

REALTOR[®] SERVICES CORPORATION

BOARD OF DIRECTORS' GOVERNING POLICIES MANUAL

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REALTOR® SERVICES CORPORATION

POLICY TYPE: ENDS

POLICY 1.0

POLICY TITLE: *ENDS STATEMENT*

1.0 Ends Statement:

Pikes Peak Association of REALTORS® Pikes Peak REALTOR® Services Corporation mission is:

RSC Participants Have Current and Comprehensive Information Services

REALTOR[®] SERVICES CORPORATION

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY 2.0

POLICY TITLE: *GENERAL EXECUTIVE CONSTRAINT*

The CEO shall not cause or allow any practice, activity, decision or organizational circumstance that is either unlawful, imprudent, or in violation of commonly accepted business and professional ethics.

- 2.1 With respect to interactions with members, or those applying to be members, the CEO shall not cause or allow conditions, procedures, or decisions which are unfair, unsafe, undignified, untimely, unnecessarily intrusive, or which fail to provide appropriate confidentiality or privacy.
- 2.2 With respect to the treatment of paid staff and volunteers, the CEO may not cause or allow conditions which are unsafe, unfair, or undignified.
- 2.3 Financial planning for any fiscal year or the remaining part of any fiscal year shall not deviate materially from the board's Ends priorities or risk fiscal jeopardy.
- 2.4 With respect to the actual, ongoing financial conditions and activities, the CEO shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from board priorities established in Ends policies.
- 2.5 The CEO shall not allow the assets of the RSC to be unprotected, inadequately maintained or unnecessarily risked.
- 2.6 To protect the board from sudden loss of chief executive services, the chief executive will have no fewer than one (1) other member of the executive/management team familiar with board and chief executive issues and processes.
- 2.7 With respect to employment, compensation, and benefits to employees, consultants, contract workers and volunteers, the CEO shall not cause or allow jeopardy to fiscal integrity or public image.
- 2.8 The CEO shall not permit the board to be uninformed or unsupported in its work.
- 2.9 With respect to the programs/events produced and services provided by the RSC, the CEO shall not fail to ensure that these programs/events/services meet or exceed industry standards for excellence in programming, safety and participant/audience amenities.
- 2.10 The CEO may not change fees.

REALTOR[®] SERVICES CORPORATION

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY 2.1

POLICY TITLE: *TREATMENT OF MEMBERS*

With respect to interactions with members, or those applying to be members, the CEO shall not cause or allow conditions, procedures, or decisions which are unfair, unsafe, undignified, untimely, unnecessarily intrusive, or which fail to provide appropriate confidentiality or privacy.

Accordingly, he/she shall not:

1. Use application forms that elicit information for which there is no clear necessity.
2. Use methods of collecting, reviewing, transmitting, or storing member information that fail to protect against improper access to the material elicited.
3. Fail to clearly communicate to members a clear understanding of what may be expected from the service(s) offered.
4. Fail to inform members, as appropriate, of this policy, or to provide a grievance process to those who believe they have not been accorded a reasonable interpretation of their rights under this policy.

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY 2.2

POLICY TITLE: *FINANCIAL PLANNING/BUGETING*

Financial planning for any fiscal year or the remaining part of any fiscal year shall not deviate materially from the board's Ends priorities or risk fiscal jeopardy.

Accordingly, the CEO shall not allow budgeting which:

1. Contains too little information to enable credible projection of revenues and expenses, separation of capital and operational items, cash flow, and disclosure of planning assumptions.
2. Fails to allocate at least one percent (1%) of gross cash revenues to reserves (inclusive of both cash and asset replacement reserves) until such reserves are equal to at least 50% of the gross annual operating budget.
3. Provides less for board prerogatives during the year than is set forth in the Cost of Governance policy (*Governance Process policy 4.10*).

REALTOR[®] SERVICES CORPORATION

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY 2.3

POLICY TITLE: *FINANCIAL CONDITION AND ACTIVITIES*

With respect to the actual, ongoing financial condition and activities, the CEO shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from board priorities established in Ends policies.

Accordingly, the CEO shall not:

1. Expend more funds than have been received in the fiscal year to date.
2. Fail to settle payroll and payables in a timely manner.
3. Allow tax payments or other government ordered payments or filings to be overdue or inaccurately filed.
4.
 - a. Make a single purchase or commitment of greater than \$50,000.
 - b. Execute a check with single signature for more than \$15,000 (*excepting payroll checks which may be executed by single CEO or controller signature*)
5. Acquire, encumber or dispose of real property.
6. Fail to aggressively pursue material receivables after a reasonable grace period.
7. Obtain revenues from sources that are not, in fact and appearance, legal and consistent with the mission and values of the RSC.
8. Use restricted funds for purposes other than stated.
9. Fail to exercise adequate internal controls over disbursements to avoid unauthorized payments.
10. Allow there to be secret funds.
11. Allow there to be un-auditable transactions or loans of any type. (Exception: the CEO may provide a maximum cash advance of \$100 per full day of travel.)
12. Pledge any of the assets of the corporation as security within any contracts.
13. Allow the expenditure of organizational funds for travel purposes which are not specifically related to or consistent with the RSC's purpose and functions.

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY 2.4

POLICY TITLE: ASSET PROTECTION

The CEO shall not allow the assets of the RSC to be unprotected, inadequately maintained or unnecessarily risked.

Accordingly, he or she may not:

1. Fail to insure:
 - a. Against theft and casualty losses to at least replacement value, and
 - b. Against liability losses to board members, staff and the organization itself in an amount at least equal to the average for comparable organizations.
2. Allow un-bonded personnel access to material amounts of funds, with bonding in an amount no less than twenty-five thousand dollars (\$25,000) per incident.
3. Subject facilities and equipment to improper wear and tear or insufficient maintenance.
4. Unnecessarily expose the RSC, its board or staff to claims of liability.
5. Make any purchase:
 - a. Wherein normally prudent protection has not been given against conflict of interest
 - b. Of over \$50,000 without having obtained comparative prices and quality.
6. Fail to protect intellectual property, information and files from loss or significant damage.
7. Fail to inventory and maintain physical property with safeguards to minimize/prevent loss, damage or theft.
8. Receive, process or disburse funds under controls that are insufficient to meet the board – appointed auditor’s standards.
9. Invest or hold operating capital in insecure instruments, or in non interest-bearing accounts except where necessary to facilitate ease in operational transactions.
10. Endanger the RSC’s public image or credibility.

REALTOR[®] SERVICES CORPORATION

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY 2.5

POLICY TITLE: *EMERGENCY EXECUTIVE SUCCESSION*

To protect the board from sudden loss of chief executive services, the chief executive will have no fewer than one (1) other member of the executive/management team familiar with board and chief executive issues and processes.

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY 2.6

POLICY TITLE: *COMPENSATION AND BENEFITS*

With respect to employment, compensation, and benefits to employees, consultants, contract workers and volunteers, the CEO shall not cause or allow jeopardy to fiscal integrity or public image.

Accordingly, he or she may not:

1. Change his or her own compensation and benefits.
2. Promise or imply permanent or guaranteed employment.
3. Establish current compensation and benefits which deviate materially from generally accepted salary ranges within the industry and geographic area/region for employees with similar experience, expertise, and responsibilities.
4. Create obligations over a longer term than revenues can be safely projected, in no event longer than one year.
5. Establish or change retirement benefits so as to cause unpredictable or inequitable situations.

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY 2.7

POLICY TITLE: *BOARD AWARENESS & SUPPORT*

The CEO shall not permit the board to be uninformed or unsupported in its work.

Accordingly, he or she may not:

1. Neglect to submit monitoring data required by the board (see policy on Monitoring CEO Performance in *Board/Staff Linkage*) in a timely, accurate and understandable fashion, directly addressing provisions of board policies being monitored.
2. Let the board be unaware of relevant trends, anticipated adverse media coverage, or material external and internal changes particularly changes in the assumptions upon which any board policy has been previously established.
3. Fail to advise the board if, in the CEO's opinion, the board is not in compliance with its own policies on Governance Process and Board/Staff Linkage, particularly in the case of board behavior, which is detrimental to the work relationship between the board and the CEO.
4. Fail to provide for the board as many staff and external points of view, issues and options as needed for fully informed board choices.
5. Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types:
 - a. Monitoring
 - b. Action Item, and
 - c. Incidental ("FYI")
6. Fail to provide support for official board, officer or committee communications and functions.
7. Fail to deal with the board as a whole except when:
 - a. Fulfilling individual requests for information or
 - b. Responding to officers or committees duly charged by the board.
8. Fail to report in a timely manner any actual or anticipated noncompliance with any policy of the board.
9. Fail to supply for the consent agenda all items delegated to the CEO yet required by law or contract to be board-approved, along with the monitoring assurance pertaining thereto.

REALTOR[®] SERVICES CORPORATION

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY 2.8

POLICY TITLE: *PROGRAMS / EVENTS / SERVICES*

With respect to the programs/events produced and services provided by the RSC, the CEO shall not fail to ensure that these programs / events / services meet or exceed industry standards for excellence in programming, safety and participant / audience amenities.

Accordingly, he or she may not:

1. Fail to produce and implement operational planning to ensure that the event(s) / services are well organized, are safe for all attendees, and run on schedule.
2. Fail to design logistical plans which comply with all applicable legal requirements and which facilitate crowd comfort, safety and enjoyment of the event(s).

REALTOR[®] SERVICES CORPORATION

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY 2.9

POLICY TITLE: *MEMBERSHIP DUES AND FEES*

The CEO may not change fees.

1. The CEO may institute a fee structure for programs or services provided with the approval of the Board of Directors.

POLICY TYPE: BOARD/STAFF LINKAGE

POLICY 3.0

POLICY TITLE: *GOVERNANCE – MANAGEMENT CONNECTION*

The board's sole connection to the operational organization, its achievements and conduct will be through a Chief Executive Officer (CEO).

Only decisions of the board, by majority vote, are binding on the CEO.

The CEO is the board's only link to operational achievement and conduct, so that all authority and accountability of staff, as far as the board is concerned, is considered the authority and accountability of the CEO.

The board will instruct the CEO through written policies that prescribe the organizational Ends to be achieved, and describe organizational situations and actions to be avoided, allowing the CEO to use any reasonable interpretation of these policies.

The board will monitor CEO performance in such a way as to have systematic assurance of policy compliance, enabling the board to concentrate most of its time on creating the future rather than checking the past. Monitoring the CEO job performance will be solely against the only expected CEO job outputs: organizational accomplishment of Ends and organizational operation within the boundaries established in Executive Limitations.

POLICY TYPE: BOARD/STAFF LINKAGE

POLICY 3.1

POLICY TITLE: *UNITY OF CONTROL*

Only decisions of the board, by majority vote, are binding on the CEO.

Accordingly:

1. Decisions or instructions of individual board members, officers, or committees are not binding on the CEO except in rare instances when the board has specifically authorized such exercise of authority.
2. In the case of board members or committees requesting information or assistance without board authorization, the CEO can refuse such requests that require, in his/her opinion, a material amount of staff time or funds or is disruptive.

POLICY TYPE: BOARD/STAFF LINKAGE

POLICY 3.2

POLICY TITLE: *ACCOUNTABILITY OF THE CEO*

The CEO is the board's only link to operational achievement and conduct, so that all authority and accountability of staff, as far as the board is concerned, is considered the authority and accountability of the CEO.

Accordingly:

1. The board will not give instructions to persons who report directly or indirectly to the CEO.
2. The board will refrain from evaluating, either formally or informally, any staff other than the CEO
3. The board will view CEO performance as identical to organizational performance, so that organizational accomplishment of board stated Ends and avoidance of board proscribed means will be viewed as successful CEO performance.

POLICY TYPE: BOARD/STAFF LINKAGE

POLICY 3.3

POLICY TITLE: *DELEGATION TO THE CEO*

The board will instruct the CEO through written policies that prescribe the organizational Ends to be achieved, and describe organizational situations and actions to be avoided, allowing the CEO to use any reasonable interpretation of these policies.

Accordingly:

1. The board will develop and maintain policies instructing the CEO to achieve certain results, for certain recipients at a specified cost. These policies will be developed systematically from the broadest, most general level to more defined levels, and will be called *End policies*.
2. The board will develop and maintain policies which limit the latitude the CEO may exercise in choosing the organizational means. These policies will be developed systematically from the broadest, most general level to more defined levels, and they will be called *Executive Limitations policies*.
3. As long as the CEO uses *any reasonable interpretation* of the board's Ends and Executive Limitations policies, the CEO is authorized to establish all further policies, make all decisions, take all actions, establish all practices and develop all activities.
4. The board may change its Ends and Executive Limitations policies, thereby shifting the boundary between board and CEO domains. By doing so, the board changes the latitude of choice given to the CEO. However, as long as any particular delegation is in place, the board will respect and support the CEO's choices.
5. Should the CEO deem it necessary to, or inadvertently, violate a board policy, he or she shall promptly inform the board. Informing is simply to guarantee no violation may be intentionally kept from the board, to request approval. Board response, either approving or disapproving, does not exempt the CEO from subsequent board judgment of the action.

POLICY TYPE: BOARD/STAFF LINKAGE

POLICY 3.4

POLICY TITLE: *MONITORING CEO PERFORMANCE*

The board will monitor CEO performance in such a way as to have systematic assurance of policy compliance, enabling the board to concentrate most of its time on creating the future rather than checking the past. Monitoring of CEO job performance will be solely against the only expected CEO job outputs: organizational accomplishment of Ends and organizational operation within the boundaries established in Executive Limitations.

Accordingly:

1. The board will monitor those organizational characteristics that it has addressed ahead of time in explicit statements of policy. The purpose of such monitoring is simply to determine, in fact, if board policies are being met. Data not addressing such policies will not be considered as part of the evaluation of CEO performance.
2. The board will acquire monitoring data by one or more of three methods:
 - a. By internal report, in which the CEO discloses compliance information to the board
 - b. By external report, in which an external, disinterested third party selected by the board assesses compliance with board policies.
 - c. By direct board inspection, in which a designated member or members of the board assess compliance with the appropriate policy criteria.
3. In every case, the standard for compliance shall be *any reasonable CEO interpretation* of the board policy being monitored.
4. All policies which instruct the CEO will be monitored at a frequency and by a method chosen by the board. Each month, the CEO will present:
 - a. A Monitoring Report, which will detail continued adherence to the General Executive Constraints in Policy 2.0, along with any explanation of pertinent information.
 - b. A “Dashboard”, which will provide numerical reports in categories of interest.

POLICY TYPE: GOVERNANCE PROCESS

POLICY 4.0

POLICY TITLE: *GOVERNANCE COMMITMENT*

The purpose of the board of directors, on behalf of the Membership, is to see to it that the RSC (1) achieves what the board deems to be appropriate results for members at an optimal cost, *and* (2) avoids unacceptable actions and situations.

The board will govern with an emphasis on (a) mission and vision; (b) integrity and truthfulness in all methods and practices; (c) outward vision rather than an internal preoccupation; (d) encouragement of diversity in viewpoints; (e) strategic leadership rather than administrative detail; (f) clear distinction of board and chief executive roles; (g) collective rather than individual decisions, (h) future rather than past or present; (i) proactivity rather than reactivity.

The board assumes full responsibility for ongoing and rigorous examination, debate and, revision of its policies. The establishment and maintenance of these policy “products” from value considerations and board member perspectives and deliberations is the essence of the board’s role as an outward-looking and future-oriented governing body.

The primary contribution and role of the board is to represent the membership in determining and demanding appropriate organizational performance. Therefore, as the board has its own distinct role in and contributions to the RSC, this policy outlines the specific job products for which the board assumes responsibility.

To accomplish its job products with a governance style consistent with board policies, the board will follow an annual agenda that (1) completes a re-exploration of Ends policies annually and (2) continually improves board performance through board education and enriched input and deliberation.

The Chair assures the integrity of the board’s process and, secondarily, represents the board to outside parties.

The board commits itself and its members to ethical, businesslike, and lawful conduct, including proper use of authority and appropriate decorum when acting as board members.

The leadership success of the board is a direct result of the individual and collective participation of its members.

Board committees, when used, will be assigned to reinforce the wholeness of the board’s job and never interfere with delegation from the board to CEO.

Because poor governance can cost the RSC far more than good governance, the board will invest in its governance capacity.

POLICY TYPE: GOVERNANCE PROCESS

POLICY 4.1

POLICY TITLE: *GOVERNING STYLE & VALUES*

The board will govern with an emphasis on (a) mission and vision; (b) integrity and truthfulness in all methods and practices; (c) outward vision rather than an internal preoccupation; (d) encouragement of diversity in viewpoints; (e) strategic leadership rather than administrative detail; (f) clear distinction of board and chief executive roles; (g) collective rather than individual decisions; (h) future rather than past or present; and (i) proactivity rather than reactivity.

Accordingly:

1. The board will not allow any activity or circumstance that is unlawful, imprudent, or in violation of commonly accepted business and professional ethics.
2. The organization's activities, with the exception of personnel or other matters of a sensitive nature, shall be open and accessible to scrutiny by its members.
3. The board will cultivate a sense of group responsibility. The board, not the staff, will be responsible for excellence in governing. The board will be the primary initiator of policy, rather than a reactor to staff initiatives. The board will use the expertise of individual members to enhance the ability of the board as a body, rather than substitute the individual judgments for the board's values. The board will allow no officer, individual or committee of the board to hinder or be an excuse for not fulfilling board commitments.
4. The board will direct, control and inspire the organization through the careful establishment of board written policies reflecting the board's values and perspectives about ends to be achieved and means to be avoided. The board's major policy focus will be on the intended long-term impacts outside the organization, not on the administrative or programmatic means of attaining those effects.
5. The board will enforce upon itself whatever discipline is needed to govern with excellence. Discipline will apply to matters such as attendance, participation, preparation for meetings, policymaking principles, and respect of roles, and ensuring the continuance of governance capability. Continual board development will include orientation of new board members in the board's governance process and periodic board discussion of process improvement.
6. Self-monitoring will include comparison of board activity and discipline to policies in the Governance Process and Board/Staff Linkage categories.
7. Each member of the board will support the final determination of the board concerning any particular matter, irrespective of the member's personal position concerning such matter.

POLICY TYPE: GOVERNANCE PROCESS

POLICY 4.2

POLICY TITLE: *POLICY-MAKING PRINCIPLES*

The board assumes full responsibility for ongoing and rigorous examination, debate and, revisions of its policies. The establishment and maintenance of these policy “products” from value considerations and board member perspectives and deliberations is the essence of the board’s role as an outward-looking and future-oriented governing body.

Accordingly:

1. All policies of the board are contained in this document, and they remain in effect, unless amended or deleted by board action.
2. Ends policies are results-based. Thus, their revision as well as the development of new Ends policies will be a continuing priority of the board.

POLICY TYPE: GOVERNANCE PROCESS

POLICY 4.3

POLICY TITLE: *BOARD JOB PRODUCTS*

The primary contribution and role of the board is to represent the membership in determining and demanding appropriate organizational performance. Therefore, as the board has its own distinct role in and contributions to the RSC, this policy outlines the specific job products for which the board assumes responsibility.

Accordingly:

1. The board will produce the linkage between the RSC and the membership (the population on whose behalf the board serves as trustee).
 - a. Needs Assessment: The board will strive to identify the needs of the membership as they relate to the RSC's activities and scope of influence, and shall translate such knowledge into the articulation of Ends policies.
 - b. Advocacy: The board will act as the ambassadors from the RSC to the membership, and shall take steps to inform the membership of the RSC's present accomplishments, and focus on future results.
2. The board will produce written governing policies that, at the broadest levels, address each category of organizational decision:
 - a. ENDS: Organizational products, effects, benefits, outcomes, recipients, and their relative worth (what good for which recipients at what cost).
 - b. EXECUTIVE LIMITATIONS: Constraints on executive authority which clarify the prudence and ethics boundaries within which all executive activity and decisions must take place.
 - c. GOVERNANCE PROCESS: Specifies how the board conceives, carries out and monitors its own task.
 - d. BOARD/STAFF LINKAGE: How power is delegated and its proper use monitored; the CEO role, authority and accountability.
3. The board will assure effective CEO performance (achievement of Ends and compliance with Executive Limitations).
4. The RSC board will protect the tax-exempt status of the Association, with particular sensitivity given to the relationship between PPAR and RSC.

POLICY TYPE: GOVERNANCE PROCESS

POLICY 4.4

POLICY TITLE: AGENDA PLANNING

To accomplish its job products with a governance style consistent with board policies, the board will follow an annual agenda that (1) completes a re-exploration of Ends policies annually and (2) continually improves board performance through board education, enriched input and deliberation.

Accordingly:

1. The cycle will conclude each year at the Spring Strategic Planning session so that administrative planning and budgeting can be based on accomplishing a one year segment of the board's most recent statement of long term Ends.
2. The cycle will start with the board's development of its agenda for the next year.
 - a. Methods of gaining membership input, as well as governance education, and education related to Ends determination, (e.g. presentations by futurists, advocacy groups, demographers, other providers, staff, etc.) will be arranged in the first two months of the board's annual planning cycle, to be held during the balance of the year.
 - b. The Chair is encouraged, at the commencement of the board's annual planning cycle, to prepare a tentative agenda for the following year's meetings. The agenda for any particular meeting will be determined by the chair, although members are encouraged to recommend any appropriate matters for board consideration.
 - c. Any board member desiring to recommend any matter for board discussion will advise the chair of such matter at least 10 days prior to the scheduled board meeting.
 1. The meeting agenda and packet are to be distributed to the board at least 7 days prior to the scheduled board meeting.
 - d. By an affirmative vote of a majority of the members of the board, or of those present at a meeting, additional matters may be added to the agenda of any board meeting.
3. Throughout the year, the board will attend to consent agenda items (those items delegated to the CEO yet required by law or contract to be board-approved) as expeditiously as possible.
 - a. Removal of an item from the consent agenda requires a motion and approval by a majority of those in attendance at a given board meeting.
4. Board meetings are not, in general, to be used for monitoring staff performance. CEO monitoring will be included on the agenda if monitoring reports or other data indicate policy violations, or if policy criteria are to be debated.

POLICY TYPE: GOVERNANCE PROCESS

POLICY 4.5

POLICY TITLE: *CHAIR'S ROLE*

The Chair assures the integrity of the board's process and, secondarily, represents the board to outside parties.

Accordingly:

1. The job result of the Chair is that the board behaves consistently with its own rules and those legitimately imposed upon it from outside the organization.
 - a. Meeting discussion content will be only those issues which, according to board policy, clearly belong to the board to decide, not the CEO.
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly, and kept to the point.

2. The Chair is authorized to make decisions that fall within topics covered by board policies on Governance Process and Board/Staff Linkage, except where the board specifically delegates portions of this authority to others. The Chair is authorized to use any reasonable interpretation of the provisions in these policies.
 - a. The Chair is empowered to chair board meetings with all the commonly accepted power of that position (e.g. ruling, recognizing).
 - b. The Chair has no authority to make decisions about policies created by the board within Ends and Executive Limitations policy areas. Therefore, the chair has no authority to supervise, direct, hire or terminate the CEO.
 - c. The Chair may represent the board to outside parties in announcing board-stated positions and in stating chair decisions and interpretations within the area delegated to her or him.
 - d. The Chair may delegate this authority but remains accountable for its use.
 - e. The Chair may appoint members and a chairperson for each board committee, unless otherwise stipulated by board policies or the organization's bylaws.

POLICY TYPE: GOVERNANCE PROCESS

POLICY 4.6

POLICY TITLE: *BOARD MEMBERS' CODE OF CONDUCT*

The board commits itself and its members to ethical, businesslike, and lawful conduct, including proper use of authority and appropriate decorum when acting as board members.

Accordingly:

1. Board members must represent un-conflicted loyalty to the interests of the membership. This accountability supersedes any conflicting loyalty such as that to advocacy or interest groups and membership on other boards or staffs. It also supersedes the personal interest of any board member acting as a consumer of the RSC's services.
2. Board members must avoid conflict of interest with respect to their fiduciary responsibility.
 - a. There must be no self-dealing or any conduct of private business or personal services between any board member and the RSC except as procedurally controlled to assure openness, competitive opportunity, and equal access to inside information.
 - b. When the board is to decide upon an issue about which a member has an unavoidable conflict of interest, that member shall absent herself or himself without comment from not only the vote but also from the deliberation.
 - c. Board members must not use their positions to obtain staff employment for themselves, family members or close associates. Should a board member seek staff employment, he or she must first resign.
 - d. Board members will annually disclose their involvement with other organizations, with vendors, or any other associations that might produce a conflict.
3. Board members may not attempt to exercise individual authority over the RSC except as explicitly set forth in board policies.
 - a. Board members' interaction with the CEO or with staff must recognize the lack of authority vested in individuals except when explicitly board authorized.
 - b. Board members' interaction with public, media or other entities must recognize the same limitation and the inability of any board member to speak for the board except to repeat explicitly stated board decisions.
 - c. Board members will give no consequence or voice to individual judgments of CEO or staff performance.
4. Board members will respect the confidentiality appropriate to issues of a sensitive nature.

POLICY TYPE: GOVERNANCE PROCESS

POLICY 4.7

POLICY TITLE: *DIRECTORS' INDIVIDUAL RESPONSIBILITIES*

The leadership success of the board is a direct result of the individual and collective participation of its members.

Therefore, each board member is expected to participate in the following ways:

1. Attendance – As board contemplation, deliberation and decision-making are processes which require wholeness, collaboration and participation, attendance at board meetings is required of board members.
 - a. Absence by a Director from four (4) of the board's fourteen (14) regularly scheduled meetings in a fiscal year shall be that member's resignation from the board.
2. Preparation and Participation – Board members will prepare for board and committee meetings and will participate productively in discussions, always within the boundaries of discipline established by the board. Each member will contribute his or her own knowledge, skills and expertise to the board's efforts to fulfill its responsibilities. Silence is assent.
3. Members as Individuals – The CEO is accountable only to the board as an organization, and not to individual board members. Accordingly, the relationship between the CEO and individual members of the board, including the board chair, is collegial, not hierarchical.
4. Voluntarism – As the functioning and success of the RSC depend largely on the involvement and dedication of member volunteers, board members are strongly encouraged to serve as volunteers on operating committees, task forces and focus groups. In view of the CEO's responsibility for operational volunteers are subject to the management and direction of the CEO or responsible staff person.
5. Members in Good Standing – As board members are trustees representing the RSC within its community/industry, members are expected to remain in good standing within the community/industry.
6. Contributions – Each board member is encouraged to make an annual financial contribution to the PSF.

POLICY TYPE: GOVERNANCE PROCESS

POLICY 4.8

POLICY TITLE: *COST OF GOVERNANCE*

Because poor governance can cost the RSC far more than good governance, the board will invest in its governance capacity.

Accordingly:

1. Board skills, methods, and supports will be sufficient to assure excellence in governing.
 - A. Training and retraining will be used appropriately and as needed to orient new members and candidates for board memberships, as well as to maintain and increase existing member skills and understandings.
 - B. Outside monitoring assistance will be arranged so that the board can exercise confident control over organizational performance. This includes, but is not limited to, fiscal audit.
 - C. Outreach mechanisms will be used as needed to ensure the board's ability to listen to member viewpoints and values.
2. Costs will be prudently incurred, though not at the expense of endangering the development and maintenance of superior board governance capability.
3. The board will establish its Cost of Governance budget for the next fiscal year each year during the month of July.