and the calls are from those children. You must charge all long-distance personal calls to your home phone number or credit card. All long distance business calls must be logged on a call sheet, with the entry identifying the nature of the call. Personal cell phones are to be used outside the office building. When doing business and you are in your automobile you are not allowed to use any cell phone while driving. If calls must be made you must pull off the road. The car is not to be moving while you are on the cell phone and conducting business.

### **HOUSEKEEPING**

You are responsible for maintaining a clean, uncluttered work space. At the end of the working day, your desk should be cleared and your machines covered. You are permitted to drink coffee or soft drinks at your desk, but if you do so, please discard all disposable bottles, cans, and coffee cups at the end of the day. Every person in the office is responsible for keeping the kitchen cleaned and turning on the dishwasher when filled and emptying the dishwasher when the dishes are clean.

### **NSBAR INAPPROPRIATE COMPUTER USE POLICY**

These policies include use of NSBAR laptops on travel or at home.

All computers in the office have had computer games removed. Employees are not to load, download, install, etc... any software on to any workstation or server. Any games that are found on the workstation, server or employee folders are reason for immediate termination. Game and music playing is strictly prohibited during business hours and on company equipment

All information, data, programs and files on all computers is the property of NSBAR. Whether leaving voluntary or not, files, programs, emails, information, etc is NOT allow to be removed. Current staff is not allowed to remove items for former employees. Violation of this can be termination, arrest and prosecution.

Staff should never do the following without IT help or direction:

- Download or install any software from the Internet
- Spend non-work related time on the Internet
- Install any software from CD or Diskette
- Accept or install any security updates, plug-ins or add-ons unless otherwise identifies, (e.g., Windows Update)
- Open any attachment that they were not specifically expecting
- E-mail or forward electronic jokes, games, music, screensavers or other media
- Open any electronic jokes, games, music, screensavers or other media
- Use any file sharing software of any kind including but not limited to Kazaa, Napster, WinMX, Morpheus, etc.

- Use any instant messaging application including but not limited to AOL Instant Messenger, ICQ, iChat, etc.
- Install or use any "Helper" applications including but not limited to Plaxo, Weather Bug, HotBar, WebShots, toolbars, pop-up blockers, etc.
- Open file attachments from personal e-mail accounts (Hotmail, Yahoo, etc.) without being 100% sure that the document is safe and expected
- Allow a non-NSBAR employee to use their computer or login with their account
- Visit web sites that push excessive numbers of pop-ups or try to install software or add-ons to your computer (e.g., if you experience the never ending pop-up stream or the site tries to set it as your home page, or install a plug-in, check with IT or don't go back).
- Listen to online radio stations or download music from the web
- Listen to audio or watch video over the Internet that is not specifically work related.
- Staff should always contact IT in the event they:
  - Receive a pop-up message saying their computer has found a virus
  - Start experiencing excessive numbers of pop-up messages, or have a string of pop-up messages that open others (i.e., you can't get them to stop).
  - Get pop-up messages without having a browser open, or upon starting their computer
  - Experience slow login times (more than 5 minutes)
  - Experience any other odd (possibly virus related) behavior such as computer shutting down unexpectedly, crashes, programs running unexpected, odd error messages, unexpected system messages etc.
  - Get a pop-up message that they are not sure how to get to go away (no close X in the top right corner).
  - Receive an e-mail with an attachment they are not 100% sure is legitimate
  - Discover that their home page has been changed without their knowledge
  - Discover new programs have been installed on their computer without their knowledge.

This list may change or be updated periodically, and we will update all staff at such time.

### **COMPUTER AND TECHNOLOGY RESOURCE USAGE POLICY**

NSBAR provides a variety of electronic communications systems for use in carrying out its business. All communication and information transmitted by, received from or stored in these systems are the property of NSBAR and, as such, are intended to be used for job-related purposes only.

The following summary guidelines regarding access to and disclosure of data on any NSBAR electronic communication system will help you better determine how to use these systems in light of your own and the company's privacy and security concerns. The following are only summary guidelines; employees should contact the Information Technology (IT) department for more detailed information.

The IT department maintains the Computer and Technology Resource Usage Policy on behalf of NSBAR. However, other departments may develop supplemental policies and controls to accommodate specific requirement so long as these policies do not compromise corporate policies and controls.

### **MONITORING**

NSBAR provides the network, personal computers, electronic mail and other communications devices for your use on company business. NSBAR may access and disclose all data or messages stored on its systems or sent over its electronic mail system. NSBAR reserves the right to monitor communication and data at any time, with or without notice, to ensure that company property is being used only for business purposes. The company also reserves the right to disclose the contents of messages for any purpose at its sole discretion. No monitoring or disclosure will occur without the direction of either the human resources department, or executive leadership, unless otherwise noted.

### **RETRIEVAL**

Notwithstanding the company's right to retrieve and read any e-mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them and cannot use a password, access a file, or retrieve any stored information unless authorized to do so.

### **PASSWORDS**

Initial passwords are assigned by the IT department and should not be given to other staff or persons outside the organization. NSBAR reserves the right to override any employee-selected passwords and/or codes. Employees are required to provide the company with any such codes or passwords to facilitate access as needed. Periodically, staff

may be required to change their passwords. At no time should an NSBAR employee allow a temporary, contractor or another employee use of their login. In the case where an employee does provide another person access to their account, they will be responsible for the actions of the individual using their account. Passwords should not be stored in computer data files, on the network, or be displayed openly at any workstation.

### **MESSAGE CONTENT**

The e-mail system is not to be used to solicit or proselytize for commercial ventures, religious or political causes, outside organizations or other non-job-related solicitations. The system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive are any messages which contain sexual implications, racial slurs, gender-specific comments or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin or disability. The organization's overall employee manual or code of conduct shall be considered the prevailing authority in the event of possible misconduct.

Employees should note that any data and information on the system will not be deemed personal or private. In addition, the e-mail system may not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.

### **LEGAL PROCEEDINGS**

Information sent by employees via the electronic mail system may be used in legal proceedings. Electronic mail messages are considered written communications and are potentially the subject of subpoena in litigation. NSBAR may inspect the contents of electronic mail messages in the course of an investigation, will respond to the legal process and will fulfill any legal obligations to third parties.

#### **Physical Security**

Access to computer rooms will be limited to staff who require access for the normal performance of their jobs. Computers with sensitive information installed on the local disk drive should be secured in a locked room or office during non-business hours. Equipment which is to be removed from NSBAR property must be approved in advance with the IT department and an inventory of this equipment maintained by IT. All equipment removal from the premises by an individual must be documented, including the makes, manufacturers and serial numbers on an IT supplied form, and a copy of this form shall be filed in the employees HR folder. If the employee leaves the organization, he or she must return the equipment to NSBAR prior to the last day of employment.

### **NETWORK SECURITY**

IT will monitor network security on a regular basis. Adequate information concerning network traffic and activity will be logged to ensure that breaches in network security can be detected. IT will also implement and maintain procedures to provide adequate protection from intrusion into NSBAR 's computer systems from external sources. No computer that is connected to the network can have stored, on its disk(s) or in its memory, information that would permit access to other parts of the network. Staff should not store personal, business, member or other credit card/account information, or passwords within word processing or other data documents.

### **PERSONAL COMPUTER SECURITY**

Only legally licensed software will be installed on NSBAR computers. Users are expected to read, understand and conform to the license requirements of any software product(s) they use or install. Software cannot be copied or installed without the permission or involvement of the IT department. IT will configure all workstations with virus protection software, which should not be removed or disabled. Each employee is responsible for protecting their computer against virus attack by following IT guidelines for scanning all incoming communications and media, and by not disabling the anti-virus application installed on their workstation. All data disks and files entering or leaving NSBAR should be scanned for viruses. All staff will log out of the network before leaving the office at night. Staff should log off of the network when they will be away from their desk for an extended period.

### **BACKUP PROCEDURES**

All network resources are backed up nightly, and tapes are rotated on a schedule and stored on-site. Nightly backups are stored for one week, and a weekly tape will be stored for no more than five weeks. Data stored on the local PC drives is not routinely backed up, and as a result, important data and applications should not be stored on the C: drives of these machines. Staff working on especially crucial information is encouraged to backup these projects to their personal or private drives which are located on the network. Computer users will be responsible for ensuring that the data stored on their local machines is backed up as required by the owner.

### **ACCESS TO NSBAR COMPUTERS**

NSBAR will provide computer accounts to all NSBAR staff. External people who are determined to be strategically important to NSBAR, such as temporary staff, volunteers, or contractors, will also be provided accounts as appropriate, on a case-by-case basis. The employee managing the temporary or contract staff assumes responsibility for the identification of access requirements and use of the account. Accounts will be revoked on request of the user or manager or when the employee terminates employment at NSBAR.

### **INTERNET USE**

The Internet is to be used for business purposes only. Employees with Internet access are expressly prohibited from accessing, viewing, downloading, or printing pornographic or other sexually explicit materials. In addition, employees should be mindful that there is no assurance that e-mail texts and attachments sent within the company and on the Internet will not be seen, accessed or intercepted by unauthorized parties.

Failure to comply with all components of the Computer and Technology Resource Usage Policy may result in disciplinary action up to and including termination of employment. If you do not understand any part of the policy, it is your responsibility to obtain clarification from your manager or the IT department.

### **SOFTWARE USAGE**

Employees are expected to use the standard software provided by IT, or identify applications they need in the course of their work. Staff members are not permitted to download applications, demos or upgrades without the involvement of IT. Employees will use the standard e-mail system provided by NSBAR for official e-mail communications, and should not install their own e-mail systems. Additionally, use of instant messaging programs, such as ICQ, AOL Instant Messenger, Microsoft Messenger, Chat rooms, buddy systems, BLOGS, message boards etc., is prohibited unless otherwise approved by management or the IT department.

### **COMMUNICATIONS**

As a service organization, NSBAR is obligated to make the best and most effective use of all forms of communications with members and our other constituencies (our customers). Good customer service requires us to be proactive, responsive, and supportive of our customers. Toward the objective of achieving excellent customer service, the following policies are established:

#### **Responsiveness**

It is our policy to make every effort to respond to customer requests within the following time frames:

- Communications received by mail: same day of receipt
- Telephone, fax, and e-mail communications: same day or, if received late in the day, no later than mid-day on the next business day

#### **Persistence**

It is our policy that staff will persist in their attempts to bring closure to the communications loop by persisting in efforts to contact members and other customers, even when attempts to reach them result in "telephone tag" and the like. Our responsibility to reach members and customers does not end by making one or two attempts to contact them; our responsibility ends only when we make contact and complete the communications transaction. For example, if a member leaves a voice mail message asking for a return call, the staff member is expected to repeatedly try to reach the member until he or she achieves success...two or three attempts without success is not sufficient.

#### **Accessibility**

NSBAR staff members are expected to be accessible as much as possible so that our communications with members and others will be successful. Because we need to be accessible, it is our policy that all staff should not use the "do not disturb" capabilities of our telephone system unless absolutely vital to ensure meeting a deadline for an important project. In any event, that function should be used as little as possible.

NSBAR routinely monitors usage patterns for both voice and data communications (e.g., number called or site accessed, call length, times of day of calls, etc.). Reasons include cost analysis/allocation and the management of our gateway to the Internet; Any employee found to be abusing the privilege of NSBAR-facilitated access to electronic media or services will be subject to corrective action and/or risk having the privilege removed for him/herself and possibly other employees. Failure to comply with all components of the Computer and Technology Resource Usage Policy may result in disciplinary action up to and including termination of employment. Any

employee who does not understand any part of the policy is responsible for obtaining clarification from his or her manager or the IT department.

### **COMMUNICATIONS PROTOCOL & CONSISTENCY**

To maintain and enhance NSBAR's visibility and stature among our members and other constituents, it is imperative that we present a consistent image. The "public face" of NSBAR must be that of a professional, progressive, competent, and value-based organization. To that end, NSBAR may require specific formats to be used on outgoing communication, such as faxes, letters, reports, minutes, agendas, etc. In addition, NSBAR expects that grammar and spell-checking capabilities will be employed by staff before materials are distributed; this simple process will help minimize errors and will help maintain our image as a professional organization that employs competent professionals.

### **WEB SITE POLICIES**

The North Shore-Barrington Association (NSBAR) is providing information and services on the Internet as a benefit and service in furtherance of the Association's nonprofit and tax-exempt status. NSBAR reserves the right to remove any materials that are posted by third parties onto this site. Notwithstanding the reservation of this right, NSBAR is not responsible for material posted by any third party. NSBAR specifically disclaims any and all liability for claims or damages which result from any postings by third parties.

Although the NSBAR sites may include links providing direct access to other Internet sites, the Association has not participated in the development of those other sites, and does not exert any editorial or other control over those other sites.

### **COPYRIGHT**

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Members of NSBAR may download pages or other content for their own use, consistent with the mission and purpose of NSBAR, on a single computer. However, no part of such content may be otherwise or subsequently reproduced, downloaded, disseminated, published, or transferred, in any form or by any means, except with the prior written permission of, and with express attribution to NSBAR.

NSBAR is a service mark of NSBAR, the North Shore-Barrington Association.

## **EMERGENCY PROCEDURES AND PHONE NUMBERS**

The following is our policy information:

### **Emergency Telephone Numbers**

- A. Emergency 9-1-1
- B. Poison Control Center 1-800-876-4766

### **Medical Emergency**

- A. In case a serious injury or illness occurs on the premises, immediately call 9-1-1.
- B. Quickly perform these four steps:
  - i. Ask victim, "Are you okay?" and "What is wrong?"
  - ii. Check pulse and breathing and give CPR or artificial respiration, if necessary.
  - iii. Control serious bleeding by direct pressure and elevation of the wound.
  - iv. Keep victim still and comfortable, have them lie down, if necessary.
- C. Continue to assist the victim until help arrives.
  - i. Determine extent of injury or probable cause of illness if doing so will not disturb the victim.
  - ii. Protect from all disturbance, reassure the victim and do not move unless absolutely necessary.
  - iii. Look for emergency medical I.D., question witnesses and give all information to local authorities.
- D. In case of a minor injury or illness, utilize the following people who are CPR and First Aid qualified personal to provide first aid care. (Names & phone extensions are listed)
- E. First Aid Instructions
  - i. Fractures and Sprains
    - 1. Keep victim still.
    - 2. Keep injured area immobile.
  - ii. Poisoning and Overdose
    - 1. Determine what substance is involved and how taken.
    - 2. Call Poison Control Center.
    - 3. Stay with victim and assist as directed by Poison Control Center.
  - iii. Choking and Airway Obstruction
    - 1. If victim is coughing or able to speak, stand by and allow victim to cough object up.
    - 2. If unconscious, check victim's mouth and clear foreign matter.
    - 3. Give abdominal thrusts (Heimlich Maneuver).
    - 4. Continue thrusts until airway cleared.
  - iv. Severe Bleeding and Wounds
    - 1. Apply direct pressure on wound.
    - 2. Use clean cloth or hand.
    - 3. Elevate body part.
    - 4. Apply pressure to blood vessel, if necessary.
    - 5. Add more cloth if blood soaks through. Never remove bandage once applied.
    - 6. Keep pressure on wound until help arrives.
    - 7. Use tourniquet only as a last resort.
  - v. Heart Attack
    - 1. Help victim to comfortable position.
    - 2. Give resuscitation or CPR as necessary.
    - 3. Keep victim comfortable, not hot or cold.
    - 4. Ask or look for emergency medical I.D.
  - vi. Burns, Thermal & Chemical
    - 1. Immerse burned area in cold water. (This may be wrong - I'm checking on it)
    - 2. Flood chemical burn with cool water for 15 minutes.
    - 3. Cover burn with dry bandage.
    - 4. Keep victim quiet and comfortable.
  - vii. Fainting, Unconsciousness and Shock
    - 1. If not already lying down, have victim lie down.
    - 2. Keep victim comfortable, not hot or cold.
    - 3. Place victim on side, if unconscious.
    - 4. Ask or look for emergency medical I.D.
    - 5. Treat other injuries, as necessary.

## **Fire**

A. Know the location of the fire extinguishers in your area and how to use them (Please see the premises map for your location with extinguishers indicated.)

B. For a minor fire that appears to be controllable, direct the charge of a fire extinguisher toward the base of the flame.

Notify (person in charge).

C. For a larger fire:

1. Close (but do not lock) doors to confine the fire and reduce the oxygen.

2. Immediately call 9-1-1. Give your name and describe the location and size of the fire.

3. (Some procedure to notify all personal to evacuate.)

4. All personnel will be evacuated. (Some procedure to ascertain that all employees, clients, and guests have evacuated.)

5. Employees and clients/visitors will assemble as follows:

(Identify an assembly area)

6. The President/CEO will give instructions as to how to further proceed.

## **Earthquakes**

A. During an earthquake, remain calm and quickly follow the steps outlined below.

B. If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment. Stay indoors until the earthquake has ended.

C. If outdoors, move away from all buildings, utility poles, and other structures. Do not enter buildings.

D. After the initial shock, evaluate the situation and, if emergency help is necessary, call 9-1-1. Protect yourself at all times and be prepared for after shocks.

E. If there is building damage:

1. All personnel will be evacuated. (see section for Fire for procedures)

## **Electrical Failure**

A. In the event of the loss of electricity during the daylight hours, remain at your work area, if you can do so safely. Turn off all electrical equipment except lights. (Those in rooms without windows will follow the procedures in B below.) All rooms without windows and all classrooms are equipped with emergency lighting. These emergency units are only intended to allow you to safely leave the room. Remember that phones will also be out for the duration of the loss of electricity. The President/CEO or one of the Vice Presidents will give instructions about evacuating the premises if the loss of electricity is expected to be protracted.

B. In the event of the loss of electricity when it is dark and for those in rooms without windows, wait 5 minutes to make sure that it is not just a temporary loss. Then, if electricity is not restored, turn off all electrical equipment (computers, coffee makers, printers, copiers, lights, etc.), lock doors, evacuate the premises, and leave for the day. The emergency lighting will last sufficient time to safely accomplish this. Flashlights will be available throughout the building for use outside the building.

## **Flooding**

A. If roads accessing (place of work) are flooded and you are unable to get to work, return home and call your supervisor. Leave a message, if no one is in the office, stating the reason for not coming to work.

B. If rain conditions cause an expectation of flooding on the access roads to (place of work), the President/CEO or one of the Vice Presidents will give instructions about closing down the office.

## **Workplace Security**

A. Call 9-1-1

B. Conduct against persons or property sufficiently severe, offensive or intimidating as to alter employment conditions or create a hostile, intimidating or abusive work environment is deemed to be covered by this section.

C. Dealing with angry, hostile and threatening individuals

1. Whenever possible, diffuse the situation by complying with demands of the individual that don't put people further at risk. (Remember, nothing is more important than the lives and well-being of our staff and clients!)

2. Do not argue with the individual.

3. If possible, take person to quiet place, listen to what he/she is saying, and tell the individual that you will advise the person who can resolve the issue and get back to them in some definite short interval of time (in order to allow the individual time to cool down).

4. If situation is deemed life threatening, if able call 9-1-1 or if not use password to tell someone away from danger to call 9-1-1. (Develop some procedure to let someone else know you are in trouble.)

5. If you overhear an incident, stay out of sight but within listening distance ready to call 9-1-1 if necessary.

D. Incident reporting

1. All violent acts, threats of violence or verbal abuse occurring between 8 a.m. and 5 p.m. Monday through Friday will be reported to the appropriate person (listed above) immediately following the incident. This person will then be responsible to report the incident to the President/CEO at the earliest possible time.

2. All violent acts, threats of violence or verbal abuse occurring after the hours stated above, will be reported to a Vice President or the President/CEO immediately following the incident. The cell phone numbers and home phone numbers of these people are listed at the end of this section.

3. The person listed in VII. A. above will notify the appropriate law enforcement authorities and the President/CEO when a criminal act may have occurred.

E. Incident Investigation by person listed in VII. A. above

1. Review all previous incidents.

2. Visit the scene of the incident as soon as possible, when reasonable.

3. Interview threatened or injured employees and witnesses.

4. Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.

5. Determine the cause of the incident.

6. Take corrective action to prevent the incident from recurring.

7. Record the findings and corrective actions taken.

F. Affirmative notification

1. If any staff member believes that a spouse, relative or friend might pose a security risk at work, that person must immediately notify his/her supervisor.

2. In this event, affected staff will be notified and a specific plan put in place to diffuse this potential incident.

**EMPLOYEE RECEIPT**

I hereby acknowledge that I have read the North Shore - Barrington Association of REALTORS® and the "Manual and Personnel Policies" and that I fully understand the policies, guidelines and disclaimers stated therein.

I acknowledge and agree that my employment is for no definite period of time and may be terminated at any time, without any prior notice, and without cause. These and any other employment policies communicated to me by

NSBAR are not intended to and do not create contract rights in me or any other person. I further understand that no promises to the contrary are binding on NSBAR unless in writing and signed by the Chief Operating Officer.

Further, this manual is information in nature and used by NSBAR to guide in its discretion. The company may revoke, modify or amend the manual at any time and without prior notice.

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Signature

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Dated: