



CAI SAN DIEGO POLICIES AND PROCEDURES

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Table of Contents

GENERAL POLICIES.....	3
Confidentiality of Chapter Data	3
Conflict of Interest Policy.....	3
Whistleblower Policy	4
Document Retention and Destruction Policy	5
New Sponsorship Protocol Policy	6
Suitcasing Policy.....	6
Private Party Policy.....	6
COMMUNICATION	7
Communication Policy	7
Social Media Policy.....	7
MARKETING.....	8
Marketing Plan Protocol.....	8
Marketing Plan Cancellation Policy	8
Education	9
Faculty.....	9
Speaker Guidelines.....	10
Education Profitability.....	10
GOVERNANCE.....	10
Board Operations.....	10
Officer Selection Policy	11
Board Statement of Roles & Responsibilities.....	11
Leadership Engagement/Expectations	13
Committees	14
Committee Chair Responsibilities.....	14
Board Nomination & Election Procedure	15
FINANCIAL	17
Fee Payment Policy.....	17
Credit Balance Policy.....	17
Event Cancellation Policy.....	18
Collections Policy.....	18

Board Event Attendance	19
Travel & Reimbursement	19
FORM	20
Conflict of Interest.....	20
Volunteer Code of Conduct (for Board & Committee Members)	22
COMMITTEE CHARTERS	24

GENERAL POLICIES

Confidentiality of Chapter Data

The database of membership information provided by the CAI San Diego Chapter office for member contact by committees is confidential to our Chapter, and is not to be sold, distributed, or used for personal business use. If a member violates this policy, it may result in termination for misconduct. Membership rosters will be provided to committees in list format only, not in a spreadsheet.

We encourage use of the CAI San Diego Chapter's published Membership Directory, but the database of membership information is only for use associated with Chapter sponsored events.

We do not sell or rent our membership lists to any person or company.

Conflict of Interest Policy

This Conflict of Interest Policy of the CAI San Diego Chapter: (1) defines conflicts of interest; (2) identifies classes of individuals within the CAI San Diego Chapter covered by this policy; (3) facilitates disclosure of information that may help identify conflicts of interest; and (4) specifies procedures to be followed in managing conflicts of interest. Appendix B is to be completed and returned to Executive Director, if applicable.

- 1. Definition of conflicts of interest.** A conflict of interest arises when a person in a position of authority over the CAI San Diego Chapter may benefit financially from a decision he or she could make in that capacity, including indirect benefits such as to family members or businesses with which the person is closely associated. This policy is focused upon material financial interest of, or benefit to, such persons.
- 2. Individuals covered.** Persons covered by this policy are the CAI San Diego Chapter's officers, directors, chief employed executive and chief employed finance executive.
- 3. Facilitation of disclosure.** Persons covered by this policy will annually disclose or update to the President of the Board of Directors on a form provided by the Chapter their interests that could give rise to conflicts of interest, such as a list of family members, substantial business or investment holdings, and other transactions or affiliations with businesses and other organizations or those of family members.
- 4. Procedures to manage conflicts.** For each interest disclosed to the President of the Board of Directors, the President will determine whether to: (a) take no action; (b) assure full disclosure to the Board of Directors and other individuals covered by this policy; (c) ask the person to recuse from participation in related discussions or decisions within the Chapter; or (d) ask the person to resign from his or her position in the Chapter or, if the person refuses to resign, become subject to possible removal in accordance with the CAI San Diego Chapter's removal procedures. The Chapter's

chief employed executive and chief employed finance executive will monitor proposed or ongoing transactions for conflicts of interest and disclose them to the President of the Board of Directors in order to deal with potential or actual conflicts, whether discovered before or after the transaction has occurred.

Whistleblower Policy

This Whistleblower Policy of the CAI San Diego Chapter: (1) encourages staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of the Chapter; (2) specifies that the Chapter will protect the person from retaliation; and (3) identifies where such information can be reported.

- 1. Encouragement of reporting.** The CAI San Diego Chapter encourages complaints, reports or inquiries about illegal practices or serious violations of the CAI San Diego Chapter's policies, including illegal or improper conduct by the Chapter itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the CAI San Diego Chapter has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via the CAI San Diego Chapter's human resources channels, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.
- 2. Protection from retaliation.** The CAI San Diego Chapter prohibits retaliation by or on behalf of the Chapter against staff or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The CAI San Diego Chapter reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.
- 3. Where to report.** Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the Chapter's Executive Director or President of the Board of Directors; if both of those persons are implicated in the complaint, report or inquiry, it should be directed to the Chapter's President-Elect. The Chapter will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the CAI San Diego Chapter may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

Document Retention and Destruction Policy

This Document Retention and Destruction Policy of the CAI San Diego Chapter identifies the record retention responsibilities of staff, volunteers, members of the Board of Directors, and outsiders for maintaining and documenting the storage and destruction of the CAI San Diego Chapter's documents and records.

1. Rules. The CAI San Diego Chapter's staff, volunteers, members of the Board of Directors and outsiders (i.e., independent contractors via agreements with them) are required to honor these rules: (a) paper or electronic documents indicated under the terms for retention below will be transferred and maintained by the Human Resources, Legal or Administrative staffs/departments or their equivalents; (b) all other paper documents will be destroyed after three years; (c) all other electronic documents will be deleted from all individual computers, data bases, networks, and back-up storage after one year; and (d) **no paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation.**

2. Terms for retention.

a. Retain permanently:

Governance records - Charter and amendments, Bylaws, other organizational documents, governing board and board committee minutes.

Tax records - Filed state and federal tax returns/reports and supporting records, tax exemption determination letter and related correspondence, files related to tax audits.

Intellectual property records - Copyright and trademark registrations and samples of protected works.

Financial records - Audited financial statements, attorney contingent liability letters.

b. Retain for ten years:

Pension and benefit records -- Pension (ERISA) plan participant/beneficiary records, actuarial reports, related correspondence with government agencies, and supporting records.

Government relations records - State and federal lobbying and political contribution reports and supporting records.

c. Retain for three years:

Employee/employment records - Employee names, addresses, social security numbers, dates of birth, INS Form 1-9, resume/application materials, job descriptions, dates of hire and termination/separation, evaluations, compensation information, promotions, transfers, disciplinary matters, time/payroll records, leave/comp time/FMLA, engagement and discharge correspondence, documentation of basis for independent contractor status (retain for all current employees and independent contractors and for three years after departure of each individual).

Lease, insurance, and contract/license records - Software license agreements, vendor, hotel, and service agreements, independent contractor agreements, employment agreements, consultant agreements, and all other agreements (retain during the term of the agreement and for three years after the termination, expiration, non-renewal of each agreement).

d. Retain for one year:

All other electronic records, documents and files - Correspondence files, past budgets, bank statements, publications, employee manuals/policies and procedures, survey information.

3. Exceptions. Exceptions to these rules and term for retention may be granted only by the CAI San Diego Chapter's Chief Staff Executive or President of the Board.

Sponsorship Protocol Policy

Sponsorship of CAI San Diego events is a core activity endeavor by Business Partner Members. Over the years there has been occasions when transparency was questioned. As cultural and ethical values CAI San Diego expects all parties to have equal notice and access to all sponsorships, whether on first come – first serve basis as in the Marketing Plan or as new or spontaneous opportunities arise.

On such occasions when these opportunities arise the CAI San Diego Office, officers and agents will take every possible step to announce the opportunity, price(s) and accompanying timelines that will guarantee a transparent protocol to include appropriate and targeted announcements to all eligible members.

Suitcasing Policy

The CAI San Diego Chapter has a no tolerance policy regarding "suitcasing," which describes the practice by non-exhibiting companies or individuals of soliciting sales or sales leads on the tradeshow floor, in the aisles, or in the lobbies, and/or representing their services or soliciting event participants for conflicting social activities. Non-exhibiting suppliers participating in the trade shows as attendees or speakers are prohibited from soliciting business (distributing marketing materials or promotional items of any kind, distributing business cards, flyers or brochures, or "lurking" at the venue entrance or near the exhibitors' booths) on the trade show floor, in or after sessions, or in the event hotel. Violators of this policy will be ejected from the show and charged the single booth rate, which must be paid prior to registering as an attendee, exhibitor, or sponsor at any future CAI San Diego events.

Private Party Policy

Hospitality suites/hosted events are not permitted during official CAI San Diego events. Non-exhibiting/sponsoring suppliers are not permitted to host events at the official hotel

during the event. Violators of this policy will be ejected from the event and charged the median sponsorship rate for the event, which must be paid prior to registering as an attendee, exhibitor, or sponsor at any future CAI events.

COMMUNICATION

Communication Policy

The Board of Directors hires the Executive Director and they utilize staff and volunteers to carry out all chapter communications. Board expectations include holding the Executive Director accountable for the professional brand and quality of communications that represent CAI San Diego in all forms, including digital, print, video, website, App, advertising or any other.

Unless there are specific, glaring complaints or widely known problems, the Board authorizes the Executive Director to use -their best judgement to carry out the Chapter's communications strategy. Board oversight comes in its ability to comment and question at regular meetings or between meetings in consultation with President or Executive Director and during budget discussions of any and all communications matters.

Social Media Policy

Resource Requirements

The content of a social media site or website must be updated and monitored constantly to be of value to its participants. The CAI San Diego Chapter staff should make specific plans and commitment to keep the site maintained by allocating appropriate time and resources to keep the site maintained and updated.

Online Publishing Policy

All official online communications such as course descriptions, event registrations, and program information will be published to the main website. The CAI San Diego Chapter staff will strive to keep the information offered through the website as accurate and timely as possible. Content discussing or promoting events at the Chapter that is not hosted on the main website must link to the corresponding page on the main site. Blogs or social media may not be used as a substitute for adding official Chapter communications to the main site.

Responsibilities of CAI San Diego Staff or Committees Operating or Contributing to a Social Media Site

1. CAI San Diego authorized social media sites shall be outgoing only. Chapter staff and designated Board Members shall have access to post on CAI San Diego authorized social media sites.
2. The CAI San Diego Chapter Committees will be permitted to submit content to Chapter staff for posting.
3. All CAI San Diego hosted pages should include a prominent link to the main website www.cai-sd.org. This link can be in the header, footer or elsewhere on the page, but it must be easy to find and identify and be included on all pages.

4. The site owner is responsible for the membership and content of the site. The site must adhere to the CAI branding and editorial guidelines.
5. Chapter staff will review the site periodically to make sure it complies with CAI San Diego standards and guidelines. Content that is deemed illegal or otherwise in conflict with official CAI San Diego guidelines will be removed promptly and possibly without notice to the content creator.
6. All online publishing tools are offered at the discretion of the Chapter. Social media sites, blogs, or other online content that fails to adhere to CAI-SD policies may be removed at any time and without notice.

When You Engage

Please follow these guiding principles:

1. When you post or comment on a CAI San Diego site, you are an ambassador of the Chapter and represent the Chapter to the outside world.
2. Know and follow the CAI San Diego Code of Conduct and the CAI San Diego Privacy Policy.
3. Respect proprietary information and confidentiality.
4. Provide your individual perspectives on what's going on at the Chapter and in the world.
5. Post meaningful, respectful comments - in other words, no spam and no remarks that are off-topic or offensive.
6. Reply to comments quickly, when a response is appropriate.
7. When disagreeing with others' opinions, maintain your professionalism.

MARKETING

Marketing Plan Protocol

A proposed calendar of events shall be submitted to the Board for review by September. The Marketing Plan will be created by the Chapter staff. Final approval shall be presented to the Board for approval no later than the October Board Meeting.

Marketing Plan Cancellation Policy

Cancellation of signed and submitted marketing plan is subject to a 50% non-refundable fee. Each sponsorship opportunity carries a \$50.00 non-refundable deposit. If you are unable to sponsor/exhibit at an event, please contact the CAI San Diego Chapter office in writing no later than 5 working days prior to the event. If your sponsorship spot can be filled, you will receive a refund, less the \$50 non-refundable deposit within three weeks; or you may transfer the amount to another available sponsorship/exhibitor event. If your spot cannot be filled, you have waived your right to a refund, subject to appeal of the CAI San Diego Chapter Board of Directors within 30 days of the event. No refunds given less than 90 days prior to any event.

Education

Faculty

All prospective faculty members must meet the following qualifications to teach:

- Be a current member of CAI San Diego Chapter
- Demonstrate advanced achievement in their area of specialty.
- Have five years active experience in their field related to the community association management profession in order to teach a course in that area.
- Must audit course, then upon completion of auditing they may co-teach the program. All faculty shall be evaluated by a lead faculty member prior to teaching on their own.
- Maintain an average rating of 3.5 or better on a scale of 5.0 in order to continue facilitating programs.
- Continue to maintain the relevant original qualifying criteria (relevant work experience, teaching experience, designation(s), and continuing education).
- For Community Association Managers, a PCAM or AMS designation is preferred but not required.

Prospective faculty members must complete the CAI San Diego Faculty Application form and return to the chapter office. Upon completion of the application, you will be notified of upcoming course auditing opportunities.

Auditors are required to sign and return the Course Auditor agreement form and adhere to the following established policies:

1. I will sit in the back of the room of the class attendees.
2. I will not participate or ask questions of the instructor, unless requested by the instructor.
3. I will not solicit or provide my business card to any attendee.
4. I will refrain from talking to any other attendees or other persons auditing the class during any speaker's presentation to avoid disturbing other class members.
5. I will allow attendees to obtain a copy of all the handouts prior to taking them to ensure that all received a copy. Every effort will be made to provide materials to you at the time of the event.
6. I will discuss any suggestions or comments I may have with the instructor in private.

Upon completion of auditing, prospective faculty will be notified of dates available and asked by staff to co-teach the selected courses and will be evaluated by the lead faculty member prior to being approved to teach this course.

Faculty must maintain a 3.5-5.0 evaluation score to be considered for future/ongoing faculty assignments. If a faculty member receives a score lower than a 3.5, the senior level faculty members will review and make a recommendation regarding the ability of the faculty to continue teaching.

Faculty members will be selected based on availability for any given program. Backup faculty members will also be selected for each program.

Speaker Guidelines

The CAI San Diego Chapter shall use the following criteria when selecting speakers:

1. Speakers must be CAI San Diego chapter members in good standing. Exceptions may be made in cases where the speaker's main business is not focused in the HOA industry but is providing an educational opportunity to the membership.
2. Only one (1) speaker from a Business Partner member company may present at a CAI San Diego chapter educational program or seminar within a calendar year.
3. Individual Manager and Management Company members may speak at only one (1) CAI San Diego chapter educational program or seminar within a calendar year.
4. Only one member of the CAI San Diego Board of Directors may speak at each CAI San Diego chapter educational program or seminar. If the Director is a business partner or management company member, the speaking opportunity counts as their company's one speaking opportunity for the calendar year.
5. Review of speaker scores and attendee feedback from prior CAI San Diego educational programs and seminars.

Education Profitability

Education is at the heart of CAI San Diego's existence. While there is a case to be made as to the levels of net income to be expected and anticipated from formal Education Programs or others like Board Leadership Workshops, what remains clear is that a core value of CAI San Diego is to educate every segment of our membership.

The bottom line consideration should include the significant role education by and for our members plays in strengthening and promoting programs for homeowners and managers that further the fulfillment of our mission. The goal should always be positive net income and break even finances. However, in certain pilot or innovative programs, CAI San Diego spending can be considered as marketing and membership investment.

GOVERNANCE

Board Operations

In accordance with the Chapter Bylaws Article VIII, Section 1, Executive Committee, the CAI San Diego Chapter Board of Directors hereby authorizes the Chapter's Executive Committee to exercise the authority of the Board of Directors on all delinquency issues and all personnel issues except for the termination of the Executive Director. The Executive Committee shall also be authorized to act between meetings of the Board in

emergency situations on any issues not limited by Article VIII, Section 1, so long as a report on such actions is presented to the Board at its next meeting.

Officer Selection Policy

The President-Elect independently discusses with each current board member their goals with for the chapter and their interest in serving as an officer.

The President Elect will have a discussion at a Board meeting post-election but before the end of the year on potential officers for the coming year.

The President-Elect presents the final slate of officers for board review and election at the December board meeting.

Board Statement of Roles & Responsibilities

General Responsibilities

1. **Mission and Purpose.** A statement of mission and purpose should articulate CAI San Diego's goals, means and primary constituents served. It is the Board's responsibility to review it periodically for accuracy and validity. Each Director should fully understand and support it.
2. **Chapter Executive Director.** The Board should ensure that the Chapter Executive Director has the moral and professional support he or she needs to further the goals of the organization. The Chapter Executive Director, in partnership with the entire Board, should decide upon a periodic evaluation of his or her performance. Upon his or her resignation or termination, the Board should undertake a careful search to find the most qualified individual for the position.
3. **Organizational Planning.** As stewards of the organization, the Board must actively participate with the staff in an overall planning process and assist in implementing the plan's goals.
4. **Ensure Adequate Resources.** One of the Board's foremost responsibilities is to provide adequate resources for the organization to fulfill its mission. Each Director and/or their company should make or assist with acquiring an annual financial contribution to the organization to support its mission and goals, and assist in identifying potential sponsors and donors in order to raise funds from its members and other members of the community/industry.
5. **Manage Resources Effectively.** The Board, in order to remain accountable to its donors, members and the public, and to safeguard its tax-exempt status, must assist in overseeing the annual budget and ensuring that proper financial controls are in place.
6. **Programs and Services.** The Board's shall determine which programs are the most consistent with the organization's mission and to monitor their effectiveness.
7. **Committees and Task Forces.** The Board shall establish committees and task forces to facilitate the strategic work of the organization. The Board shall clearly

articulate to the committee/task force their role and function within the overall structure of the organization. All committees/task forces shall serve at the will of the Board.

8. **Enhance the Organization's Public Standing.** CAI San Diego's primary link to the community, including constituents, the public and the media, is the Board. The Board should clearly articulate CAI San Diego's mission, accomplishments and goals to the public, as well as develop a comprehensive public relations strategy.
9. **Ensure Legal and Ethical Integrity and Maintain Accountability.** The Board is ultimately responsible for ensuring adherence to legal standards and ethical norms. Solid personnel policies, grievance procedures and a clear delegation to the Chapter Executive Director of hiring and managing employees will help ensure proper decorum in this area. The Board should establish pertinent statements and policies, including conflict of interest and avoidance of unlawful practices policies, and adhere to provisions of CAI San Diego's Bylaws and Articles of Incorporation.
10. **New Directors.** The Board has a responsibility to articulate and make known their needs in terms of his or her experience, skills and other considerations that define a balanced Board composition. The Board should orient new Directors to their responsibilities and the organization's history, needs and challenges. By evaluating its performance in fulfilling its responsibilities, the Board can recognize its achievements and reach consensus on which areas need to be improved.

B. General Expectations. Each Director should:

1. Know the CAI San Diego's mission, purpose, goals, policies, programs, services, strengths, and needs;
2. Serve in leadership positions and undertake special assignments willingly when asked;
3. Avoid prejudiced judgments on the basis of information received from individuals and urge those with complaints to follow established policies and procedures;
4. Suggest nominees for the Board;
5. Speak on behalf of the Board only when asked to do so by authorized persons;
6. Follow industry trends to improve communications between all segments of the industry;
7. Exercise prudence with the Board in the control and transfer of funds; and
8. Faithfully read and understand CAI San Diego's financial statements and otherwise help the Board fulfill its fiduciary responsibility.

C. Meetings. Each Director should:

1. Prepare for and participate in all Board and committee meetings, and other organizational activities;
2. Ask timely and substantive questions while supporting the majority decision;
3. Maintain confidentiality of the Board's sessions; and

D. Relationship with Staff. Each Director should:

1. Offer the Chapter Executive Director support and guidance, when appropriate;
2. Avoid asking special favors of the staff and volunteers without prior consultation with the Chapter Executive Director;
3. Avoid the actual act or appearance of work place interference, respecting that the Chapter Executive Director and staff are employees of a legal work place and governed under work place rules and labor laws as dictated by the state of incorporation (California);
4. Respect the role of the Chapter Executive Director with regard to day to day operations and management of office staff and operations, office policies and procedures.

E. Avoiding Conflict of Interest. Each Director must:

1. Serve CAI San Diego as a whole, rather than special interest groups;
2. Avoid even the appearance of a conflict of interest, and disclose any possible conflicts to the Chapter Executive Director in a timely fashion;
3. Maintain independence and objectivity and do what a sense of fairness, ethics, and personal integrity dictate;
4. Never accept or offer favors or gifts from or to anyone who does business with the organization, or condition any business to or for the benefit of such Director's business on contributions or other support of CAI San Diego;
5. Upon election or appointment to the Board, make written disclosure of any interests, relationships or holdings that could potentially result in a conflict of interest with CAI San Diego;
6. In the course of Board meetings or activities of CAI San Diego, disclose any interest any interests in a transaction or decision which such Director, his or her family, business, or affiliates will receive a material benefit or gain.

Leadership Engagement/Expectations

Though its main functions are policy and financial fiduciary decision making, the Board's leadership and ambassadorial role is just as critical when it comes to membership

engagement as role models through event participation. An important board teamwork goal should be attendance, whenever possible, at chapter events, programs, and committee meetings. The goal should include advance calendar setting to assure a generally accepted formula for scheduling Board Members to attend committee meetings as liaisons, social events (5), trade shows (4) and education programs (2).

Committees

1. All committee members shall be San Diego Chapter members in good standing and shall serve for a one-year term, with automatic renewal if in good standing.
2. Each year, the Chair shall be appointed by the President and approved by the Board; Committee members shall be appointed by the Chair.
3. All committee members serve at the pleasure of the board and may be removed by the president or the board at any time with or without cause.
4. Committees are not authorized to expend chapter funds or enter into contracts.
5. Committee chairs shall carry out their responsibilities to the board through written Committee Report Forms provided to the CED for distribution to the board. Committee reports shall be emailed to the CED within 3 days of the committee meeting. Requests for board action may be included in these reports.
6. The Chapter Executive Director shall be an Ex Officio member of all committees. Meetings should not be scheduled without prior consent of the CED in order to prevent scheduling conflicts with any other chapter events or committee meetings.
7. The Chair may remove committee members who have missed three consecutive meetings, or 6 meetings in any 12-month period.

Committee Chair Responsibilities

1. Work with your committee to develop plans and goals for the committee.
2. Recruit members to serve on their committees by having potential members attend the meeting and report new candidates to the CED.
3. Provide a list of committee members to the CED; update and submit regularly.
4. Prepare meeting agendas and distribute relevant information to all committee members.
5. Send meeting notices to committee at least two days in advance.
6. Lead committee meetings and delegate work.
7. Work within established budget as appropriate. Should financial needs arise that exceed the budget, authorization from the board is required.
8. The Chair may remove committee members who have three unexcused absences in any 12-month period.
9. Ensure Committee Report/Minutes are submitted to CED within 3 days of committee meeting.
10. Vice Chair is in place to assist Committee Chair with their responsibilities as Chair sees fit and to lead meetings in their absence.

Board Nomination & Election Procedure

1. Not less than ninety (90) days prior to the date the call for candidates is to be provided to the Members, the Board shall:
 - a. Determine the total number of Directors to be elected at that year's annual election based on the following objectives:
 - i. Maintaining the staggered terms of the Directors as set forth in Article 4, Section 4.3(b) of the Bylaws; and
 - ii. Attempting to have an odd number of Directors on the Board (taking into consideration whether there are "holdover" Directors, as set forth in Article 4, Section 4.2(a) of the Bylaws)
 - b. Determine which categories of Directors (Community Association Volunteers, Community Association Managers and Business Partners) will be elected in that year's annual election and the number of Director positions for any such categories. The Board shall ensure that the minimum number of categories that are required as set forth in Article 4, Section 4.2(a) of the Bylaws will be represented on the Board, (taking into account the category designations for the Directors that will remain on the Board).
 - c. Determine whether to set the record date to establish the members entitled to receive notice of the election, in accordance with the time frames set forth in Article 3, Section 3.9 of the Bylaws.
 - d. Solicit multiple bids, if deemed necessary or requested by the Board of Directors, for an outside company to handle the election. The bids shall be provided to the Board to review prior to the date the call for candidates is provided to the Members.
2. Call for Candidates – shall be provided to the Members at least forty-five (45) days before the deadline.
 - a. The call for candidates shall contain the number of Director positions to be elected at that year's meeting and the number of each category (Community Association Volunteers, Community Association Managers and Business Partners) for such positions, as determined by the Board.
 - b. The Candidate Nomination Form shall contain the qualifications for candidates, which are as follows:
 - i. Must be a Member in good standing of the San Diego Chapter and National CAI as of July 1st of that year;
 - ii. Must have been a Member of a San Diego Chapter for at least twenty four (24) months (as of July 1st) in the category in which such Member is seeking to fill;
 - iii. Community Association Managers and Business Partner Members must have served for at least twelve (24) months within the past five (5) years on a committee or Board of the San Diego Chapter or on a committee or Board of CAI National. Such service shall be subject to verification by CAI-San Diego;
 - iv. Community Association Volunteers must have served as a member of his or her community association's board of directors or committee or have had served on a governing board of directors of any other organization. Such service shall be subject to verification;
 - v. Must not be an employee or member of the same company as any remaining Director or candidate; and

- vi. Must not be currently contracted with or performing business services for CAI-San Diego for monetary compensation.
3. At the Board meeting following the deadline for receipt of the Candidate Nomination Forms, the Chapter Executive Director shall provide the Board with a report containing the following:
 - a. The names of all people who submitted Candidate Nomination Forms;
 - b. The names of all qualified Members who submitted Candidate Nomination Forms that will be included on the ballot;
 - c. The names of any person who submitted a ballot who is not qualified to be a candidate and the reason why each such person does not meet the qualifications;
 - e. The names of any qualified Member who does not fall within the available categories for that year.
 - f. The names of each qualified Member of the same company who submitted Candidate Nomination Forms. For any such Members, they shall be notified in writing (e-mail is acceptable) and given a deadline to notify the Board which Member shall be the candidate. In the absence of a response by the deadline, none of the Members of that company will be listed on the ballot.
 4. Notice of Action and ballot shall be provided to the Members not less than forty-five (45) days before the date the ballots are due.
 - a. The Notice shall state the number of responses to meet the quorum requirement;
 - b. The Notice and ballot shall set forth the number of Directors to be elected (as determined by the Board) and that the Directors will be elected for a three (3) year term;
 - c. The Notice and ballot shall set forth the number of each category (Community Association Volunteers, Community Association Managers and Business Partners) as determined by the Board;
 - d. The Notice and ballot shall include the instructions for voting;
 - e. The Notice and ballot shall indicate that cumulative and fractional voting is not allowed;
 - f. The ballot shall include the names of all qualified Members who submitted Candidate Nomination Forms by the deadline
 - g. The ballot shall state that subject to reasonable specified conditions, all votes will be cast according to the specifications indicated by the Member.
 - h. The ballot shall also state that if a Member marks "withhold" for any candidate or otherwise marks in a manner indicating that authority to vote is withheld, the vote will not be cast for any such candidate(s).
 5. Tabulation of Ballots
 - a. Ballots shall be tabulated within five (5) business days of the ballot deadline. Results of the tabulation shall be provided to the Board upon completion.
 - b. Results of the Election shall be provided to the Members within fifteen (15) days of tabulation.
 6. Ballots and Election Materials shall be retained for at least nine (9) months. The Executive Director shall use the following election timeline:

Task	Deadline
Ballots Tabulated/Election Completion	Five day after ballot due date
Ballots Due for Tabulation	Second Friday of November
Ballots Distributed	Third Monday of September
Call for Candidates Due Dates	First Monday of September
Call for Candidates Distribution	Third Monday of July

FINANCIAL

Fee Payment Policy

All sponsorships, exhibit fees, course registration, etc. shall be paid in full 14 days prior to the event. In the event that a fee is not paid prior to an event and becomes greater than 60 days past due, a letter shall be sent to the company/individual stating that no further participation in Chapter events will be possible until the past due balance is paid.

When a payment becomes greater than 90 days past due, another letter is sent requesting payment. Notice is also given that failure to pay will result in small claims action. If no response is received within 10 business days of the mailing of that letter, small claims court papers will be filed and served.

Payment is accepted via check, Amex, Visa or Mastercard. In the event that the company/individual would like to pay by credit card, written authorization must be received **prior** to processing credit card charge. Authorization would include name on credit card, account number, expiration date, signature, date of event and dollar amount authorized. The chapter office does not keep credit card numbers "on file" - therefore, each payment via credit card requires pertinent information and an authorization signature.

Outstanding invoices - Any member or non-member with an outstanding invoice due to CAI San Diego is not able to attend another event, nor are they entitled to sign up for the Marketing Plan until that invoices has been paid in full, or other arrangements have been made with the Board of Directors.

Credit Balance Policy

The San Diego Chapter of CAI accepts money from members as payment for events each fiscal year. The Chapter has the following policy with respect to credit balances.

If a member of the Chapter chooses to make a payment to the Chapter and treat it as a credit balance, that money may be used for any program or event, under the following conditions:

1. The credit balance may be applied to any event, ticket or program.
2. If the credit balance is not completely used by the end of the fiscal year, the money is non-refundable and is considered a donation to the Chapter.
3. All events paid for from the credit balance shall be at the normal, non-discounted rate for each event, ticket or program.

Event Cancellation Policy

Paid registrations for any event or educational course (hereafter "event") must be received by the San Diego Chapter of CAI office no later than 14 days prior to event. Space will not be reserved until full payment is made.

Transfers If you are unable to attend an event after you have registered, we can transfer your registration fee to another event. Transfer requests must be received, in writing, 14 days prior to the start of the event.

Cancellations If you need to cancel, cancellation requests must be received in writing no later than 14 working days prior to the event. Refunds will be issued within three weeks of receipt of notification.

Course Cancellation Policy CAI San Diego reserves the right to cancel any educational program that does not have at least fifteen (15) people registered one week prior to the course. Every effort will be made to contact all attendees and instructors prior to the event. If a course is cancelled registrants can either transfer to another course or receive a refund.

Collections Policy

The Chapter Board of Directors has adopted the following collections policy for Chapter accounts receivables ("A/R"):

Staff is responsible for collecting all A/R. The Finance Committee is responsible for oversight of the A/R collections process.

Staff will prepare and send invoices immediately upon purchase or commitment of advertising, sponsorship, etc.

Payment of an invoice is due upon receipt of the invoice; this will be noted on all invoices. CED will have the discretion of offering a payment plan of up to three payments with the first payment being due upon receipt of initial invoice.

If at any time, monies due to the Chapter are delinquent, member will not be able to participate in upcoming events and will forfeit any promised advertising, signage or participation until brought current.

After 30 Days: If payment is not received within 30 days of the initial invoice date, a second invoice will be prepared and sent with a past due notice.

After 45 Days: If payment is not received within 45 days of the initial invoice date, the delinquent A/R balance will be assessed a late fee of Ten Dollars (\$10.00) or One and a

Half Percent (1.50%) of the delinquent A/R balance, whichever is greater, and a third invoice will be prepared and sent with a past due notice.

After 60 Days: If payment is not received within 60 days of the initial invoice date, the delinquent A/R balance will be assessed a second late fee of Ten Dollars (\$10.00) or One and a Half Percent (1.50%) of the delinquent A/R balance, whichever is greater, and a fourth invoice will be prepared and sent with a past due notice. Unless prior arrangements have been made, no additional credit shall be extended on accounts more than 60 days in arrears.

After 90 Days: Unless prior payment arrangements have been made, the account will be suspended and the outstanding A/R balance either shall be submitted to an outside collection agency pursuant to the Chapter's collection procedures or shall be handled by the Chapter who may bring an action in small claims court. The Chapter will not accept registrations for any additional activities or functions until the outstanding A/R balance is paid in full.

Board Event Attendance

For board members not already attending as a paid attendee or a sponsor, special sponsorship pricing is in place as follows:

Morning Programs - \$10

Trade Shows - \$25

Social Events – The lowest cost attendance rate will be observed with the exception of the Day at the Races event or any other event with limited attendance availability.

Board members must notify Chapter staff in advance of the event date in order to obtain board member pricing.

Travel & Reimbursement

National Conference – The Chapter President-Elect is required to attend the National Conference according to Chapter Recertification. In addition to the President-Elect, the Chapter will send the current Executive Director and presiding President to the National Conference. The Chapter will pay their transportation, conference registration and hotel expenses plus reimbursement up to \$100.00 of actual expenses with receipts, excluding spouse/guest expenses and alcohol.

CLAC Advocacy Week and Annual Planning Meeting – Chapter Delegates (2) and Liaison (1) will be reimbursed for travel expenses if their own company will not cover those expenses for them to attend these two CLAC functions. The Chapter will pay their transportation (airfare, transportation to and from airport and hotel), registration fee if applicable and hotel expenses plus reimbursement up to \$100.00 of actual expenses with receipts, excluding spouse/guest expenses and alcohol.

FORM

Conflict of Interest

CAI San Diego

Disclosure of Potential Conflict of Interest

DISCLOSURE OF POTENTIAL CONFLICTS OF INTEREST

If you have reason to believe that you may have any interest inconsistent with the *Conflict of Interest Policy* in a proposed issue, transaction, business or public policy position, you must prepare a brief letter to the President of the Chapter Board describing your potential conflict of interest. This letter must be provided to the President of the Chapter Board and you must receive a response from the President of the Chapter Board before beginning any negotiations or participating in any discussions relating to the transaction or topic of your potential conflict of interest.

A Director is considered to have an “interest” in a transaction, issues, strategy or public policy position if he, she, the business entity with which such person is associated or any family member: (1) has a direct or indirect financial interest in it; or (2) is a member of an association, organization, or business involved in or affected by the proposed transaction, issue, or policy; or holds a position as a trustee, director, general manager, principal officer, or is staff in any such association, organization, or business. A Director will not be considered to have an “interest” if the general membership of CAI or all members of the same membership category as the Director share the same predisposition or bias.

A potential conflict of interest will be reviewed carefully and measures will be provided to ensure that the interests of CAI are not adversely affected or abrogated. A Director shall not participate in any manner in the subject of the potential conflict of interest, unless the Director is first provided with written authorization. Such prohibited participation includes any discussions or votes relative to the subject of the conflict of interest and any attempts made to affect the position of other Directors. Any question concerning whether a potential conflict of interest exists must be disclosed, in writing, to the President of the Chapter Board.

Part B. Organizations, Associations, or Businesses Doing Business with or Competing With Community Associations Institute in Which You Have an Interest

In the space below, please list all organizations, associations or businesses in which: (1) you have a substantial financial interest, or (2) you are a member, hold a position as a trustee, director, general manager, principal officer, or employee, if these organizations, associations or businesses engage in business transactions with Community Associations Institute or the Chapter or compete in any way with Community Associations Institute. Enter “N/A” if you have no organizations to report.

Name of Organization:

Nature of Business with Organization:

State Reason Believed for Conflict of Interest:

(Attach additional sheets if necessary.)

I certify that the above information is correct to the best of my knowledge.

Name of Director: _____

Signature: _____

Date: _____

Volunteer Code of Conduct (for Board & Committee Members)

CAI San Diego

Code of Conduct for Volunteers

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of CAI San Diego. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written Chapter charter to a satisfactory standard.
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way.
- Following the Chapter's policies and procedures as well as any instructions or directions reasonably given to them.
- Acting honestly, responsibly and with integrity.
- Treating others with fairness, equality, dignity and respect.
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with CAI San Diego to the Chapter's Executive Director or President.
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made.
- Acting in a way that is in line with the purpose and values of the Chapter and that enhances the work of the Chapter.
- Communicating respectfully and honestly at all times.
- Directing any questions regarding the Chapter's policies and procedures to the Chapter's Executive Director.

- Addressing any issues or difficulties about any aspect of their role or how the committee is managed with the Chapter's Executive Director.
- Declaring any interests that may conflict with their role or the work of the Chapter (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from the Chapter's Executive Director or President.
- Keeping confidential matters confidential.
- Exercising caution and care with any documents, material, or devices, containing confidential information.
- Seeking authorization from the Executive Director before communicating externally on behalf of the Chapter.
- Abstaining from asking for personal favors or asking for special treatment outside of standard Chapter policies from Chapter staff.
- Respect the division of responsibilities between Chapter volunteers and Chapter staff.

COMMITTEE CHARTERS

All current committee charters are located at the end of the policy document.

CAI SAN DIEGO Committee Charter

Committee Name: Awards Gala Committee

Committee Purpose: Organizes and promotes the Chapter's annual Awards Gala.

Committee Role and Goals:

1. Identify and recruit volunteers who will assist in the planning and implementation of the Awards Gala.
2. Coordinates with the Chapter's Executive Director in the selection of facilities, themes (if any) and overall program of events. Chapter is solely responsible for contract negotiations with all vendors.
3. Encourages members to nominate managers, business partners and chapter members via chapter events, in-person promotion and social media through the PR/Marketing Committee.
4. Coordinates and determines the nomination delivery process.
5. Assists in getting headshots and registrations of the nominees.
6. Helps with pre-event prep such as assembling invitations, gifts, programs etc. as needed by the Chapter.
7. Make any recommendations to the Awards Selection Committee for a new category, award or recognition to be recognized at the Annual Awards Dinner.
8. Coordinate with the Chapter Executive Director in identifying those candidates who qualify for the various awards presented by the Chapter.
9. Promotes event registrations to members.
10. Design sponsorships at a variety of levels to maximize event income and solicits event sponsorships.
11. Coordinates with the Chapter's Executive Director on event budget and adheres to fiduciary responsibility to meet or exceed event net budget goal.

Committee Responsibilities:

1. New committee members must attend three meetings to be eligible for committee membership.
2. Any committee members who have missed three consecutive meetings, or six meetings in any 12-month period will be removed from the committee. Removed committee members may rejoin the committee at the Chair's discretion.
3. Attend committee meetings and come prepared to contribute to the meeting.
4. Attend the Awards Gala to assist with day of volunteer needs.
5. Work with the other Chapter committees to ensure event success and publicize the event.
6. Develop and adhere to event budget to meet or exceed goal.
7. The Committee works for the Executive Director in accordance with Board

policies, procedures, and fiscal guidelines.

Chapter Mission Statement: To reach all those living in or serving Home Owners Associations by promoting the understanding of responsible governance and operations through education, communication and professionalism.

Chapter Vision Statement: The premier provider of education, advocacy and resources for Community Associations.

CAI SAN DIEGO Committee Charter

Committee Name: Community Outreach Committee

Committee Purpose: Provide positive community building events where managers, business partners, owners, friends, & family can come together and build a stronger San Diego.

Committee Goals:

To coordinate the following types of events on an annual basis:

- Fitness (Example: 5K)
- Food Drive
- Board/Homeowner Education
- Charity Donation Drive

Committee Responsibilities:

1. Coordinate events with CAI SD office staff.
2. Promote awareness of events and assist in staffing events with volunteers.
3. Any committee members who have missed three consecutive meetings, or six meetings in any 12-month period will be removed from the committee. Removed committee members may rejoin the committee at the Chair's discretion.
4. The Committee works for the Executive Director in accordance with Board policies, procedures and fiscal guidelines.

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CAI SAN DIEGO Committee Charter

Committee Name: Education Committee

Committee Purpose: To develop, coordinate and implement topics and speakers for all CAI Education programs

Committee Goals: To provide and promote an excellent education series

1. To provide and promote an excellent education series
2. Selection quality topics and speakers for every CAI education program
3. Assessment and focus on education program impacts
4. Work with CAI Administrative team to promote event attendance

Committee Responsibilities:

1. Obtain relevant speaker information (Bio/resume/quality photo) for CAI Administrative Team in agreed upon timelines
2. Collect and provide CAI Administrative with AV needs, handouts & powerpoint material in agreed upon timeline
3. Schedule speaker meetings or briefing
4. Brainstorm potential program topics, formats and speakers
5. Issue periodic Calls for Presentations to CAI membership
6. Any committee members who have missed three consecutive meetings, or six meetings in any 12-month period will be removed from the committee. Removed committee members may rejoin the committee at the Chair's discretion.
7. The Committee works for the Executive Director in accordance with Board policies, procedures and fiscal guidelines.

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CAI SAN DIEGO Committee Charter

Committee Name: Annual Golf Tournament Committee

Committee Purpose: To facilitate networking for the professionals and volunteers who serve community associations through the Annual CAI-SD Golf Tournament

Committee Role and Goals:

1. Identify and recruit volunteers who will assist in the planning and implementation of the golf tournament.
2. Assist chapter staff when needed on location selection.
3. Coordinates with the Chapter's Executive Director the development of the tournament program, tournament activities, and event pricing (attendee and sponsorships)
4. Promotes event registrations to members
5. Design sponsorships at a variety of levels to maximize event income and solicits event sponsorships
6. Coordinates with the Chapter's Executive Director on event budget and adheres to fiduciary responsibility to meet or exceed event net budget goal

Committee Responsibilities:

1. New committee members must attend three meetings to be eligible for committee membership.
2. Any committee members who have missed three consecutive meetings, or six meetings in any 12-month period will be removed from the committee. Removed committee members may rejoin the committee at the Chair's discretion.
3. Attend committee meetings and come prepared to contribute to the meeting. Missing three meetings may result in removal from the committee.
4. Attend the tournament to assist with day of volunteer needs.
5. Work with the other Chapter committees to ensure tournament success and publicize the event.
6. Develop and adhere to event budget to meet or exceed goal.
7. The Committee works for the Executive Director in accordance with Board policies, procedures, and fiscal guidelines.

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CAI SAN DIEGO Committee Charter

Committee Name: Legislative Support Committee

Committee Purpose: To support the efforts and strengthen awareness of CAI's California Legislative Action Committee (CAI-CLAC)

Committee Goals:

1. Set and meet chapter fundraising goals as part of statewide effort
2. Create awareness of legislative issues affecting community associations
3. Educate, inform and solicit member support for CAI positions through letters, phone calls, emails, or other methods of communication
4. Help form CAI positions based on California Legislative Action Committee (CLAC) guidance.

Committee Responsibilities:

1. Attend local, regional and statewide meetings
2. Stay updated on all relevant pending legislation
3. Drive chapter fundraising efforts
4. Communicate CLAC messages to membership
5. Any committee members who have missed three consecutive meetings, or six meetings in any 12-month period will be removed from the committee. Removed committee members may rejoin the committee at the Chair's discretion.
6. The Committee works for the Executive Director in accordance with Board policies, procedures, and fiscal guidelines.

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CAI SAN DIEGO Committee Charter

Committee Name: Social Events Committee

Committee Purpose: To provide social events for CAI members and the industry with the exclusion of the Awards Gala and the Golf Tournament, which have separate committees.

Committee Goals:

1. Identify and recruit volunteers who will assist in the planning and implementation of social virtual events
2. Coordinates with the Chapter's Executive Director the development of new events including event structure, location, program outline and event pricing (attendee and sponsorships).
3. Promotes event registrations to members.
4. Design sponsorships at a variety of levels to maximize event income and solicits Business Partner sponsorships.
5. Coordinates with the Chapter's Executive Director on event budget and adheres to fiduciary responsibility to meet or exceed event net budget goal.

Committee Responsibilities:

1. New committee members must attend three meetings to be eligible for committee membership.
2. Any committee members who have missed three consecutive meetings, or six meetings in any 12-month period will be removed from the committee. Removed committee members may rejoin the committee at the Chair's discretion.
3. Attend committee meetings and come prepared to contribute to the meeting.
4. Assist in developing and producing social events.
5. Work with the other Chapter committees to ensure event success and publicize the event.
6. Develop and adhere to event budget to meet or exceed goal.
7. The Committee works for the Executive Director in accordance with Board policies, procedures, and fiscal guidelines.

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CAI SAN DIEGO Committee Charter

Committee Name: Softball Tournament Committee

Committee Purpose: To facilitate networking for the professionals and volunteers who serve community associations through the Annual CAI-SD Softball Tournament

Committee Role and Goals:

1. Identify and recruit volunteers who will assist in the planning and implementation of the tournament.
2. Assist chapter staff when needed on location selection.
3. Coordinates with the Chapter's Executive Director the development of the tournament program, tournament activities, and event pricing (attendee and sponsorships)
4. Promotes event registrations to members
5. Design sponsorships at a variety of levels to maximize event income and solicits event sponsorships
6. Coordinates with the Chapter's Executive Director on event budget and adheres to fiduciary responsibility to meet or exceed event net budget goal

Committee Responsibilities:

1. New committee members must attend three meetings to be eligible for committee membership.
2. Any committee members who have missed three consecutive meetings, or six meetings in any 12-month period will be removed from the committee. Removed committee members may rejoin the committee at the Chair's discretion.
3. Attend committee meetings and come prepared to contribute to the meeting. Missing three meetings may result in removal from the committee.
4. Attend the tournament to assist with day of volunteer needs.
5. Work with the other Chapter committees to ensure tournament success and publicize the event.
6. Develop and adhere to event budget to meet or exceed goal.
7. The Committee works for the Executive Director in accordance with Board policies, procedures, and fiscal guidelines.

Chapter Mission Statement: To reach all those living in or serving Homeowners Associations by promoting the understanding of responsible governance and operations through education, communication and professionalism.

Chapter Vision Statement: The premier provider of education, advocacy and resources for Community Associations.