



Chapter Policy and Procedures Manual Table of Contents

- I. **Administration (page 3)**
 - A. **Chapter Office**
 - 1. Address and Location
 - 2. Office Hours
 - 3. Holidays
 - 4. Inclement Weather
 - B. **Chapter Policy on Unlawful Harassment**
 - C. **Whistleblower Policy**
 - D. **Diversity Statement**

- II. **Financial (page 6)**
 - A. **General Financial Controls**
 - 1. Annual Audit
 - 2. Check Signing and Countersignatures
 - 3. Joint-control of Securities
 - 4. Mandatory leave
 - 5. Chapter Treasurer

 - B. **Financial Statements**
 - C. **Collections**
 - D. **Credit Card Policy**
 - E. **Payment Card & Information Technology Security**
 - F. **Reserve and Investment Policy**
 - G. **Contracts**
 - H. **Policy on the Process for Determining Compensation**
 - I. **Insurance**
 - J. **Document Retention Policy**

- III. **Board (page 12)**

- IV. **Programs (page 12)**
 - A. Fair Trade Statement
 - B. Trademarks
 - C. Speaker Policy
 - D. Ask the Experts videos Policy
 - E. Advertising Policy
 - F. Attendance Rates
 - G. Suitcasing Policy
 - H. Guidelines for Authors
 - I. Alcohol at Chapter Programs
 - J. Policy for Chapter Program Sponsors
 - K. Website/Data Privacy & Legal Policy

- V. **Committees and Councils**

- A. Chapter Committees
- B. Regional Councils
- C. Attendance at Chapter Events

VI. Addendums (page 28)

- A. Director Disclosure Statement, Board Conflict of Interest Policy, Board Statement of Expectations (see Bylaws)
- B. Committee Statement of Expectations
- C. Call for Presentations (Online document)
- D. Regional Council Charters and Committee Statements (See individual charters)
- E. Chapter Code of Conduct
- F. Sponsor Terms and Conditions



I. Administration

A. Chapter Office

1. Address and Location

Keystone Chapter, Community Associations Institute
Spring Mill Corporate Center
1100 E. Hector Street, Suite 460
Conchohocken, PA 19428

2. Office Hours

The office will be open from 8:30 AM to 4:30 PM Monday through Friday. The chapter may adopt flexible summer hours.

3. Holidays

The chapter shall be closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve day and Christmas Day.

4. Inclement Weather

In the event of inclement weather, the chapter executive director has the authority to close the office and will notify the president of the board.

B. Chapter Policy on Unlawful Harassment

CAI's Keystone Chapter is committed to providing its employees, directors and officers, volunteers, members, independent contractors, and event participants (collectively, "covered persons") with an environment that is free from harassment, in any form. CAI hires, promotes, compensates and administers all employment practices without regard to race, color, national origin, gender, age, religion, sexual orientation, gender identity, marital status, disability or any other legally protected status. CAI strongly supports the right of all employees to work in an environment that is free from all forms of discrimination, including sexual and other forms of unlawful harassment. CAI will not tolerate, condone or subject covered persons to sexual or other unlawful harassment. This policy applies to all covered persons and will be enforced without regard to the position or authority of either the alleged victim or harasser. Any covered person who violates this policy will be subject to disciplinary action up to and including termination or expulsion from CAI.

Harassment takes many forms, and may be, but is not limited to: works, signs, jokes, pranks, intimidation, physical contact, unwelcome sexual advances, requests for sexual favors, stalking, other verbal or physical contact of a sexual nature, vulgar or abusive



language, or violence as it relates to race, national origin, religion, age, disability, gender, sexual orientation or any other classification protected by local, state or federal laws. CAI will not tolerate any form of harassment of or by any individual. Any conduct by a covered person towards another covered person that is intimidating, hostile, offensive and/or specifically prohibited by law is prohibited. Any covered person engaging in such conduct will be subject to disciplinary action, which may include termination of CAI employment or as a contractor; suspension of membership, immediate expulsion from CAI-sponsored events; removal as a director, officer, or volunteer; or other actions as may be deemed appropriate. Dependent on severity of violation, offending person may be permanently banned from CAI sponsored events.

The covered person(s) who believe that they have been the subject of any form of harassment should immediately report such conduct to the CAI Executive Director, or any member of the Executive Committee of the Board of Directors. Any covered person submitting a complaint must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of this policy. Any allegations that prove to have been made maliciously or knowingly to be false will be viewed as a serious offense and subject to the same sanction as if they had committed the offense.

CAI will promptly investigate all reports of harassment and will keep the identity of the covered person(s) making the report and all aspects of the report and investigation confidential to the greatest extent possible. Investigations will be conducted by the Executive Committee of the Board of Directors. The executive committee may retain outside counsel if so desired or if the allegations warrant. Due process will be afforded to anyone subject to a report of harassment. If a member of the Board of Directors is the subject of a complaint, he or she may present arguments and supporting evidence on his or her behalf during the investigation, but will not otherwise influence or participate in the Board's proceedings on the complaint. Findings of all investigations and any recommendations will be presented to the full Board. After receiving investigative findings and recommendations, the Board shall take such action as may be appropriate and authorized under applicable law or the Bylaws to remedy substantiated complaints.

Any covered person who in good faith reports an alleged violation of this policy will be protected from retaliation. A covered person who retaliates against someone who submits a complaint is subject to discipline, up to and including termination of CAI employment, loss of engagement, and/or suspension of CAI membership.

Conduct/Anti-Harassment Policy complaints alleging a violation by the CAI Executive Director shall be made to the CAI Board President.

It is also a violation of this policy to fail to disclose information about a harassment complaint under investigation during an investigative interview; to violate the confidentiality of a harassment investigation; to attempt to intimidate or retaliate against anyone involved in an investigation; or to provide false or misleading information to an investigation.

C. Whistleblower Policy

This Whistleblower Policy of the Keystone Chapter of Community Associations Institute:

1. Encourages staff and volunteers to come forward with credible information on alleged illegal practices or serious violations of adopted policies of the Organization;
2. Specifies that the Organization will protect the person from retaliation; and
3. Identifies where such information can be reported.

Encouragement of reporting. The Organization encourages complaints, reports or inquiries about alleged illegal practices or serious violations of the Organization's policies, including illegal or improper conduct by the Organization itself, by its leadership, staff, volunteers 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 Organization has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via the Organization'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.

Protection from retaliation. The Organization prohibits retaliation by or on behalf of the Organization 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. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Where to report. Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. All complaints shall be in writing. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the Organization's chief employed executive or Organization President; if both of those persons are implicated in the complaint, report or inquiry, it should be directed to the President-Elect of the Organization. The person receiving the complaint will report all complaints to the chapter Executive Committee, consisting of the President, President-elect, Vice President, Immediate Past President, Treasurer and Secretary. The Executive Committee will conduct a prompt, discreet, and objective review or investigation and recommend what corrective action, if any, should be taken. The executive committee shall inform the Board of Directors of all complaints, prior to the initiation of an investigation, and their resolution at the conclusion of any investigation. Staff or volunteers must recognize that the Organization may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

Accounting & Audit Matters. The chapter Executive Committee shall immediately notify the Finance Committee of any concerns of complaints regarding account



practices, internal controls or auditing and work with the committee until the matter is resolved.

Acting in Good Faith. Anyone filing a written 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. The Organization reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

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

Handling of Complaints. The Executive Committee will notify, in writing, the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by investigation.

4. Diversity Statement

Community Associations Institute is committed to making diversity, equity, and inclusion a core aspect in our membership, on our staffs, and within the community association housing model at large. We firmly believe in the unique strengths of every individual and that diversity makes organizations more successful and communities more fulfilling. By actively cultivating and embracing diversity, we benefit from a vastly richer mix of ideas, perspectives, and life experiences that expand our thinking and our possibilities. We strive to foster a culture of discovery, innovation, and service as we continue to focus on our mission to build better communities.

II. Financial

A. General Financial Controls

- i. **Annual Audit:** The Board of Directors may cause to be performed an annual review and/or audit of the financial records of the Chapter.
- ii. **Check Signing and Countersignatures:** The chapter executive director shall have the authority to sign all checks written by the Chapter for monthly budgeted expenses that are less than \$5,000. A countersignature shall be required for all disbursement of funds of five thousand dollars (\$5,000.00) and over. Any member of the Executive Committee may from time to time be required to cosign checks at the Chapter Office as requested. Whenever possible, the chapter executive director will get approval from the Board for any expenditure for an unplanned event or project.



- iii. **Joint Control of Securities:** Two signatures shall be required to withdraw funds from any investment accounts of the Chapter.
- iv. **Mandatory leave:** All chapter employees having authority to disburse Chapter funds shall be required to take annual leave of not less than 5 consecutive business days.
- v. **Chapter treasurer:** The chapter treasurer shall be supplied with copies of the bank statements on a monthly basis.

B. Financial Statements

The chapter financial statements will be reviewed monthly by the chapter executive committee and by the full board of directors on a quarterly basis.

C. Collections

1. It is the policy of the Chapter that payment of all program fees, advertising fees, sponsorship contributions, or other purchases or services shall be made prior to the program attendance, publication, sponsorship event, or delivery of product or providing of such service. Program fees may be paid on the day of the program.
2. All invoices shall be mailed within fifteen (15) days after the order has been made and shall state that the invoice is to be paid within thirty (30) days of the invoice date.
3. The due date for event fees is the date of the event. The due date for advertising fees is forty-five (45) days in advance of publication.
4. If the invoice remains unpaid on the due date, a reminder invoice/second notice shall be mailed.
5. If payment is not received within thirty (30) days after the due date, a finance charge of 1% per month shall be applied to the outstanding balance.
6. Any member who is sixty days or more past due on the payment of any financial obligation owed to the Chapter (shall/may) be deemed a member not in good standing under Article III Section 5 of the chapter's bylaws and the member's voting privilege, eligibility for any Chapter awards and participation in Chapter events (which shall include, but is not limited to, committee membership, speaker's bureau membership, speaking opportunities, sponsorship, advertising, booth selection, membership directory listings or other opportunities offered by the Chapter) may be suspended by the board of directors until payment in full is received by the Chapter.
7. The chapter executive director shall review all accounts receivable on a monthly basis and if, after consultation with the executive committee, there are sums which should be referred for collection, the matter shall be placed on the agenda for consideration by the board of directors. All accounts unpaid after ninety (90) days of the due date shall be considered a delinquent account and included in a report to the executive committee.



8. The executive committee shall provide a report to the board of all accounts recommended for further collection efforts.
9. The board of directors will vote on referring accounts to an attorney or a collection agency for further collection action.
10. Based on recommendations from the attorney or collection agency the Board of Directors has the discretion to vote on any write-offs.

D. Credit Card Policies and Procedures

1. Payment for all chapter related activities may be made using credit cards. There will be no minimum or maximum dollar amount associated with credit card transactions.
2. Acceptance of credit card information for payment should be done primarily by the Administrative Assistant or the Executive Director. If those individuals are not available, other staff may accept credit card information to process for payment.
3. The chapter will accept Visa, Mastercard, American Express and Discover credit cards. A convenience fee of 2.5% will be assessed to credit card charges.
4. Credit card transactions may be taken in person via a secure online payment portal, via mail using an approved credit card slip, over the telephone and entered directly into a secure online payment portal, or via an online secure registration form.
5. To the greatest extent possible, credit card information should never be written down or printed. The preferred method for credit card payments is by the member paying via the association management system, or a secure online payment portal provided by the chapter to the member. When the member and credit card are present, the card can be swiped, or information can be entered into the secure payment portal.
6. CAI will not store cardholder data in any format, paper or electronic, outside of a Payment Card Industry (PCI) compliant payment environment. Cardholder data in written form will be destroyed upon completion of the credit card transaction.
7. Transactions and Disposition of Information
 - a. All transactions will be processed as soon as possible via the online gateway or swiped with a device.

- b. Credit card information received via email will be processed immediately, or by the close of business the day received, and the emails will be deleted and deleted from the recipient's deleted email folder.

E. Payment Card & Information Technology Security

1. Antivirus software obtained by the chapter will be installed, updated, and maintained on all devices at all times. Employees who disable or otherwise interfere with the proper functioning, including regular updates, of the anti-virus software may be subject to immediate discipline, up to and including termination.
2. All computer devices will have a password enabled to restrict access at the login screen to prevent unauthorized access.
3. All passwords must be secure and follow best industry practices on password length, security, re-use and periodic updates.
4. If a password is suspected to have been compromised, the password should be changed immediately.
5. Passwords will not be stored on paper or on any device with internet access.
6. Usage policy – no software, application or other downloadable product will be downloaded or installed on a company-owned computer or device without approval from the executive director. Any software, application or downloadable product that is not necessary to the functioning of the device for an official work purpose will not be approved and will be removed from the computer or device.
7. When using unsecured WiFi, a Virtual Private Network (VPN) secured by the chapter shall be used on all devices/computers.
8. The chapter executive director may limit or restrict access to certain websites if deemed harmful.

F. Reserve and Investment Policy

1. The Board of Directors anticipates that, from time to time, cash will accumulate in excess of the current and immediate needs of the chapter.
2. The Board of Directors authorizes the investment of reserve funds using the following guidelines.
 - a. The Executive Committee of the Board shall be responsible for investing the cash resources of the chapter in marketable securities, which are federally insured or otherwise guaranteed, such as treasuries, bills and notes, certificates of deposit, money market funds and held in the name of the chapter for the purpose of earning a return.
 - b. Invested funds shall be readily salable with a readily determinable market price.

Such funds shall be laddered, to the extent possible and practicable, in investment vehicles that do not expire on the same date.

- c. On a quarterly basis, the Executive Committee and the Executive Director will review the performance of the invested funds, any need to make changes in the investment of funds. The executive director has the authority to liquidate or transfer some or all of the funds to meet the cash flow obligations of chapter and will so notify the Executive Committee and the Board of such transfers.
- d. On a quarterly basis, the Treasurer, as part of the regular report to the Board of Directors, shall provide information on the investment of such funds and value of the funds. The report shall contain a detailed listing of the types of investments made with the funds. (For purposes of meeting this reporting requirement, a copy of any investment statement provided by a third party which details the investments shall be satisfactory.)
- e. The Chapter shall maintain appropriate fidelity insurance coverage that specifically names the Executive Director, the Treasurer, and all members of the Board of Directors in the discharge of assigned duties with respect to management of chapter funds.

G. Contracts

- 1. The chapter executive director may negotiate and sign contracts for routine services and budgeted events. This may include, but is not limited to, hotel banquet event orders, printing, insurance policies, speakers, office equipment, etc.
- 2. Contracts for long-term agreements or services of an ongoing nature, such as leases for office space, etc, will be reviewed by the board of directors and subsequently signed by the chapter executive director.

H. Policy on the Process for Determining Compensation

This Policy on the Process for Determining Compensation applies to the compensation of the following persons employed by the Organization:

The Organization's **chief employed executive**.

The process includes all of these elements: (1) review and approval by the board of directors or compensation committee of the Organization; (2) use of data as to comparable compensation; and (3) contemporaneous documentation and recordkeeping.

- vi. **Review and approval.** The compensation of the person is reviewed and approved by the board of directors or finance committee of the Organization, provided that persons with conflicts of interest with respect to the compensation arrangement at issue are not involved in this review and approval.
- vii. **Use of data as to comparable compensation.** The compensation of the person is reviewed and approved using data as to comparable compensation

for similarly qualified persons in functionally comparable positions at similarly situated organizations.

- viii. **Contemporaneous documentation and recordkeeping.** There is contemporaneous documentation and recordkeeping with respect to the deliberations and decisions regarding the compensation arrangement.

I. Insurance

The chapter shall maintain adequate insurance coverage for Directors and Officers liability and general liability insurance. Each policy will be renewed on an annual basis and will be reviewed from time to time by the chapter executive committee.

J. Document Retention and Destruction Policy

This policy 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 Organization's documents and records.

1. **Rules.** The Organization'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 I-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 terms for retention may be granted only by the Organization's chief staff executive or Chairman of the Board.

III. Board

Procedures that govern the election, authority, and conduct of the chapter Board of Directors are outlined in Article VI of the Chapter Bylaws.

Each member of the board is required to annually submit the Director Disclosure Statement, Conflict of Interest Policy and Statement of Expectations.

The chapter board Director Disclosure Statement, Conflict of Interest Policy and Statement of Expectations are all attached as Addendum A.

IV. Programs

A. Fair Trade Statement

Whenever competitors within an industry gather, appropriate care must be exercised to ensure that violations of anti-trust laws do not occur.

All participants of any Chapter event should avoid any collusive practices or discussions. Collusion is an agreement to restrain trade and most usually is evidenced in the following anti-trust violations: product boycott, restrictive market allocations, refusal to deal with a third party, and price restraining activities.



There need not be written or verbal agreements to restrain trade. Conversation regarding any of these sensitive areas may be construed as implicit violations.

Attendees should avoid discussion of pricing, such as the prices paid and charged, including labor costs; market shares and allocation; quality ratings of product or suppliers – particularly those that may cause a competitor to lock out or to cease purchasing from a specific supplier; any other areas that might have anti-competitive repercussions. For your own protection and the protection of your company, CAI recommends that should one of these subjects be brought up in any discussion, it would be in the attendee's best interest to voice their objection to it and disassociate themselves from the discussion should it continue.

The Chapter will not limit the exchange of business cards at any chapter event. However, since there are paid sponsorships available, any other type of advertising is not allowed, unless the firm/company is a sponsor of such an event. Thus, any attendee, speaker, or moderator may not hand out promotional material to attendees.

B. Trademarks

The chapter will maintain a trademark of the Gold Star Community term and logo and actively enforce use restrictions one use the trademarks. Staff will file necessary trademark renewals on the schedules below as required by the US Patent and Trademark Office:

Requirements in the First Ten Years*

What and When to File:

First Filing Deadline: You must file a Declaration of Use (or Excusable Nonuse) between the 5th and 6th years after the registration date. See 15 U.S.C. §§1058, 1141k. If the declaration is accepted, the registration will continue in force for the remainder of the ten-year period, calculated from the registration date, unless cancelled by an order of the Commissioner for Trademarks or a federal court.

Second Filing Deadline: You must file a Declaration of Use (or Excusable Nonuse) and an Application for Renewal between the 9th and 10th years after the registration date.* See 15 U.S.C. §1059.

Requirements in Successive Ten-Year Periods*

What and When to File:

You must file a Declaration of Use (or Excusable Nonuse) and an Application for Renewal between every 9th and 10th-year period, calculated from the registration date.*

Trademark Registration Dates:

Gold Star Community: Reg. No. 5,522,839; Registered July 24, 2018

Gold Star logo: Pending

c. Chapter Speaker's Policy and Speaker's Bureau

The Keystone Chapter of Community Associations Institute has adopted the following speaker guidelines in order to establish a fair and equitable environment for all members who wish to



benefit from speaking at chapter programs, and those who wish to benefit from the educational nature of these programs. Any conflict which may arise within these guidelines will be resolved only by the chapter Board of Directors. Speakers are required to submit the CAI Speaker's Bureau Application and agree to abide by all CAI Speaker Policies.

Scheduling

Scheduling of any chapter program or activity must be approved by the Executive Director, the Committee responsible for the activity, and be within the budgetary parameters set forth in the chapter budget. Expenditures outside of the approved budget are subject to the approval of the chapter Board of Directors. All programs must be scheduled a minimum of 12 weeks prior to the event. The chapter will, to the greatest extent possible, make all event scheduling decisions before January 1st of each year.

Chapter Speakers Bureau

Objectives of the Speaker's Bureau

All presenters selected to speak at a chapter program must be a member of the Chapter Speakers Bureau. The chapter has established this speaker's bureau in order to accomplish the following objectives:

1. Insure that the chapter has a broad list of competent, knowledgeable presenters for chapter programs.
2. Insure that all members who wish to have the opportunity to be considered as a presenter are afforded that opportunity.
3. Insure that chapter committees have a broad selection of potential speakers from all geographic areas from which to choose.
4. Insure that chapter committees are not using the same presenters on a regular basis.
5. Insure that the chapter office has the information it needs to promote the program and speakers in a timely manner.

Membership in the Speakers Bureau

1. Potential speaker must be a current member of the Keystone Chapter for a minimum of 90 days prior to applying for membership in the Speakers Bureau. Speakers from other CAI chapters and CAI's national organization will be considered on a case by case basis. The chapter will make exceptions to this rule in the case of government employees, elected officials and university/college faculty/staff with expertise in a subject area not covered by a member of CAI. The chapter board of directors may approve a non-member speaker if there is a justifiable reason for not using a member.
2. If an approved member of the speaker's bureau allows his or her membership to lapse, the speaker will be dropped from the speaker's bureau. The speaker may re-apply to the speaker's bureau once membership is renewed.
3. In order to be considered for membership in the speaker's bureau, each potential speaker must fill out and submit to the chapter office the Speakers Bureau Application.
4. Each potential speaker will be asked to identify which geographic regions within the chapter's territory in which they are willing to speak.
5. Completed speaker's bureau applications will be reviewed and approved by the chapter board of directors on a monthly basis.



Speaker's Bureau Guidelines

1. Individuals may speak at any chapter program once per calendar year.
2. Multiple individuals from a single member company may speak at chapter programs throughout the year but no member company shall have the opportunity to provide a speaker more than 2 times each calendar year.
3. In the case of programs offered by any CAI Regional Council, a member company may not provide a speaker more than one time per year in any regional council area.
4. The speaker's bureau roster will be maintained by the chapter office. Prior to notifying a speaker that they have been selected to speak, each chapter committee will confirm with the chapter office that the individual is a member of the speaker's bureau and is qualified to be a speaker under these guidelines.
5. The chapter office has the authority to veto any speaker selection that does not comply with the speaker's bureau guidelines.

Speaker Selection

Chapter committees must select speakers who are approved members of the chapter speaker's bureau. A list will be provided to committees at the committee kickoff in January and will be provided with updated speakers' lists as necessary.

CAI may require that more than one company in an industry (such as attorneys or management companies) participate in a program that is selected for presentation to chapter members.

Once a speaker is selected, the speaker will be asked to complete a Call for Presentations outline that will detail the topics to be covered by the speaker. This information must be completed and submitted to the chapter office 90 days in advance of the program date. Speakers may bring an additional representative to assist the speaker at a program, however the additional representative may not participate as a speaker during the program. The additional representative must register as an attendee through the chapter office but will not be required to pay a registration fee. Substitute speakers, regardless of the reason for substitution, must be approved in advance by the executive director.

Speakers are not required to pay a registration fee for the program at which they are presenting.

Presentation Materials

Speakers are responsible for providing a topic outline, bio and signed Call for Presentations not less than 90 days in advance of the program date to insure the chapter has ample time and info to properly publicize the program. A copy of any power point presentations and handouts must be provided to the chapter office no later than three weeks in advance of the program. Contents of presentations and handout materials should reflect the educational purpose of the program and should not promote the speaker's commercial interests. Handouts may be copied on company letterhead. The chapter will not print handouts for speakers and encourages the use of power point presentations to reduce printing. If the presentation items are not provided to the chapter within established time frame, they will not be permitted to be used on the program date. The chapter reserves the right to request changes to presentations and handouts.



Endorsement

Speakers for the chapter are prohibited from endorsing a service or company to an attendee at a program. In addition, the use of a speaker does not imply an endorsement of the speaker's product or service by CAI.

Self-Promotion

Speakers are prohibited from distributing business cards or other promotional materials to attendees at a program. However, the speaker may network with attendees during breaks and after the program and provide business cards or other promotional materials to attendees who specifically request such information.

The speaker's name, title, company/firm name, CAI designations and other short biographical and contact information (phone number, email address and/or website address) will be included on the event flyer.

The chapter Call for Presentations, Speakers Bureau Application and Speaker Policy Acknowledgement is included in this manual as Addendum C.

D. Business Partner Ask the Experts Program Guidelines

The following guidelines pertain to the Business Partners Ask the Experts program in order to establish a fair and equitable environment for all members who wish to benefit from speaking at an Ask the Expert program, and those who wish to benefit from the educational nature of these programs. Any conflict which may arise within these guidelines will be resolved only by the chapter Board of Directors.

Participants in this program are required to be members of the CAI Speaker's Bureau and abide by all CAI Speaker Policies.

Scheduling and Topic Selection

Topic selections for these programs will be vetted through the Business Partners Council in conjunction with chapter staff. Topics should be highly relevant to the issues confronted by members of CAI.

Scheduling of Ask the Experts Programs will be the responsibility of the Business Partners Council, in conjunction with chapter staff. The council will work to schedule programs several weeks in advance to avoid last minute scheduling conflicts.

Presenters

- All presenters selected to speak at a chapter program must be a member of the Chapter Speakers Bureau and abide by the Chapter Speakers Policy.
- Individuals may speak at an Ask the Experts Program twice per calendar year. Multiple individuals from a single member company may speak at an Ask the Experts program



throughout the year but no member company shall have the opportunity to provide a speaker more than 2 times each calendar year.

- Participation in an Ask the Experts program will not be considered a speaking engagement subject to the once per year limitation on speaking at chapter programs.
- The chapter office has the authority to veto any speaker selection that does not comply with the speaker's bureau guidelines.

Ask the Experts Video Content

Ask the Experts videos will be the sole property of the chapter and will reside on the chapter website, social media and Youtube pages. The videos may be shared by others using social share links but may not be embedded on other websites or social media pages.

Endorsement

Speakers for the chapter are prohibited from endorsing a service or company to an attendee or viewer of a program. In addition, the use of a speaker does not imply an endorsement of the speaker's product or service by CAI.

Self-Promotion

Speakers are prohibited from self-promotion during the Ask the Experts recording.

Branding of Content

The chapter will design a virtual background and other graphics and logos to be used in conjunction with the Ask the Experts programs.

E. Advertising Policy

1. Member Directory

Advertising is available, to members only, on a first-come-first-served basis in the chapter membership directory. CAI reserves the right to reject any ad that is not in keeping with the publication's standards. CAI assumes no responsibility for lost or damaged copy or artwork. Advertisements must be paid in full in advance of publication to guarantee inclusion.

Premium ad space will not be reserved on a right-of-first-refusal basis to previous advertisers.

Directory ad rates will be set annually by the chapter finance committee/board of directors in conjunction with the adoption of the chapter budget.

For purposes of solicitation, or for any other purpose, the chapter membership list will not be sold or provided to members or non-members in any way other than in the annual membership directory or online membership directory. Individuals or organizations wishing to buy or rent the chapter membership list will be referred to CAI's national office.

2. Chapter Magazine

Advertising is available on a first-come-first-served basis in the chapter magazine, *Community Assets*. CAI reserves the right to reject any ad that is not in keeping with the publication's standards. CAI assumes no responsibility for lost or damaged copy or



artwork. Advertisements must be paid in full in advance of each publication date to guarantee inclusion. For single ad placements, payment is due with the Advertising Order Form. For multiple ad placements, payment is due for the first ad. Additional ads will be billed prior to each issue. The advertising to editorial ratio shall fall within a range of 30% to 40% advertising per issue of *Community Assets*.

Member and non-member ad rates will be set annually by the chapter finance committee/board of directors in conjunction with the adoption of the chapter budget.

F. Attendance Rates for Chapter Programs

Attendance rates for members and non-members will be set annually by the chapter finance committee/board of directors in conjunction with the adoption of the chapter budget. Input from relevant committees will be included in this process.

Individual Managers: Individual managers must have an individual manager membership in CAI in order to participate at the member rate. This includes managers who work for community associations and/or management companies who have separate memberships in CAI. Individual managers who are not individual members of CAI may attend one program at the member rate. At future programs, the non-member manager would be charged the non-member rate.

Non-Manager Staff of Associations or Management Companies: Individuals in these categories may attend at the member rate if the association has other individuals who are members or the management company is a member. If the association or management company does not have other individuals who are members, non-member rates will apply.

Community Association Board Members: Community Association volunteer leaders who are not individual members of CAI may attend one program at the member rate. At future programs, the non-member volunteer leader would be charged the non-member rate.

Business Partners: All employees of a company that is a business partner member of the chapter are entitled to attend any program at the member rate. Business partners who are not members of CAI may attend one program at the member rate. At future programs, the non-member business partner would be charged the non-member rate.

Spouses: spouses of members are welcome to attend events at the member rate.

Members of other CAI chapters are considered members for purposes of this policy. This does not necessarily apply to advertising, trade show booth fees, or other rates.

Committee members are expected to pay the regular admission rate for all chapter events. In certain cases where the committee chair is expected to attend multiple programs per year and perform the duties of the chair's position, the chapter may permit the committee chair or his/her designee to attend programs of his/her committee at no cost. Members of the CAVL Committee may attend all committee-sponsored homeowner education programs for free. Committee chairs and committee members must register to attend programs.

Early Bird Registration Structure



The chapter shall adhere to an attendance fee policy that offers an early and late registration rate. Early registration refers to a registration to attend a chapter program that is made and paid for no later than 7 days in advance of the program. Late registration refers to registrations within 7 days of the program or at the door. This registration system encourages early registration and payment and provides for a discount for members who pay in advance. Early registration deadlines shall be included in all program publicity. For all programs, a company/association that signs up 5 or more attendees will receive a \$5 per ticket discount on the 5th and additional registrations.

G. CAI Suitcasing Policy

CAI Our exhibitors and sponsors spend a lot of money to participate in the Annual Conference & Expo. CAI has a no-tolerance policy regarding “suitcasing”, which describes the practice of non-exhibiting companies or individuals soliciting sales or sales leads on the trade show floor, in any session or networking reception, or anywhere within the event venue or hotel or soliciting conference participants for conflicting educational or social activities during CAI’s Annual Conference & Expo.

Speakers

Non-exhibiting business partners participating in the event as speakers are prohibited from soliciting business on the tradeshow floor, in or after sessions, or anywhere in the event venue or hotel.

Non-Members

Non-member, non-exhibiting business partner guests are welcome to attend, after paying an admission fee, and will be issued a special name badge.

Interpretation of what constitutes suitcasing is at the sole discretion of CAI’s Board of Directors. Violators of these policies will be given a warning at the event. If the violation continues, the violator will be asked to leave the event, and, at the board’s discretion, charged the single booth rate based upon the violator’s member status, which must be paid prior to registering as an attendee, exhibitor, or sponsor at any future chapter event.

Exhibitors should refrain from talking to attendees or conducting business outside of your own booth. All parts of the exhibit must remain in exhibitor’s assigned space. No exhibit will be allowed to infringe upon aisle space.

H. Community Assets Guidelines for Authors

Community Association Institute’s (CAI) bi-monthly publication, *Community Assets*, provides a great deal of exposure to the CAI membership. These guidelines are intended to maintain the publication’s high standards and assure that the information presented is of interest to our membership.

[Disclaimer on Information Printed in Community Assets](#)

The following disclaimer appears in every issue of *Community Assets*: ***Community Assets* is a publication of the Keystone Chapter, Community Associations Institute. *Assets* is published six times each year. All articles and paid advertising represent the opinions of authors and advertisers and are not necessarily the opinion of CAI and the chapter. CAI is not responsible for the content of articles. Questions about content should be directed to the author of the article.**

Content

We cannot accept articles deemed to be promotional in nature. Authors may not promote their business, upcoming seminars, or products that the company produces or sells. Articles will be followed by a brief bio, edited by the publisher, which will include information about the author and the author's business.

Conditions

Acceptance of articles by CAI implies certain conditions, specifically:

- *Community Assets* is an informational magazine and articles submitted for publication should be fact-based, as opposed to op-ed pieces.
- CAI reserves the right to print the article more than once if it deems it appropriate
- Acceptance of an article by CAI is not a guarantee that it will be published
- By submitting an article, you are representing that said article is an original piece of work written by you or others in your organization and that you have the right to submit the materials. CAI relies upon your representation as fulfillment of its responsibility to exercise diligence in the acceptance of materials.

Submission Guidelines

Articles will only be accepted if submitted in the following format:

- Please e-mail your article in either **Microsoft Word** or **Open Office** format to tony@cai-padelval.org or mike@cai-padelval.org. PDFs or other file formats will not be accepted.
- Please limit the length of your article to **approximately 1000 words**. Lengthier articles may be accepted but may be edited for space reasons.
- All articles must be **single-spaced**, using **Arial 10 pt. font**. Please **DO NOT indent** paragraphs.
- All **submissions MUST include**: author's name, company, title, e-mail address or phone number, and a brief (no more than two sentences) information statement about the author.
- Photographs for the article may be submitted. Please submit photographs in .jpg format and high resolution. Photographs may be resized and cropped due to space limitations.

Article titles and content are subject to review, edit, and change at the discretion of the editorial staff.



I. Policy on Alcohol at Chapter Programs

To promote responsible behavior, the chapter will not host open bars for chapter programs with exceptions of the annual Golf Outing. A maximum of two drink tickets per person will be distributed by the chapter for any event that has alcohol served and is not a cash bar. This policy does not prohibit sponsors or others from buying additional tickets to distribute. Members and attendees are encouraged to drink responsibly.

J. Policy for Chapter Program Sponsors

Sponsors are provided with an opportunity to network with attendees for a period of time prior to the start of the program, at breaks, or at the end of a program.

Sponsors are invited to either place sponsor material at attendee seats, or, space permitting, occupy a sponsor table. Chapter staff will confirm which of these options will be available to sponsors several weeks prior to each program.

The following rules apply to all program sponsors, with the exception of the chapter Annual Conference & Expo and mini trade shows. Rules and policies pertaining to trade shows will be included in exhibitor contracts.

- No free-standing displays or pop-up banners are permitted due to space limitations.
- No TVs or monitors are permitted, as electricity will not be available to sponsors.
- Table cloths will not be provided.
- No food/beverage may be distributed by sponsors. Candy may be distributed.
- Sponsors may distribute company literature, brochures, flyers, or giveaway/promo items only.
- Sponsors must arrive and set up prior to the advertised start time for the program. Late arriving sponsors will not be permitted to set up or distribute information while presenters are speaking.

All sponsors are required to acknowledge these policies. Sponsors that receive complimentary attendees must provide attendee names one week in advance of the program so name tags can be prepared and accurate counts can be provided for food and beverage purposes.

Sponsors who fail to acknowledge these policies may be prohibited from attending the program.

K. Website/Data Privacy and Legal Policy

Protecting your privacy is important to CAI. We understand the importance our web users place on their personal information. We want you to understand what information we collect and how we use it.

By visiting our website, you are accepting the practices described in this Privacy Policy. Changes to our Privacy Policy will be posted in this statement. For purposes of this policy, CAI



exclusively refers to the Keystone Chapter. For privacy policies of the national organization or other chapters, contact those organizations directly.

Security

When you enter sensitive information via the CAI website, such as a credit card number or personal data, the information is encrypted with industry-standard encryption software—SSL. While on a secure page, including registration / payment forms, a lock icon displays on your web browser.

Information Collection and Use

CAI collects information in several ways on our website. Personal information is collected when you create an account; sign up for membership; register for a program or event; purchase a merchandise item; contact CAI via e-mail through the contact form; post a listing in the Career Center; submit information in the eBid app; sign up to receive newsletters; or manage your e-mail subscriptions.

Personal information collected in the Career Center is used for the sole purpose of displaying exactly what the user intended to display and is not used by CAI for any other purpose. Information submitted in the eBid program is emailed externally to participating vendors.

Information collected from other areas of the site is used for billing and to fill customer orders. It may be used to contact you regarding your purchase or request. Information on contact preferences is stored in your record and used for membership purchases.

E-mail and postal addresses are occasionally used to contact members to send information, educate members, to generate volunteer support for the organization or to send surveys to collect data on programs, benefits, services or for industry research.

E-mail Communications

Occasionally, CAI will distribute information on products, services, events and special promotions. If you do not wish to receive these communications you may click the "unsubscribe" link at the bottom of the message. If you have questions, you may contact CAI at (877) 608-9777 (M-F, 8-4:30 ET) or info@caikeystone.org. You will be taken off lists within 10 business days of your request.

Cookies

Cookies are files stored on a user's computer. They are correlated to the particular user but are not linked to any personally identifiable information. CAI uses cookies to maintain log-in information, anonymous traffic data and shopping basket contents. We monitor aggregate visitor data with Google Analytics, which uses cookies to collect anonymous traffic information. You can opt to decline cookies or delete them at your discretion. Web browser "help" files will provide proper instructions to manage and delete cookies. If you choose not to accept cookies, you may not have access to the full benefits of the website. For example, you will not be able to access information in the Members Only section.

Information Sharing

CAI may on occasion provide names and mailing addresses of CAI members to CAI Business Partners who sponsor or exhibit at an event so they can share information about their products



and services. CAI does NOT rent or sell member lists. CAI does NOT release e-mail addresses, phone or fax numbers, or any financial information on these mailing lists. CAI does not release the names and addresses of community association members to management companies. For Business Partner and Management Company members only, CAI publishes an online directory that includes contact information such as phone numbers, fax numbers and email addresses. CAI also publishes a printed membership resource guide that contains the above information for business partner and management company members. For manager members, CAI will print your name, company or organization, mailing address and phone number. For homeowner leader members, only your name, community association, title, city and state will be printed in the membership guide.

CAI uses an outside source for credit card processing. This company does not retain, share, store or use personally identifiable information for any secondary purposes.

Links

This website contains links to other sites. CAI is not responsible for the privacy practices of other sites. When you click on links to other sites, you are leaving may www.caikystone.org. This Privacy Policy applies solely to information collected on the CAI website.

Visitors to www.caikystone.org can rest assured, knowing that your personal information is safe and secure.

Privacy Rules / Parental Controls

The chapter has opted in to certain requirements of the General Data Protection Regulation (GDPR) that took effect for European Union nations on May 25, 2018. This functionality includes the privacy policy above and cookie consent. The chapter has opted not to enable functionality in NetforumPRo that would permit a person to request to be forgotten, or permit a minor to login to the website. As per GDPR, if this functionality is enabled, staff would need to verify the minor has permission to use the site from the guardian. To avoid this staff responsibility, minors are prohibited from logging in to the chapter website.

V. Committees and Councils

A. Chapter Committees:

The following committees will be regular standing committees of the chapter and may be staffed, or not, subject to the needs of the chapter at any given time. Ad-hoc committees may be formed by the board of directors, executive committee or chapter president on an as-needed basis.

Annual Conference and Expo
Awards
Business Partners Council
Chapter Programs Council
Communications & Content
Homeowner Leaders Committee
Managers Committee
Golf Committee

Gold Star Committee
Government & Professional Affairs
PULSE Committee
Central PA Regional Council
New Jersey Regional Council
Philadelphia Regional Council
Poconos Regional Council



Each committee will perform the functions outlined in the committee description form and will adhere to these guidelines, as well as those outlined in the committee description. Each committee will have a member of the chapter board who serves as a liaison between the committee and the board. The Board may, from time-to-time, adopt committee procedures, rules or guidelines. The size, functions and duties of each committee will be determined by the Board, and may be changed by the Board from time-to-time. Regional Councils will be further governed by a regional council charter.

Membership

Committee members will be appointed by the President-elect in the fall prior to his/her term of office. The chapter president and executive director will be ex officio members of all committees. The following membership guidelines apply to each committee:

- An appointment to a committee may be made by the Board at any time.
- Any member of a committee, and any committee officer, may be reappointed, reassigned, moved or removed from time-to-time, as may be determined by the Board.
- All committee members will be appointed to one-year terms from January 1 to December 31 and may be appointed to successive terms. Members will be required to sign and abide by the CAI Committee Statement of Expectations.
- Each committee shall be limited to no more than thirteen (13) members. .
- Vacancies will be appointed by the president, with consideration given to recommendations from the committee.
- Membership on each committee will be balanced according to the membership categories in CAI, with the exception of member-category specific committees.
- All committee members will be current members of CAI Keystone Chapter

Committee Leadership

Committee Chairs and Vice Chairs will be appointed by the chapter board of directors. No person shall serve more than two years as chair or vice chair of one committee, subject to the discretion of the board. Duties and responsibilities of the chair shall include:

- The Committee Chair is responsible for holding meetings on a regular basis, not less than four (4) times per year.
- The Committee Vice-Chair is responsible for tracking attendance at the Committee's meeting(s).
- The Committee Chair shall designate a Secretary to take, distribute and maintain the Committee meeting minutes.
- The Committee Chair will provide committee leadership and lead each committee meeting
- The Committee Chair will prepare a calendar of regularly scheduled meeting dates
- Committee leadership will Help recruit new committee members and delegate appropriate work to members
- The Committee Chair will prepare and distribute meeting agendas and other relevant information to committee members

- The Committee Chair will prepare quarterly committee report to the chapter board of directors (March, June, September, December) and submit the report, not less than ten (10) days prior to the board meeting, to the Board Liaison and Executive Director.
- If the above deadline is missed, Chapter staff shall contact the Committee Chair for an update
- The Committee Chair will copy Chapter Executive Director on all committee agendas and meeting minutes.

Meetings & Attendance

Each committee shall meet at least four times each year. The committee chair is responsible for setting up the meeting calendar for the year, securing a location that is convenient for members, and notifying, with the assistance of the chapter office, each committee member. Each committee member is encouraged to attend the annual chapter committee kickoff meeting.

- All Committee volunteers, by virtue of their decision to join a committee, are expected to attend Committee meetings.
- An excused absence from a meeting is permitted in cases where the volunteer notifies the Vice-Chair not less than seventy-two (72) hours prior to the meeting, in writing, of their inability to attend the meeting and said absence is for a legitimate reason. The notification must identify the basis for the absence. Failure to designate a basis for the absence will be considered unexcused.
- The Committee Chair will determine whether an absence is excused or not excused. Examples of excused absences include, but are not limited to: medical emergencies, family emergencies, personal emergencies, court orders, and prescheduled meetings of which the Committee Chair has been advised.
- If a committee member misses three (3) consecutive meetings in the course of one year based on unexcused absences, that Committee member may be removed from the Committee and prohibited from serving on any committee for a period of one (1) year. All attempts should be made by Chapter staff, the Committee Chair, and Committee Vice-Chair to prevent these sanctions.

Program Attendance

Committee members are expected to pay the regular admission rate for all chapter events. In certain cases where the committee chair is expected to attend multiple programs per year and perform the duties of the chair, the chapter may permit the committee chair or his/her designee to attend programs of his/her committee at no cost.

Reports

Each committee chair is responsible for preparing a written committee report to the board on a quarterly basis. Reports will be due on March 1, June 1, September 1 and December 1. The Board may request additional reports from time-to-time. All reports, as well as all other recommendations, statements, memoranda, correspondence and communications

from a committee, must be submitted to the Board through the executive director's office, so they may be included in the executive director's reports to the Board.

Limitations on Authority

This section of the chapter Committee Policies and Procedures shall also apply to all Regional Councils and Regional Council Committees.

In order to administer and coordinate the work of committees, and to control legal exposure and manage any liability associated with the work of any committee, as well as to protect chapter volunteers, the following limitations on the authority of committees, committee chairs and committee members (referred to hereinafter as "committees"), shall be observed:

- Committees do not have the authority to bind, verbally or in writing, nor may they sign, initial or enter into, contracts, agreements or event orders on behalf of the chapter with any meeting facility, speaker, caterer, hotel, restaurant, vendor, or other provider of products or services. Committees may negotiate rates, fees, etc on behalf of the chapter without providing an agreement to any terms with another party.
- Committees do not have the authority to commit the chapter to any expenditure of funds nor do committees have the authority to expend funds without prior written approval from the chapter executive director.
- Committees do not have the authority to commit the chapter to perform any act or task, nor to forbear from performing any act or task, without prior written approval from the chapter executive director.
- Subject to the discretion of the chapter executive director, committees do not have the authority to receive payment in any form for any sponsorship, advertisement or attendee registration fee on behalf of the chapter. All payments must be sent directly to the chapter office by the purchaser. Committees may assist with registration at events and collection of payment with the approval of the chapter executive director, in particular when a staff member is not present to perform this function.
- Committees do not have the authority to set fees for event sponsorships or attendee registration. These fees will be set by the chapter board of directors.
- Committees do not have the authority to issue statements or correspondence on CAI letterhead or using a CAI email signature without prior review and approval of the chapter executive director.

Each committee has a description statement that is included as Addendum D.

B. Regional Councils

From time to time the Board of Directors may authorize, as described in the chapter bylaws, the creation of a Regional Council.

Currently, the chapter has authorized Regional Councils in New Jersey, the Poconos, Philadelphia and Central Pennsylvania.



Address: 1100 E. Hector St., Suite 460
Conshohocken, PA 19428
Phone: (610) 783-1315
Fax: (610) 783-1318

Charters for each regional council are attached as Addendum D.

C. Attendance at Chapter Events

Committee members are expected to pay the regular admission rate for all chapter events. In certain cases where the committee chair is expected to attend multiple programs per year and perform the duties of the chair's position, the chapter may permit the committee chair or his/her designee to attend programs of his/her committee at no cost. Committee chairs and members must register to attend programs.



ADDENDUMS

Chapter Code of Conduct

In order to promote high standards of conduct and ethics, and to promote respect and professionalism among members, the chapter Board of Directors has adopted this Code of Conduct and encourages all members and attendees at chapter functions to comply with this code.

1. Chapter members and attendees at chapter functions are expected to maintain high standards of conduct and treat fellow attendees, participants, sponsors, exhibitors and speakers with respect at all chapter functions and meetings.
2. Chapter members and attendees at chapter functions will address each other with respect even in circumstances of disagreement.
3. Attendees will act with the highest ethical standards, recognizing that whenever competitors within an industry gather, appropriate care must be exercised to ensure that violations of anti-trust laws do not occur. All participants in any chapter function or meeting should avoid any collusive practices or discussions. Collusion is an agreement to restrain trade and most usually is evidenced in the following anti-trust violations: product boycott, restrictive market allocations, refusal to deal with a third party, and price restraining activities. There need not be written or verbal agreements to restrain trade. Conversation regarding any of these sensitive areas may be construed as implicit violations.
4. Chapter members and attendees at chapter functions are discouraged from making inaccurate or misleading representations or statements to current or potential clients, or disparaging statements about fellow members, competitors or attendees.
5. Chapter members and attendees at chapter functions are encouraged to be aware of and avoid any real or apparent conflicts of interest in performing their duties and obligations and to promptly disclose any such conflicts.
6. While the chapter does not restrain the exchange of business cards at any chapter function, attendees should display respect towards the function's sponsors. Only sponsors of an individual program may distribute company literature or otherwise promote their company during a sponsored event.
7. The chapter encourages members to refrain from criticizing peers and/or competitors or their business practices and to maintain a healthy and professional relationship with other members of the chapter and industry at large.
8. Members with any CAI professional certification or designation are expected to honor their oath to abide by CAI's Professional Code of Ethics or other code of conduct

associated with such designation. Any chapter member or attendee at a chapter function who believes a member with a CAI designation may have violated the CAI Code of Ethics is encouraged to report such violation to the national office.

9. Chapter members and attendees at chapter functions shall meet all financial obligations of participation in various chapter activities and functions in a timely fashion and according to any terms listed on chapter invoices.
10. Violations of this code may be grounds for the chapter Board of Directors to designate a chapter member as “not in good standing,” and to be afforded the loss of rights and privileges that accompany such designation. Under the chapter by-laws, the chapter Board of Directors has the power to suspend members for nonpayment of dues, fees, assessments and other financial obligations to the Chapter or to CAI and further has the power to censure, to suspend, to expel and to terminate members in accordance with CAI’s Bylaws.
11. Complaints regarding alleged violations of this code of conduct may be made only by a member of the Keystone Chapter of CAI. Notices of alleged violations must be in writing, signed by the member making the complaint and submitted to the president of the chapter in care of the chapter office. The president shall report the violation to the executive committee, which shall have sole authority to investigate the complaint and administer due process within a reasonable period of time. The executive committee will report its findings and a recommendation for action on the complaint to the chapter board of directors. The chapter board of directors will accept or reject the recommendation of the executive committee and the chapter president shall notify the parties involved as to the actions taken by the chapter board.



Address: 1100 E. Hector St., Suite 460
Conshohocken, PA 19428
Phone: (610) 783-1315
Fax: (610) 783-1318

TERMS AND CONDITIONS OF SPONSORSHIP & ADVERTISING AGREEMENT

The Sponsor has agreed to Sponsor an event(s)/activity, or activities, or advertising, of the CAI Keystone Chapter of Community Associations Institute (CAI). CAI has agreed to provide the Sponsor and/or Advertiser with the benefits set out in the sponsorship or advertising brochure, which becomes part of this Agreement.

OPERATIVE PROVISIONS

1. DEFINITIONS AND INTERPRETATION

“Sponsorship Fee” means the fee set out in the Sponsorship Brochure.
“Advertising Fee” means the fee set out in the Sponsorship Brochure or Advertising Rate Sheet.
“Sponsorship Brochure” means the Sponsorship Package as presented by CAI.
“Advertising Rate Sheet” means the schedule of advertising fees as presented by CAI.

2. SPONSORSHIP FEE

The Sponsor will pay CAI the Sponsorship Fee. CAI will issue an invoice for the Sponsorship Fee to the Sponsor at the time the Sponsor agrees to purchase the sponsorship, unless payment is received with the sponsor order. The Sponsor must pay the Sponsorship Fee within 30 days of the date of the invoice from CAI regardless of the date of the event(s) being sponsored.

3. ADVERTISING FEE

The Advertiser will pay CAI the Advertising Fee. CAI will issue an invoice for the Advertising Fee to the Advertiser at the time the Advertiser agrees to purchase the advertising, unless payment is received with the advertising order. The Advertiser must pay the Advertising Fee within 30 days of the date of the invoice from CAI. All advertising fees must be paid prior to the fulfillment of the advertisement.

4. COLLECTIONS

- 4.1 For any invoices that remain unpaid on the due date, a reminder invoice/second notice shall be mailed to the advertiser/sponsor.
- 4.2 If payment is not received within thirty (30) days after the due date, a finance charge of 1% per month shall be applied to the outstanding balance.
- 4.3 Any member who is sixty days or more past due on the payment of any financial obligation owed to the Chapter may be deemed a member not in good standing under Article III Section 5 of the chapter’s bylaws and the member’s voting privilege, eligibility for any Chapter awards and participation in Chapter events (which shall include, but is not limited to, committee membership, speaker’s bureau membership, speaking opportunities, sponsorship, advertising, booth selection, membership directory listings or other opportunities offered by the Chapter) may be suspended by the board of directors until payment in full is received by the Chapter.
- 4.4 The chapter executive director shall review all accounts receivable on a monthly basis and if, after consultation with the executive committee, there are sums which should be

referred for collection, the matter shall be placed on the agenda for consideration by the board of directors. All accounts unpaid after ninety (90) days of the due date shall be considered a delinquent account and included in a report to the executive committee. Any attorney fees associated with collection of an unpaid **balance, and interest, shall be added to the total amount due.**

5. **SPONSORSHIP BENEFITS AND OBLIGATIONS**

- 5.1 In consideration of the payment of the Sponsorship Fee by the Sponsor, CAI grants the Sponsor the non-exclusive sponsorship benefits contained within the Sponsorship package.
- 5.2 The Sponsor will act at all times in a manner which is consistent with the good name, goodwill and reputation of CAI.
- 5.3 CAI is responsible for administration of the event/activity and co-ordinating all details in relation to the venue/online space at which such events/activities are held.
- 5.4 CAI may cancel or postpone any event at its discretion in which case CAI will endeavour to, but not be obligated to, replace the cancelled event or replicate the event in a new format, but no refund will be made.
- 5.5 The Sponsor must keep confidential and not use for any other purpose other than the performance of this agreement and must not disclose any information provided by CAI to the Sponsor which is identified as, by its nature is or would be reasonably considered as confidential.
- 5.6 Nothing in this agreement creates any relationship of employment, agency or partnership. This agreement contains the entire agreement and may only be varied in writing. A waiver of an obligation by a party is not a waiver of any other obligation.

6. **USE OF LOGO AND INTELLECTUAL PROPERTY RIGHTS**

- 6.1 The Sponsor will provide CAI with a copy of its logo or trademark in the form required by CAI for the purposes of this Agreement. CAI will only use any logo or trademark provided by the Sponsor for the purposes of this Agreement.
- 6.2 The Sponsor warrants that it has full power and authority to provide its logo or trademark as provided to CAI under this Agreement.
- 6.3 The Sponsor agrees to indemnify and keep indemnified CAI against any claims, actions, liabilities, losses, demands, suits, proceedings, damages, expenses or costs arising out of or in respect of the proper use by CAI of the Sponsor's logo or trademark under this Agreement, including but not limited to any claims in respect of any infringement of any third party intellectual property rights.
- 6.4 Nothing in this Agreement constitutes a grant or creates to or in favour of a party any goodwill or proprietary right in or relation to the other party or any of the other party's intellectual property, including but not limited to the other party's logo or trademarks.
- 6.5 Each party agrees not to take any action which may damage the validity or value of the other party's name, corporate logo or other identifying mark in connection with performance of this agreement.

7. **TERMINATION AND CANCELLATION**



Address: 1100 E. Hector St., Suite 460
Conshohocken, PA 19428
Phone: (610) 783-1315
Fax: (610) 783-1318

- 7.1 CAI may terminate this Agreement immediately on written notice to the Sponsor or Advertiser, if the Sponsor or Advertiser fails to pay the Sponsorship Fee to CAI in accordance with the payment provisions of this Agreement;
- 7.2 If the Sponsor or Advertiser fails to pay the sponsorship or advertising fees, CAI reserves the right to re-direct any payments received for other purposes to the outstanding invoice and to cancel purchased and paid-for items that have yet to be fulfilled by CAI.
- 7.3 Either party may terminate this Agreement if:
 - (a) the other party commits a breach of any provision of this Agreement and such breach is not rectified within 7 days after receipt of written notice from the first party requiring the breach to be remedied;
 - (b) one party commits any act or behaves in any manner, which in the reasonable opinion of the other party, brings the first party into disrepute; or
 - (c) one party becomes or threatens to become, or in the reasonable opinion of the other party is in jeopardy of becoming, subject to any form of insolvency administration.
- 7.4 The Sponsor will not be entitled to any refund of the Sponsorship Fee if the Sponsor terminates this Agreement other than in accordance with clause 7.3.