



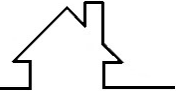
**Benton Franklin Rental Owner's
Association (BROA):**

Policies and Policy Procedures



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Chapter 1 – Accounting Policy

ARTICLE I. PURPOSE

This Accounting Policy is established to set forth the principles and procedures for the financial transactions and accounting practices of the Benton Franklin Rental Owner’s Association (hereinafter referred to as “BROA”). It is designed to ensure accuracy, transparency, and compliance with applicable Washington State laws and generally accepted accounting principles (GAAP).

ARTICLE II. POLICY

1. Financial Records: BROA shall maintain full and accurate financial records in compliance with GAAP.
2. Accounting Period: BROA will observe a fiscal year starting on January 1 and ending on December 31.
3. Budget: An annual budget shall be approved by the Board of Directors prior to the beginning of each fiscal year or as soon as practicable.
4. Internal Controls: BROA shall implement appropriate internal controls to safeguard assets, ensure accurate and reliable financial reporting, and promote compliance with laws and regulations.
5. Financial Reporting: Regular financial statements shall be prepared, including but not limited to, balance sheets, income statements, and cash flow statements.

ARTICLE III. ROLES AND RESPONSIBILITIES

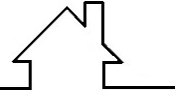
1. Treasurer: The Treasurer is responsible for overseeing the management and reporting of the BROAs finances.
2. Accounting Staff: The accounting staff shall carry out day-to-day accounting functions, including bookkeeping, payroll, and other financial transactions.
3. Auditor: BROA shall engage a committee audit to conduct an annual audit of its financial statements.

ARTICLE IV. AUDIT AND REVIEW

1. Annual Audit: BROAs financial records shall be audited annually by a committee chosen by the President of BROA.
2. Board Review: The results of the audit shall be reviewed by the Board of Directors and any necessary follow on actions shall be taken.

ARTICLE V. COMPLIANCE AND ETHICAL STANDARDS

1. Legal Compliance: BROA shall comply with all applicable laws and regulations relating to its financial affairs.



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2. Ethical Standards: All financial dealings shall be conducted ethically and with the utmost integrity.

ARTICLE VI. AMENDMENTS AND REVISIONS

This policy shall be reviewed annually and may be amended or revised as necessary to ensure compliance with changing laws and best practices.

Chapter 1A: Accounting Policy Procedures

ARTICLE I: ANNUAL BUDGET

1. By January 1 of each year, or as soon as practicable, BROA must have an approved budget for the calendar year. *Note that this is specifically with regard to the initial annual budget.*
2. In the event that additions or edits are made throughout the year BROA must vote, subject to the quorum rules within the bylaws, in order for those additions or edits to be implemented.

ARTICLE II: ANNUAL AUDIT COMMITTEE

1. By March 31 of each year, or as soon as practicable, an annual audit will be performed by a committee that typically consists of individuals such as the treasurer, the past treasurer, the day-to-day secretary (if applicable), the head of the audit committee and at least one other member of the board of directors.
2. Upon completion of the annual audit the head of the audit committee will document all conclusions. The the head of the audit committee will report all of those conclusions at the next monthly Board of Director's meeting, as practicable.
3. In the event that audit findings result in serious deficiencies or concerns then the treasurer will contact the President, or any other officer, as soon as possible to explain those details. Once communicated, the Board of Directors will determine a path forward (i.e. external independent audit, etc.) in conjunction with the notified officer(s) as soon as practicable.

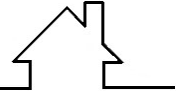
ARTICLE III: MONTHLY ANALYSIS/UPDATE

1. Each month, the treasurer will review and discuss any determinations or findings made in regards to a recently updated income and expense sheet. In the event that a bookkeeper is maintaining the day-to-day activities of the income and expenses the treasurer will consult with that bookkeeper prior to each monthly update that is to be provided to BROA at each of the Board of Director meetings and/or general member meetings.
2. Each month, the treasurer will communicate with the individual or entity in charge of all cash box(es) used to support the day-to-day operations associated with BROA. The individual or entity in charge of any or all cash box(es) will provide the treasurer with a breakdown of details surrounding thatcash boxes:



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- a. Starting amount
- b. Ending amount
- c. What account or entity the money emanated from
- d. How to money will be reimbursed (if coming from outside of BROA banking accounts)
- e. Brief explanations as to how the money was used
- f. Additional explanations for sums outside of the normal month-to-month expenses.



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Chapter 2 – Conflict of Interest Policy

ARTICLE I. PURPOSE

The Benton Franklin Rental Owner’s Association (hereinafter referred to as “BROA”) establishes this Conflict of Interest Policy to protect the integrity of the BROAs decision-making processes, ensure public confidence in its operations, and comply with the laws of Washington State pertaining to conflicts of interest.

ARTICLE II. POLICY

1. Identification of Conflicts: A conflict of interest occurs when an individual’s private interest interferes, or appears to interfere, with the interests of BROA. All board members, officers, staff, and volunteers must act in the best interests of BROA and avoid situations where their personal interests could conflict with their BROA duties.
2. Disclosure of Conflicts: Individuals must disclose any interests, relationships, or holdings that could potentially result in a conflict of interest to the Board of Directors.

ARTICLE III. RECORDS OF PROCEEDINGS

As needed, the minutes of the Board meeting shall reflect that a conflict disclosure was made, the abstention from discussing and voting, and the Board’s decision on whether a conflict of interest exists.

ARTICLE IV. VIOLATIONS OF THE POLICY

If the Board has reasonable cause to believe an individual has failed to disclose an actual or possible conflict of interest, it will inform the individual of the basis for such belief and allow the individual to explain the alleged failure to disclose. If the Board decides the individual has violated this policy, it will take appropriate disciplinary and corrective action.

ARTICLE V. POLICY REVIEW AND MONITORING

1. Annual Review: An annual review shall be conducted to ensure that the policy is being adhered to and remains compliant with Washington State laws.
2. Monitoring Compliance: The Board of Directors is responsible for monitoring compliance with this policy.

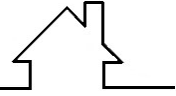
Chapter 2A: Conflict of Interest Procedures

1. Annual Statements: Each board member, officer, and key employee shall annually sign a statement which affirms they have received, read, and understood the policy and have disclosed any known potential conflicts of interest.



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2. Board Action: When a potential conflict is disclosed, the individual with the conflict will not participate in discussing or voting on the matter. The Board of Directors will determine if a conflict of interest exists and the appropriate response.
3. Board members will follow the process denoted in Article IV of Chapter 2 regarding violations of this policy.



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Chapter 3 – Donations Policy

ARTICLE I. PURPOSE

This Donations Policy is established to guide the Benton Franklin Rental Owner’s Association (hereinafter referred to as “BROA”) in accepting donations. It ensures that all donations support BROAs mission and comply with applicable legal and ethical standards, including those set by Washington State law.

ARTICLE II. POLICY

1. Acceptance of Donations: BROA shall accept donations that further its mission, are not in conflict with its core values, and do not compromise its not-for-profit status.
2. Types of Donations: BROA may receive various forms of donations, including cash, real estate, securities, goods, and in-kind services.
3. Authority to Accept Donations: The Board of Directors, or a designated committee, shall have the authority to accept donations on behalf of BROA.

ARTICLE III. REFUSAL OF DONATIONS

1. Criteria for Refusal: BROA reserves the right to refuse any donation that is not in the best interest of BROA or that is incompatible with its mission or values.
2. Process for Refusal: The refusal of any donation must be handled respectfully and with consideration for the donor’s goodwill.

ARTICLE IV. RECORD-KEEPING AND TRANSPARENCY

1. Documentation: Accurate and complete records of all donations shall be maintained, noting the amount, donor details, and any restrictions placed by the donor.
2. Disclosure: Consistent with BROAs confidentiality policies and donor privacy preferences, donation information may be disclosed unless anonymity is requested and agreed upon.
3. All records will be maintained for seven (7) years.

ARTICLE V. COMPLIANCE

1. Legal Compliance: BROA shall comply with all applicable laws and ethical standards regarding donations, including those relating to charitable contributions and fundraising.

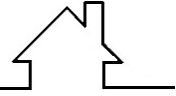
Chapter 3A: Donations Procedure

1. Review and Evaluation: All potential donations shall be reviewed and evaluated to ensure alignment with BROAs goals and the donor’s intent.



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2. Restrictions on Donations: Donations with significant restrictions that may impact the BROAs operations or mission must be reviewed and approved by the Board.
3. Acknowledgment and Receipting: All donors shall receive prompt, courteous acknowledgment of their donation, and, where appropriate, a receipt for tax purposes.
4. All records will be maintained in conjunction with Article IV of Chapter 3, as applicable.



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Chapter 4 – Discrimination and Harassment Policy

ARTICLE I. PURPOSE

The Benton Franklin Rental Owner’s Association (hereinafter referred to as “BROA”) is committed to providing a workplace free from discrimination and harassment. This policy is designed to promote a respectful and professional environment that is in alignment with Washington State laws.

ARTICLE II. POLICY

1. Zero Tolerance: BROA maintains a zero-tolerance policy for discrimination and harassment, whether based on an individual’s race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, or any other status protected by applicable laws.
2. Scope: This policy applies to all employees, board members, contractors, volunteers, and anyone who has a business relationship with BROA.

ARTICLE III. DEFINITIONS

1. Discrimination: Unfair or unequal treatment of an individual or group based on protected characteristics.
2. Harassment: Unwelcome conduct that is based on protected characteristics, including sexual harassment or any other behavior that creates an intimidating, hostile, or offensive working environment.

ARTICLE IV. RETALIATION PROHIBITED

Retaliation against any individual who reports discrimination or harassment, or participates in an investigation, is strictly prohibited.

ARTICLE V. DISCIPLINARY ACTION

Appropriate disciplinary action, up to and including termination from the Board of Directors and/or membership, will be taken against any member who violates this policy.

ARTICLE VI. EDUCATION

BROA will intermittently communicate to all Board of Directors and general members this policy as a means of prevention of discrimination and harassment at gatherings of BROA.

ARTICLE VII. POLICY MAINTENANCE AND DISTRIBUTION

1. Distribution: This policy shall be distributed to all Board of Directors and general members annually.
2. Review and Update: This policy will be reviewed annually and updated as needed to ensure compliance with changes in the law and best practices.



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Chapter 4A: Discrimination and Harassment Procedures

1. Annually, the discrimination and harassment policy will be disbursed to all members of BROA.
2. Complaint Process: Individuals who believe they have been subjected to discrimination or harassment should report the incident promptly to a member of the Board of Directors.
3. Investigation: All complaints will be investigated promptly, thoroughly, and impartially.



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Chapter 5 – Employee Conduct Policy

ARTICLE I. PURPOSE

The purpose of this Employee Conduct Policy is to ensure that all employees of the Benton Franklin Rental Owner’s Association (hereinafter referred to as “BROA”) adhere to certain standards of behavior and conduct. This policy aligns with Washington State laws and is designed to foster a professional, safe, and respectful working environment.

ARTICLE II. POLICY

It is the policy of BROA that all employees shall conduct themselves in a professional manner that reflects integrity, respects the rights and dignity of others, complies with all applicable laws and regulations, and promotes BROA’s mission and values.

ARTICLE III. STANDARDS OF CONDUCT

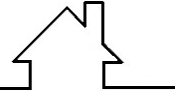
1. Compliance with Laws and Regulations: Employees must comply with all laws, regulations, and BROA policies affecting BROA operations.
2. Conflicts of Interest: Employees shall avoid any activities or conduct that could conflict, or appear to conflict, with BROAs best interests or that could compromise their capacity to perform their duties impartially. *See Chapter 2 and 2A.*
3. Protection of Assets: Employees are responsible for the proper use and protection of BROA assets and property, including confidential information.
4. Professionalism: All employees are expected to dress and act in a manner that is conducive to a productive and professional work environment.
5. Harassment and Discrimination: BROA is committed to a work environment free of harassment and discrimination. Any form of harassment or discrimination is strictly prohibited. *See Chapter 4 and 4A.*

ARTICLE IV. REPORTING AND ENFORCEMENT

1. Reporting Violations: Employees are encouraged to report any violation of this policy or unethical behavior to any of BROAs Board of Director personnel.
2. Disciplinary Actions: Violations of this policy may result in disciplinary action, up to and including termination from a position within the Board of Directors and/or general membership.

ARTICLE V. ACKNOWLEDGMENT OF POLICY

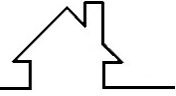
All employees are required to read and acknowledge this policy, confirming their understanding and agreement to comply with its terms.



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Chapter 5A: Employee Conduct Procedures

1. All Board of Director and member personnel will be made aware of this policy annually. Pertaining to Board of Directors, understanding and agreement with this policy will be documented within the meeting minutes. Approval of the meeting minutes at subsequent meetings will be deemed acknowledgement that this policy has been read and understood.
 - a. General members will receive an email with this policy language annually. An announcement will be made at the one of the annual general member meetings indicating the details of this policy.
2. In the event that there are any objections to this policy then it will be documented in the meeting minutes and an officer of the Board of Directors will work with those individuals to address the concerns.
3. In the event that any member of the Board of Directors is made aware of any employee conduct violation then one of more officers of the board will be made aware so the issue can be worked and path forward agreed upon by BROAs Board of Directors by vote.



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Chapter 6 – Gift Giving Policy

ARTICLE I. PURPOSE

This Gift Giving Policy outlines the guidelines for the Benton Franklin Rental Owner’s Association (hereinafter referred to as “BROA”) to give gifts. It ensures all gift-giving activities are conducted ethically, transparently, and in compliance with applicable laws and regulations.

ARTICLE II. POLICY

1. Authorization of Gift Giving: All gifts given by BROA must be authorized by the Board of Directors or a designated committee and must be within the budgetary limits set for such purposes.
2. Purpose of Gifts: Gifts given by BROA should serve to advance the mission of BROA, foster relationships with partners, or recognize significant contributions to BROA or community.
3. Compliance with Laws: All gifts must comply with the applicable laws and regulations concerning gift giving, including but not limited to tax implications and reporting requirements.

ARTICLE III. LIMITATIONS ON GIFT GIVING

1. Non-Discrimination: Gifts must be given without discrimination or preferential treatment.
2. Conflict of Interest: No gift shall be given in a manner that could be perceived as an attempt to influence decision-making processes or outcomes.
3. Value of Gifts: The value of any gift should be modest and in line with BROAs financial capabilities and ethical standards.

ARTICLE IV. RECORD-KEEPING AND REPORTING

1. Records Management: Detailed records of all gifts given must be maintained by BROA.

ARTICLE V. REVIEW OF POLICY

1. Periodic Review: This policy shall be reviewed annually or as necessary to ensure it reflects current laws, regulations, and BROAs values.

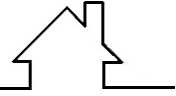
Chapter 6A: Gift Giving Procedures

1. Approval Process: The Board or designated committee must approve a gift, including the nature of the gift and the recipient.
2. Documentation: BROA must document all aspects of the gift, including the rationale for giving the gift, the recipient, and the cost.



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3. Transparency: BROA shall maintain a public record of all gifts given and can provide documentation/receipts upon inquiry.



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Chapter 7 – Investment Policy

ARTICLE I. PURPOSE

The Benton Franklin Rental Owner’s Association (hereinafter referred to as “BROA”) adopts this Investment Policy to govern the management of its investment activities. The policy is designed to ensure the prudent and effective management of BROAs funds in compliance with Washington State laws.

ARTICLE II. SCOPE

This policy applies to all investment activities of BROA.

ARTICLE III. OBJECTIVES

1. Safety: Preservation of capital in the overall portfolio is the foremost investment objective of BROA.
2. Liquidity: BROA will maintain the necessary liquidity to meet operational requirements.
3. Return on Investments: BROA seeks to achieve a reasonable return on its investments while minimizing potential risks.

ARTICLE IV. DELEGATION OF AUTHORITY

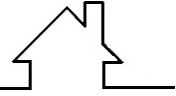
The Board of Directors can either vote through financial initiatives as a quorum or delegate the management of the investment program to a qualified and licensed Investment Officer, subject to oversight by the Finance Committee.

ARTICLE V. STANDARDS OF CARE

1. Prudence: The standard of prudence to be applied by either the board or the Investment Officer shall be the “prudent investor” rule, which states that investments shall be made with judgment and care under prevailing circumstances.
2. Ethics and Conflicts of Interest: Either the board or the Investment Officer shall refrain from personal business activity that could conflict with the proper execution of the investment program or that could impair the ability to make impartial decisions.

ARTICLE VI. INVESTMENT INSTRUMENTS

1. Allowed Investments: BROA may invest in instruments such as U.S. Treasury securities, federal agency securities, high-grade corporate bonds, and other securities as allowed by Washington State laws.
2. Diversification: The investments shall be diversified to minimize the risk of loss resulting from over-concentration in specific maturity, issuer, instrument, or class of securities.



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ARTICLE VII. REVIEW AND PERFORMANCE EVALUATION

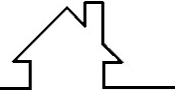
The Finance Committee shall review investment strategies and their execution, as well as the performance of the portfolio at least annually.

ARTICLE VIII. POLICY REVIEW AND AMENDMENT

This policy shall be reviewed at least annually and may be amended by the Board of Directors to ensure it remains aligned with the objectives of BROA and relevant regulations.

Chapter 7A: Investment Policy Procedures

1. The treasurer, in conjunction with any designated financial committee members or licensed financial officers, will track and trend all investments on behalf of BROA.
2. On a regular basis, the treasurer, as the lead for all financial aspects within the organization, will provide the Board of Directors updates as to the status of any and all investments. A part of this process can involve consult with any Licensed Financial Officer, as applicable. *Note that in the event that this involves a cost to BROA than a vote will need to occur.*
3. The treasurer, as the lead for all financial duties within the organization, will make recommendations to the Board of Directors regarding any potential changes to any and all investments made giving special consideration to prudence and ethics as a means of looking out for the greater good of the organization, its mission, and members.
4. The treasurer, in conjunction with the secretary, will ensure that all motions involving alterations to the investment strategy are properly voted in and documented within the meeting minutes, as necessary.
5. The treasurer, in conjunction with the secretary, will ensure that all alterations to the investment strategy are properly communicated to BROAs general membership after all changes are implemented. Any concerns from the general membership will be handled in accordance with BROAs bylaws.



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Chapter 8 – Privacy Policy

ARTICLE I. PURPOSE

The Benton Franklin Rental Owner’s Association (hereinafter referred to as “BROA”) is dedicated to protecting the privacy and security of personal information collected from members, tenants, employees, and other stakeholders. This Privacy Policy outlines BROAs commitment to safeguarding personal data in compliance with Washington State laws and industry best practices.

ARTICLE II. POLICY

BROA shall collect, use, and disclose personal information only with the individual’s knowledge and consent, except where otherwise required by law.

ARTICLE III. SCOPE OF INFORMATION COLLECTED

BROA may collect information necessary to fulfill its operational needs and legal obligations, including but not limited to names, addresses, phone numbers, email addresses, and financial information.

ARTICLE IV. USE OF INFORMATION

1. Membership Services: To manage membership records, communicate with members, and provide services.
2. Operational Management: For the administration of member records and to conduct BROA business. Note that this can include submittal is pertinent member information to the BROA lobbyist that is strictly related to use for lobby-related aspects of business and not for personal gain.

ARTICLE V. CONSENT

Consent for the collection, use, and disclosure of personal information must be obtained from the individual, unless exempted by law.

ARTICLE VI. INFORMATION SECURITY

1. Storage: Personal information shall be stored securely and protected against unauthorized access.
2. Retention: Information will be retained only as long as necessary for the fulfillment of the purposes for which it was collected or as required by law.
3. Disposal: Upon expiration of the retention period, information shall be destroyed in a manner that protects privacy, such as shredding or secure electronic deletion.

ARTICLE VII. ACCESS AND CORRECTION



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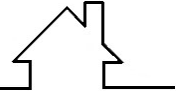
Individuals have the right to access their personal information held by BROA and to request correction of any inaccuracies.

ARTICLE VIII. POLICY REVIEW

This Privacy Policy will be reviewed regularly to ensure compliance with Washington State laws and to reflect changes in BROAs operations or legal obligations.

Chapter 8A: Privacy Policy Procedures

1. Personnel with access to membership information shall make every reasonable effort to safeguard personal information of members.
2. Personnel information is to be retained only as long as necessary. Upon the expiration of the retention period, information will be disposed of in conjunction with all applicable record retention policies.
3. Upon written request, an individual making inquiry on their personal information may be provided.



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Chapter 9 – Record Retention Policy

ARTICLE I. PURPOSE

This Record Retention Policy specifies the guidelines for maintaining and documenting the storage and destruction of the Benton-Franklin Rental Owner’s Association’s (hereinafter referred to as “BROA”) records. The policy ensures compliance with legal obligations and supports effective management practices.

ARTICLE II. POLICY

BROA is committed to proper record retention for legal, administrative, and historical purposes. This policy outlines BROAs approach to retain and dispose of records according to the schedule below.

ARTICLE III. RECORD RETENTION SCHEDULE

1. Financial Records: To be retained for seven (7) years following the end of the fiscal year to which they relate.
2. Tax Records and Returns: To be retained for seven (7) years from the date of filing the applicable return.
3. Membership and Board of Director Personnel Records: To be retained for seven (7) years following the termination of membership, directorship, or since last held office position.
4. Board Meeting Minutes: To be retained permanently in BROAs archives.
5. Member Records: To be retained for seven (7) years after the end of the membership year.
6. Property Records: To be retained for the period of ownership plus seven (7) years.
7. Legal Documents: Permanent retention of governing documents such as bylaws, articles of incorporation, and any amendments thereto. Other legal documents should be retained for a minimum of seven (7) years after the resolution of the issue.

ARTICLE IV. ELECTRONIC RECORDS

Electronic records shall be retained as if they were paper documents. Appropriate backups and safeguards will be in place to protect the integrity of the electronic records.

ARTICLE V. DESTRUCTION OF RECORDS

When the retention period expires, records shall be destroyed in a manner that maintains confidentiality, such as shredding or incineration. Electronic records shall be deleted and electronic storage media will be destroyed or cleared.

ARTICLE VI. POLICY REVIEW

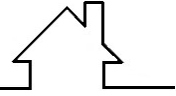


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This policy will be reviewed annually, or as needed, to ensure compliance with relevant laws and regulations.

Chapter 9A: Record Retention Procedures

1. The personnel serving on the Board of Directors will work in conjunction with the Chapter 9 requirements to ensure that records are maintained appropriately.



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Chapter 10 – Whistleblower Policy

ARTICLE I. PURPOSE

This Whistleblower Policy of the Benton Franklin Rental Owner’s Association (hereinafter referred to as “BROA”) is intended to encourage and enable employees and others to raise serious concerns internally so that BROA can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees, and volunteers to report concerns about violations of law or regulations that govern BROAs operations.

ARTICLE II. POLICY

It is contrary to the values of BROA for anyone to retaliate against any board member, officer, employee, or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, suspected fraud, or misuse of BROAs resources. An employee or volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment, volunteer status and/or membership.

ARTICLE III. REPORTING PROCEDURE

BROA encourages employees and others to share their questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, an officer (President, Vice President, Secretary, or Treasurer) is in the best position to address an area of concern. However, if one is not comfortable speaking with an officer or you are not satisfied with the officer’s response, you are encouraged to speak with an outside nonprofit support organization or legal resource.

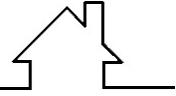
ARTICLE IV. ACCOUNTING AND AUDITING MATTERS

The Finance Committee of the board of directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls, or auditing. The treasurer, as the lead point of contact for all matters regarding finance, shall immediately notify the Audit Committee of any such complaint and work with the committee until the matter is resolved. *Note: See Chapter 1 for more detail pertaining to audits.*

ARTICLE V. ACTING IN GOOD FAITH

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

ARTICLE VI. CONFIDENTIALITY



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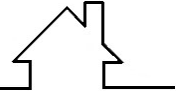
Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

ARTICLE VII. HANDLING OF REPORTED VIOLATIONS

BROA will acknowledge receipt of the reported violation or suspected violation by writing a letter (or email) to the complainant within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Chapter 10A: Whistleblower Procedures

1. All members on BROA shall act professionally and ethically when dealing with concerns pertaining to violations of law.
2. If BROA receives a written report of a violation, suspected or other, BROA will make every effort to provide acknowledgement of that complaint within five business days of receipt.
3. If corrective actions are determined as a result of any violations BROA will make every effort to implement those corrections with diligence.
4. BROA has a zero tolerance policy against retaliation of any member for whistleblowing. In the event of retaliation the Board of Directors are to convene as soon as practicable to determine a path forward regarding the membership status of the individual(s) in question.
5. See Chapter 1 for details pertaining to audit finding procedures.



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Chapter 11 – Commercial Membership Policy

ARTICLE I. PURPOSE

This Commercial Membership Policy establishes guidelines and procedures for commercial membership within the Benton-Franklin Rental Owners Association (BROA). This document outlines the criteria for commercial membership, the benefits associated with such membership, and the responsibilities of commercial members.

ARTICLE II. COMMERCIAL MEMBERSHIP CRITERIA

To qualify for commercial membership in BROA, an organization must meet the following criteria:

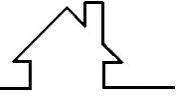
1. **Business Type:** The organization must be engaged in a business related to the construction, housing, rental or property management industry.
2. **Local Presence:** The organization must have a physical presence or operations in the Benton-Franklin region when they provide a physical service or goods. If the service is provided virtually it is preferred that they at least have a presence or can legally operate within Washington State.
3. **Ethical Conduct:** The organization must adhere to ethical business practices and comply with all relevant local, state, and federal laws.
4. **Reputation:** The organization should have a positive reputation within the community and the industry (i.e. better business bureau, yelp, etc.).

ARTICLE III. APPLICATION PROCESS

1. **Submission of Application:** Organizations interested in commercial membership must submit a completed application form along with their proposed ad and any required supporting documents.
2. **Review Process:** The BROA Board will review each application to ensure that the organization meets the specified criteria.
3. **Approval/Denial Notification:** Organizations will be notified of the Board's decision within a reasonable timeframe after the board has reviewed the application.

ARTICLE IV. COMMERCIAL MEMBERSHIP BENEFITS

1. **Networking Opportunities:** Commercial members will have access to networking events, seminars, and conferences organized by BROA to foster collaboration within the rental and property management industry.
2. **Advertising and Exposure:** Commercial members will be featured on the BROA website, place an ad in the monthly newsletter and an opportunity for a promotional presentation at one of our monthly membership meetings, providing visibility within the community.



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3. Educational Resources: Access to educational resources, workshops, and training sessions to stay informed about industry trends and best practices.

ARTICLE V. RESPONSIBILITIES OF COMMERCIAL MEMBERS

1. Adherence to Code of Conduct: Commercial members are expected to adhere to BROA's code of conduct, promoting professional and ethical behavior.
2. Active Participation: Organizations are encouraged to actively participate in BROA events, initiatives, and committees.
3. Timely Renewal: Commercial members must renew their membership annually and promptly pay any associated fees or their membership and ad will be rescinded.
4. Notification of Changes: Commercial members are responsible for notifying BROA of any changes in business operations or contact information.

ARTICLE VI. MEMBERSHIP FEES

Commercial membership fees will be determined by the BROA Board and may be subject to periodic review. Fees contribute to the association's operational costs and the provision of member benefits.

ARTICLE VII. GRIEVANCE PROCEDURE

In the event of a dispute or grievance, commercial members can follow the established grievance procedure outlined in the BROA bylaws.

ARTICLE VIII. AMENDMENTS

This policy and procedures document may be amended by the BROA Board as necessary. Members will be notified of any changes promptly. By adhering to the guidelines outlined in this document, BROA aims to create a vibrant and collaborative community within the rental and property management industry.



*Benton-Franklin Rental Owners Association***Chapter 12 - Revision Tracking**

02/12/2024

- Revision Synopsis: Creation of Document

3/11/2024

- Addition of Commercial membership policies.