

American Society of Home Inspectors, Inc.

Policy Manual

Contents

| | | |
|----------|--|-----------|
| 1 | Manual Purpose and Style | 1 |
| 1.0 | Purpose of this Manual | 1 |
| 1.1 | Purpose of Style | 1 |
| 1.2 | Policy Definition | 1 |
| 1.3 | Additions and Changes to Policy | 1 |
| 1.4 | Equivalent Laws, Regulations, and Practices in Other Countries..... | 1 |
| 1.5 | Home Inspector License Definition | 1 |
| 1.6 | Manual Style | 2 |
| 2 | Accounting and Operations | 2 |
| 2.1 | Accounting and Internal Controls Manual | 2 |
| 2.2 | Expense Reimbursement..... | 3 |
| 2.3 | Membership List | 4 |
| 2.4 | Contacting Members for Commercial Purposes | 4 |
| 2.5 | Agreements to Associate with Other Organizations | 4 |
| 2.6 | Requests for Information | 5 |
| 2.7 | ASHI Business Communications | 5 |
| 3 | Legal Policies | 5 |
| 3.1 | Complaints By Outside Parties | 5 |
| 3.2 | Antitrust Laws..... | 6 |
| 3.3 | Antitrust Compliance Policy | 7 |
| 3.4 | Harassment and Discrimination Policy..... | 9 |
| 3.5 | Harassment and Discrimination Reporting and Disposition Procedure..... | 9 |
| 3.6 | Whistleblower Policy | 10 |
| 3.7 | Whistleblower Allegation Reporting and Disposition Procedure..... | 10 |
| 3.8 | Analysis and Management of Legal Actions | 10 |
| 4 | ASHI Board of Directors | 11 |
| 4.1 | ASHI Code of Conduct..... | 11 |

| | | |
|----------|---|-----------|
| 4.2 | Suspension and Removal of Officers, Directors, and Nominating Committee Members | 12 |
| 4.3 | Meeting Notice..... | 12 |
| 4.4 | Executive Session Confidentiality | 12 |
| 4.5 | Participation During ASHI Board Meetings | 13 |
| 4.6 | Board Book and Motions Distribution | 13 |
| 4.7 | Minutes of ASHI Board Meetings | 13 |
| 4.8 | US Flag | 14 |
| 4.9 | Motions | 14 |
| 4.10 | Conflict of Interest..... | 14 |
| 4.11 | Committee Assignments..... | 15 |
| 4.12 | Committee Chair and Member Selection | 15 |
| 4.13 | Task Forces..... | 16 |
| 4.14 | Motions and Voting by Email | 16 |
| 5 | Membership | 16 |
| 5.1 | Membership Categories, Requirements, and Benefits | 16 |
| 5.2 | Dues and Fees | 20 |
| 5.3 | Criminal Background Checks | 22 |
| 5.4 | Criminal Offenses and Existing Members | 23 |
| 5.5 | Background Verified Inspector (BVI) Program..... | 23 |
| 5.6 | Criminal Background Check Process | 24 |
| 5.7 | Processing Criminal Background Checks with Actionable or Incomplete Results | 24 |
| 5.8 | Compliance with Standards and Ethics..... | 25 |
| 5.9 | Continuing Education Requirement (CE) | 25 |
| 5.10 | Continuing Education Approval..... | 26 |
| 5.11 | Continuing Education Verification | 26 |
| 5.12 | Acceptance of Continuing Education During Dues Renewal Grace Period | 26 |
| 5.13 | Parallel Inspections..... | 27 |
| 5.14 | Report Verification..... | 27 |
| 5.15 | Administrative and Disciplinary Suspension | 28 |
| 5.16 | Membership Reinstatement | 29 |
| 5.17 | Advanced Education Program (Digital Badge) Policy..... | 29 |
| 6 | Awards..... | 30 |

| | | |
|-----------|---|-----------|
| 6.1 | Philip C. Monahan Award | 30 |
| 6.2 | John E. Cox Member of the Year Award..... | 30 |
| 7 | Chapter relations | 31 |
| 7.1 | Chapter Meetings and Chapter Members..... | 31 |
| 7.2 | Meeting Groups (MG) | 32 |
| 7.3 | Requirements for New Chapter Formation | 32 |
| 7.4 | Chapter Formation | 32 |
| 7.5 | Chapter Incorporation, Taxes, and Insurance | 33 |
| 7.6 | Chapter Finances and Accounting | 34 |
| 7.7 | ASHI Chapter Legal..... | 34 |
| 7.8 | Chapter Bylaws and Policies..... | 34 |
| 7.9 | Complaints and Member Discipline | 34 |
| 7.10 | Chapter and MG Viability Reports | 35 |
| 7.11 | Chapter Viability Review | 35 |
| 7.12 | Meeting Group Viability Review | 36 |
| 7.13 | Chapter and MG Viability Improvement Plan | 36 |
| 7.14 | Chapter and MG Suspension or Disqualification..... | 37 |
| 7.15 | Chapter Use of ASHI Display Booths..... | 38 |
| 7.16 | Leadership Development Conference (LDC)..... | 38 |
| 8 | Public Relations | 38 |
| 8.1 | Public Relations Plan | 38 |
| 8.2 | Press Releases and Social Media Policy | 38 |
| 8.3 | Position Statements | 39 |
| 8.4 | Media Communications | 39 |
| 8.5 | Member Use of Public Relations Materials | 40 |
| 9 | Legislation and Regulation | 40 |
| 9.1 | Adoption of ASHI Standards of Practice by Governments | 40 |
| 9.2 | Endorsement of Members for Regulatory Boards | 40 |
| 9.3 | Establishment of InspectPac | 40 |
| 10 | Standards of Practice and Code of Ethics..... | 41 |
| 10.1 | Changing Standards of Practice and Code of Ethics, and Adopting New Standards of Practice | 41 |
| 10.2 | Requests for Interpretation | 42 |

| | | |
|-----------|--|-----------|
| 11 | Complaints | 42 |
| 11.1 | ASHI General Complaint Policies | 42 |
| 11.2 | Formation of the Complaints Committee | 43 |
| 11.3 | Complaints Committee Jurisdiction | 44 |
| 11.4 | Complaint Processing General Requirements | 44 |
| 11.5 | Complaint Initial Processing | 45 |
| 11.6 | Investigations..... | 47 |
| 11.7 | Complaint Resolution..... | 48 |
| 11.8 | Member Appeal of Discipline | 50 |
| 11.9 | Appeal Hearing Preparation | 51 |
| 11.10 | Conduct of Appeal Hearing..... | 51 |
| 11.11 | Resolution of Appeal Hearing | 52 |
| 11.12 | Disciplinary Suspension | 52 |
| 11.13 | Reinstatement of Membership Privileges..... | 53 |
| 12 | Intellectual Property | 54 |
| 12.1 | Intellectual Property Definitions | 54 |
| 12.2 | Intellectual Property General Policies | 54 |
| 12.3 | Intellectual Property Allowed Uses by Membership Category | 56 |
| 12.4 | Intellectual Property Restrictions | 57 |
| 13 | Annual Conference (InspectionWorld) | 58 |
| 13.1 | Registration | 58 |
| 13.2 | Registration Exemptions | 58 |
| 13.3 | Speakers and Programs | 58 |
| 13.4 | Site Selection..... | 59 |
| 14 | Officer, Director, Nominating Committee, and Certification Committee Nomination, Election, Compensation | 60 |
| 14.1 | Election and Installation | 60 |
| 14.2 | Compensation | 60 |
| 14.3 | ASHI Property Transfer Between Officers | 61 |
| 14.5 | Nominating Committee Duties..... | 61 |
| 14.6 | Nominating Committee Composition | 61 |
| 14.7 | Participants at Nominating Committee Meetings | 61 |
| 14.8 | Nominating Committee Confidentiality | 61 |

| | | |
|-----------|---|-----------|
| 14.9 | Application for Evaluating Nominees | 61 |
| 14.10 | Nominating and Application Process | 62 |
| 14.11 | Communication with Potential Candidates | 63 |
| 14.12 | Campaigning | 64 |
| 14.13 | Establishment of Election Committee | 65 |
| 14.14 | Election Calendar | 66 |
| 14.15 | Ballot Preparation and Voting | 66 |
| 14.16 | Announcement of Election Results | 67 |
| 15 | Executive Director Authority and Evaluation | 67 |
| 15.1 | Responsibilities and Authority of the ASHI Executive Director | 67 |
| 15.2 | Evaluation of the ASHI Executive Director | 68 |
| 15.3 | Procedure for Evaluation of the ASHI Executive Director | 68 |
| 16 | Certification Committee | 68 |
| 16.1 | Establishment of Certification Committee | 68 |
| 16.2. | ASHI Certified Inspector Program Purpose | 68 |
| 16.3 | Certification Committee Authority | 68 |
| 16.4 | Limitations on Certification Committee Authority | 69 |
| 16.5 | Certification Committee Composition and Terms | 69 |
| 16.6 | Public Member | 70 |
| 16.7 | Vacancy, Resignation, and Removal | 70 |
| 16.8 | Meetings | 70 |
| 16.9 | Quorum and Voting | 71 |
| 16.10 | Confidentiality | 71 |
| 16.11 | Quality Assurance | 72 |
| 16.12 | Conflicts of Interest | 74 |
| 16.13 | Compensation | 74 |
| 16.14 | Published Materials Review | 74 |
| 16.15 | Requirements for ASHI Certified Inspector Status | 74 |
| 16.16 | Examination | 75 |
| 16.17 | ACI Exam Eligibility | 75 |
| 16.18 | Exam Eligibility Rationale | 75 |
| 16.19 | Reexamination | 75 |

| | | |
|--|--|-----------|
| 16.20 | Reconsideration of Adverse Eligibility and Recertification Decisions and Exam Administration | 75 |
| 16.21 | Recognition of Membership in other Home Inspector Associations..... | 76 |
| 16.22 | Grandfathering..... | 76 |
| 16.23 | Recertification Verification | 76 |
| 16.24 | Recertification Requirements | 77 |
| 16.25 | Recertification Rationale | 77 |
| 16.26 | Certification Reinstatement | 78 |
| 17 | ASHI Website | 78 |
| 17.1 | Website Content | 78 |
| 17.2 | Website Advertising | 79 |
| 17.3 | Website Forum Sanctions..... | 79 |
| 17.4 | Website Forum Conditions of Use | 79 |
| 17.5 | Website Find an Inspector Search Function | 80 |
| 18 | Strict Compliance with Policies..... | 81 |
| 19 | Member Relations Committee (MRC) Policy | 81 |
| 19.1 | MRC Purpose | 81 |
| 20 | Strategic Planning Policy | 82 |
| 20.1 | Policy Statement..... | 82 |
| 20.15 | Initial Strategic Plan Implementation Policy and Procedure..... | 82 |
| 20.2 | Implementation and Ongoing Operation | 82 |
| 20.3 | Other Initiatives | 83 |
| 20.4 | Strategic Planning Process Framework..... | 83 |
| 20.5 | Planning Cycle | 83 |
| 20.6 | Role of the Board | 84 |
| 20.7 | Role of Executive Director and Senior Leadership Team..... | 85 |
| 21 | Procedures..... | 86 |
| 21.1 | Adopting a New Procedure and Changing an Existing Procedure..... | 86 |
| Appendix 1 Procedure for Evaluating the ASHI Executive Director | | 86 |
| | Goal of the ASHI Executive Director Evaluation Process | 86 |
| | Primary Objectives | 86 |
| | Evaluation Period and Timing | 86 |
| | ED Evaluation Meeting | 87 |

Definitions of Terms 87
Evaluation Tasks..... 87
ASHI Executive Director Evaluation Checklist 92

1 MANUAL PURPOSE AND STYLE

1.0 Purpose of this Manual

The American Society of Home Inspectors, Inc. Policy Manual provides direction for ASHI daily operations, including functions performed by staff, volunteers, and other parties. The ASHI Board of Directors (ASHI Board) establishes policy. The ASHI Board may establish policies that delegate decision-making authority to the ASHI Executive Director.

1.1 Purpose of Style

This manual is a living document. Content will be added and changed many times, by many people, over many years. Consistency and clarity will be compromised if conventions are not adopted and enforced to maintain a consistent style. Lack of consistency and clarity causes confusion, which can create liability risks for ASHI, and can degrade ASHI performance.

1.2 Policy Definition

The purpose of policy is to help ensure compliance with ASHI Bylaws and ASHI Board decisions. Policies are mandatory, and operate as extensions of ASHI Bylaws. Deviation from policy shall require presentation of a motion to the ASHI Board, and an affirmative vote of a majority of the ASHI Board.

1.3 Additions and Changes to Policy

1. Additions and changes to ASHI policy shall require presentation of a motion to the ASHI Board, and an affirmative vote of the ASHI Board.
2. Additions and changes to ASHI policy shall be in accordance with the ASHI Bylaws.
3. Additions and changes to ASHI policies should use the format and style conventions contained in this section.

1.4 Equivalent Laws, Regulations, and Practices in Other Countries

References to United States Federal and State laws and regulations, and references to operating and business practices including, but not limited to, incorporation, insurance, and accounting, shall include the equivalents, if any, in the country where the ASHI chapter, or other entity, is located. Cross reference: ASHI International Policy Manual.

1.5 Home Inspector License Definition

1. References to a home inspector license mean government regulations that preclude people from providing home inspections without government approval. A home inspector license includes, but is not limited to, licensing, certifying, and registering home inspectors. A home inspector license does not include licenses to perform ancillary services including, but not limited to, wood destroying organism inspections and radon inspections.
2. References to a home inspector license number mean the unique identifier assigned by the government regulator to a licensed home inspector.

1.6 Manual Style

1. Imperative sentences should be used whenever possible, and should use the following format, whenever possible.
 - The party responsible for an action should be identified. Examples include the ASHI Executive Director, the ASHI President, and the ASHI Board.
 - The verb “shall” should be used to indicate a mandatory action.
 - The verbs “may” and “should” should be used to indicate an optional action.
 - The action should be clearly identified.
 - Example: The ASHI Executive Director shall consume at least eight ounces of coffee or tea every morning while at ASHI headquarters.
2. Each numbered paragraph should contain no more than one action, whenever possible. Content that explains or clarifies the action may be included in the numbered paragraph.
3. Section titles should be coded as Heading 1 in Microsoft Word, and shall be formatted as: Times New Roman, 18 pt., bold, 12 pt. after.
4. Section subtitles should be coded as Heading 2 in Microsoft Word, and shall be formatted as: Times New Roman, 14 pt., bold, 12 pt. before, 3 pt. after
5. Section text should be coded as Normal in Microsoft Word, and shall be formatted as: Times New Roman, 12 pt., 6 pt. before, 6 pt. after.
6. The following abbreviations should be used in this manual.
 - American Society of Home Inspector, Inc. (ASHI)
 - ASHI Board of Directors (ASHI Board)
 - ASHI Certified Inspector (ACI)
 - ASHI Code of Ethics for the Home Inspection Profession (CoE)
 - ASHI Standard of Practice for Home Inspections (SoP)
 - ASHI Standards of Practice for Auxiliary Services (SoPA)
 - Background Review Committee (BRC)
 - Background Verified Inspector (BVI)
 - Chapter Relations Committee (CRC)
 - Continuing Education Credits (CE)
 - Examination Board of Professional Home Inspectors (EBPHI)
 - Leadership Development Conference (LDC)
 - Meeting Group (MG)
 - Member Relations Committee (MRC)
 - Request for Interpretation (RFI)
 - Special Investigation Panel (SIP)

2 ACCOUNTING AND OPERATIONS

2.1 Accounting and Internal Controls Manual

ASHI and related entities shall use the ASHI Accounting and Internal Controls Manual. This is a separate document.

2.2 Expense Reimbursement

1. ASHI shall reimburse reasonable and necessary expenses for transportation, lodging, meals, and other travel-related expenses for:
 - a. ASHI staff while conducting ASHI business,
 - b. officers while conducting ASHI business,
 - c. directors while attending ASHI Board meetings,
 - d. newly elected directors attending InspectionWorld, and
 - e. committee members attending authorized committee meetings, except for meetings held at InspectionWorld.
2. ASHI shall reimburse reasonable and necessary phone, mailing/shipping, and other approved expenses incurred while conducting ASHI business. The ASHI Executive Director shall approve other expenses before they are incurred.
3. ASHI shall reimburse the actual cost of meals during authorized travel. Maximum meal reimbursement shall be: \$20 breakfast, \$25 lunch and \$40 dinner; these amounts may not be combined. The ASHI Executive Director may approve reimbursement of actual costs exceeding these amounts.
4. Persons who incur approved reimbursable expenses shall adhere to the following policies when requesting reimbursement.
 - a. Travel by public conveyance (such as air travel) shall be economy class that allows seat selection and carry-on bags at no additional charge. Maximum travel reimbursement shall be \$750, subject to 4b.
 - b. The ASHI Executive Director may waive the maximum travel reimbursement amount based, in part, on the following.
 - Was the ticket purchased more than twenty-one (21) days prior to travel?
 - Were the travel dates known and published more than twenty-one (21) days prior to travel?
 - Are there restrictions or limitations on transportation services from the departure location?
 - Is the cost increased due to travel before or after ASHI business?
 - Are alternative travel times available that do not place an unreasonable burden on the traveler?
 - c. ASHI shall reimburse travel using a person's vehicle at the then current Internal Revenue Service rate. Maximum reimbursement shall be \$750, subject to 4b.
5. Persons requesting expense reimbursement shall submit:
 - a. the request on the specified expense report form.
 - b. receipts for amounts of twenty-five dollars (\$25) or more, or copies thereof. Receipts for meals involving more than one person shall indicate the names of the person(s) and the ASHI business purpose for the meal.

- c. the request no more ninety (90) days from the date the expense was incurred or the date of the event, whichever is later. Expense reports submitted after ninety days (90) may not be paid.
6. The ASHI Executive Director may approve a travel advance for staff and volunteer travel in cases of financial hardship claimed by the staff or the volunteer.
7. Persons who receive a travel advance shall comply with this expense reimbursement policy, and shall submit an expense report when the travel is complete. Funds not spent shall be returned to ASHI with the expense report.
8. Funds budgeted for expenses that may be incurred by staff, volunteers, and committees, shall be considered the maximum amount that may be spent. Spending less than the maximum amount is expected if it is feasible to do so and achieve the objectives for which the funds were approved.

2.3 Membership List

1. The ASHI membership list shall include available contact information for ASHI members including, but not limited to, physical mailing address, electronic communication address, and telephone numbers.
2. Members shall have the option of having their name and contact information removed from the ASHI membership list that ASHI may provide for promotion of inspector-related products and services. The member must make this request in writing.
3. ASHI staff shall provide the ASHI membership list to chapters at no cost for use in chapter development, and for seminar promotion.

2.4 Contacting Members for Commercial Purposes

1. ASHI staff shall develop and implement policies that determine the manner in which entities may contact ASHI members for commercial purposes.
2. ASHI staff shall develop and implement these policies in order to maintain the professional image and credibility of ASHI.
3. Exhibitors at InspectionWorld may be allowed to contact InspectionWorld attendees using the attendee list provided by ASHI. The exhibitor agreement should contain a contact limit of not more than four (4) before InspectionWorld, not more than two (2) during InspectionWorld, and not more than four (4) after InspectionWorld. Attendees may opt-in to receive additional contacts. Opting-in includes participation in exhibitor-operated contests, drawings, and similar promotions.

2.5 Agreements to Associate with Other Organizations

1. This policy addresses negotiation of agreements that may create a mutually beneficial relationship between an organization, ASHI, and ASHI's members. Each relationship is unique; therefore, this policy is intended to allow flexibility during the process of negotiating these agreements.

2. The ASHI Executive Director and the ASHI President may determine the procedure for initial contact and negotiation with an organization. This includes determining the persons who may be involved in the negotiations, and who may be notified about the negotiations.
3. The ASHI Executive Director and the ASHI President shall submit written agreements with organizations to the Finance Committee for consultation and modification. Cross reference: ASHI Accounting and Internal Controls Manual.
4. The Finance Committee shall submit written agreements with organizations to the ASHI Board for approval by majority vote.

2.6 Requests for Information

1. This policy does not apply to members of the ASHI Board.
2. The party requesting information shall make the request in writing to the ASHI Executive Director. The request shall include the name of the party and a statement of the reason for the request. The request shall be specific, and staff shall provide only the specific information requested.
3. The ASHI Executive Director shall have the discretion to deny requests for information deemed to be confidential, inappropriate, or where the information requested is unreasonable.
4. The ASHI Board shall review, and may approve or disapprove, requests denied by the ASHI Executive Director. Review by the ASHI Board shall occur only upon written request by the party whose request was denied.

2.7 ASHI Business Communications

1. ASHI staff and volunteers, including but not limited to, officers, directors, committees, and task forces shall use communication resources (e.g., GoToMeeting) that are provided by and paid for by ASHI when conducting ASHI-related business.
2. ASHI volunteers shall submit a request to ASHI staff to schedule and use ASHI communication resources. ASHI staff shall accommodate requests on a first-come, first-served basis.
3. The ASHI Executive Director or the ASHI President may grant exceptions to this policy section at their discretion when communication involves sensitive or confidential issues, or when the exception is in the best interest of ASHI.

3 LEGAL POLICIES

3.1 Complaints By Outside Parties

1. Outside parties shall be defined as parties other than full-time and part-time paid staff of ASHI. Examples include, but are not limited to, attorneys, unpaid volunteers, public relations firms, accountants, and consultants. Outside parties do not include the ASHI

President and the ASHI President-elect. Refer to other sections of this document for policies involving complaints by parties employed by ASHI.

2. ASHI shall process such complaints in the following manner.
 - a. The entity lodging the complaint shall submit a written complaint to the ASHI Executive Director with a copy to the ASHI President. The complaint shall identify the person or persons against whom the complaint is lodged, and shall provide as many details as possible about the situation giving rise to the complaint.
 - b. The ASHI Executive Director and the ASHI President shall not receive a copy of the complaint, and shall not be involved in processing the complaint, if the complaint involves them. The ASHI President-elect shall substitute for the ASHI President if the complaint involves the ASHI President.
 - c. The ASHI Executive Director and the ASHI President shall determine how to address the complaint.
 - d. The ASHI President shall inform the ASHI Board about complaints that the ASHI President deems serious enough to warrant consideration by the ASHI Board.
3. Nothing in this policy shall preclude the ASHI President or the ASHI Board from addressing these complaints.

3.2 Antitrust Laws

1. ASHI is a not-for-profit organization. ASHI is not organized to, and shall not, play any role in the competitive decisions of its members or their employees, nor in any way restrict competition among members or potential members. Rather it serves as a forum for a free and open discussion of diverse opinions without in any way attempting to encourage or sanction any particular business practice.

ASHI provides a forum for exchange of ideas in a variety of settings including InspectionWorld, educational programs, committee meetings, and Board meetings. The ASHI Board recognizes the possibility that ASHI, and its activities, could be viewed as an opportunity for anticompetitive conduct. Therefore, this statement clearly and unequivocally supports the policy of competition served by the antitrust laws, and communicates ASHI's uncompromising policy to comply strictly in all respects with those laws.

ASHI also recognizes the severity of the potential penalties that might be imposed ASHI or its members if certain conduct is found to violate the antitrust laws. Should ASHI or its members be involved in any violation of federal/state antitrust laws, such violation can involve both civil and criminal penalties that may include imprisonment for up to three years as well as fines up to \$350,000 for individuals and up to \$10,000,000 for ASHI, plus attorney fees. In addition, damage claims awarded to private parties in a civil suit are tripled for antitrust violations. Given the severity of such penalties, the ASHI Board takes all necessary and proper measures to ensure that violations of the antitrust laws do not occur.

2. ASHI, and its members shall comply with following:

- a. ASHI, and all committees, chapters, meeting groups, and activities, shall not be used to reach, or attempt to reach, any understanding or agreement, written or oral, formal or informal, expressed or implied, among two or more ASHI members or other competitors about prices or terms and conditions of contracts for services or products. Therefore, discussions and exchanges of information about such topics shall not be permitted at ASHI meetings and other activities.
 - b. No discussions shall occur about:
 - discouraging or withholding patronage or services from, or encouraging exclusive dealing with, any supplier or purchaser or group of suppliers or purchasers of products or services, any actual or potential competitor or group of actual potential competitors, or any private or governmental entity.
 - allocating or dividing geographic or service markets or customers.
 - sanctioning advertising or solicitation that is false, misleading, deceptive, or directly competitive with ASHI products or services.
 - discouraging entry into, or competition in, any segment of the marketplace.
 - whether the practices of any ASHI member, actual or potential competitor, or other person are unethical or anticompetitive, unless the discussions or complaints follow the prescribed due process provisions of the ASHI policies.
3. The ASHI Executive Director, or designate, shall inform instructors and other presenters about the ASHI antitrust policy.
4. The ASHI President, chapter presidents, committee chairs, and others who lead meetings shall prepare and follow a written agenda.
5. The ASHI Secretary, chapter secretaries, and others responsible for documenting meetings shall prepare and distribute meeting minutes that contain a concise summary of topics discussed, conclusions reached, and actions agreed-upon.
6. ASHI, volunteers, and staff may avail themselves of their First Amendment right to petition government. The antitrust exemption for these activities, referred to as the Noerr-Pennington Doctrine, protects ethical and proper actions or discussions that designed to influence: 1) legislation at the national, state, or local level; 2) regulatory or policy-making activities (as opposed to commercial activities) of a governmental body; or 3) decisions of judicial bodies. The exemption does not protect actions constituting a sham to cover anticompetitive conduct.

3.3 Antitrust Compliance Policy

1. ASHI, and all committees, chapters, meeting groups, and its members, shall not:
 - a. discuss prices, fees, rates, or features that can impact (raise, lower, or stabilize) prices, such as discounts, costs, terms and condition of sale, warranties or profit margins. Note that price fixing may be inferred by involvement in price related discussions, whether or not an agreement was made among competitors.

- b. agree with competitors to uniform terms of sale, warranties or contract provisions.
 - c. exchange information concerning fees, prices, production, sales, bids, costs, customer credit, or other business practices.
 - d. agree with competitors to divide up customers, markets, or territories.
 - e. agree with competitors not to deal with certain suppliers, or others.
 - f. try to prevent a supplier from selling to your competitors.
 - g. discuss your customers with your competitors.
 - h. agree to any membership restrictions, standard setting, certification, accreditation, or self-regulation programs.
2. ASHI, and all committees, chapters, meeting groups, and its members, shall:
- a. insist that meeting agendas are circulated in advance, and that minutes of all meetings properly reflect the actions taken at the meeting.
 - b. leave any meeting (formal or informal) where improper discussions are held that might border on antitrust violations, and tell everyone why you are leaving.
 - c. ensure that ASHI staff sends out all ASHI-related correspondence.
 - d. ensure that ASHI officers, directors, committee members, or other ASHI members do not hold themselves out as speaking or acting with the authority when they do not, in fact, have such authority.
 - e. ensure that if questions arise about the legal aspects or individual responsibilities under the antitrust laws, you seek advice and counsel from your own legal counsel.
3. ASHI, and all committees, chapters, meeting groups and its members, shall not participate in anticompetitive discussions such as:
- a. how much do you charge, I'm trying to firm up my price lists?
 - b. let's decide to all close at 1 p.m. on Saturdays; that way no one will lose business if we all close our shops.
 - c. what do you think about you taking everything on this side of Main Street, and I'll take the business on the other side?
 - d. I don't mind getting government business, but if we make sure we bid at least, then it will be more profitable.
 - e. if we give all of our business to one supplier, I think he'll offer us lower prices.
 - f. if we merge our three companies, we'll be able to put that new guy in town out of business.
4. ASHI shall commit to an antitrust compliance program that includes, but is not limited to the following.

- a. ASHI staff shall include an antitrust policy statement in the topics discussed at leadership orientations.
- b. The ASHI President and ASHI Executive Director shall ensure that leadership orientation includes a review of topics that should not be discussed at ASHI meetings. These topics may include membership expulsion and denial of services, setting prices, defining territories, boycotting a supplier, and other issues particular to the trade or profession.
- c. ASHI staff shall review ASHI publications for content that could be an antitrust violation, or that could be perceived as an antitrust violation.
- d. ASHI staff shall provide member services on an equal and consistent basis. ASHI staff shall review deviations from equal and consistent member services for antitrust implications.
- e. ASHI officers, directors, and staff shall not participate in discussions or actions that may reasonably appear to be an antitrust violation.

3.4 Harassment and Discrimination Policy

1. ASHI is committed to equal employment opportunity for all applicants and employees. ASHI shall comply with applicable federal, state, and local laws prohibiting harassment and discrimination in employment.
2. These harassment and discrimination policies apply to ASHI, to its related entities, and to contractors and consultants that may be involved with harassment and discrimination issues.
3. Harassment and discrimination policies shall be as stated in the most current edition of the ASHI Employee Guidebook.
4. Persons who make allegations that prove to be knowingly false, who make allegations for malicious or frivolous reasons, or who make allegations for personal gain, may be subject to disciplinary actions, including discharge from employment or volunteer service. If a person makes allegations in good faith pursuant to this policy and the allegations are unsubstantiated, no action shall be taken against the person. In making an allegation, persons are advised to exercise due care to ensure the accuracy of the information disclosed.

3.5 Harassment and Discrimination Reporting and Disposition Procedure

1. Persons who believe that they are a victim of harassment or discrimination may bring the matter to the attention of their immediate supervisor, the ASHI Executive Director, or the ASHI Human Resources consultant. A person may select any of these options, and should not feel obligated to begin with the immediate supervisor. Persons should report harassment or discrimination involving the ASHI Executive Director directly to the ASHI Human Resources consultant, or to the ASHI President.
2. The procedure for harassment and discrimination reporting and disposition shall be as stated in the most current version of the ASHI Employee Guidebook.

3.6 Whistleblower Policy

1. Whistleblower policies apply to ASHI, to its related entities, and to contractors and consultants that may be involved with whistleblower issues.
2. Whistleblower policies shall be as stated in the most current edition of the ASHI Employee Guidebook.
3. Malicious Allegations: Persons making allegations that prove to be knowingly false, or who make allegations for malicious or frivolous reasons, may be subject to disciplinary actions, including discharge from employment or volunteer service. If a Whistleblower makes an allegation in good faith pursuant to this policy and the allegations are unsubstantiated, no action shall be taken against the Whistleblower. In making an allegation, persons are advised to exercise due care to ensure the accuracy of the information disclosed.

3.7 Whistleblower Allegation Reporting and Disposition Procedure

1. The procedure whistleblower allegation reporting and disposition shall be as stated in the most current version of the ASHI Employee Guidebook.

3.8 Analysis and Management of Legal Actions

1. Prior to initiating legal action as a plaintiff, and prior to initiating a counterclaim in a legal action in which ASHI is named as a defendant, and prior to intervening in a legal action in which ASHI is not named as a party, the ASHI Board shall receive and discuss a written report about the proposed legal action from the ASHI Legal Counsel. This report shall:
 - a. summarize the known facts on which the legal action would be based.
 - b. summarize the legal theories on which the legal action would be based.
 - c. define what would be considered successful outcomes (e. g., injunctive relief, monetary damages) if the legal action were decided in favor of ASHI.
 - d. estimate the total cost to ASHI of pursuing the proposed legal action, including the cost of the time and expenses incurred by ASHI Legal Counsel, the cost of time and expenses incurred by outside legal counsel, and out-of-pocket expenses that might be incurred by ASHI. This estimate shall assume that the legal action goes to trial.
 - e. estimate the probability of achieving one or more of the successful outcomes defined in c above.
 - f. identify and estimate the risk to ASHI of unintended consequences of the proposed legal action, such as counterclaims and cross-claims.
 - g. contain ASHI Legal Counsel's recommendation about whether or not ASHI should begin the proposed legal action.
2. After receiving and discussing ASHI Legal Counsel's recommendation, the ASHI Board may vote to commence the proposed legal action. A two-thirds affirmative vote shall be required to commence this type of legal action.

3. Within thirty calendar days of receiving notice of a legal action in which ASHI is named as a defendant, the ASHI Board shall receive and discuss a written report about the legal action from the ASHI Legal Counsel. This report shall contain the information listed in 3.8.1 a – f, and shall contain a recommendation from the ASHI Legal Counsel about whether or not to attempt to settle the suit, or to proceed to defend the legal action.

4. After receiving and discussing the report from the ASHI Legal Counsel described in 3.11.3, the ASHI Board shall vote to attempt to settle, or to proceed to defend the legal action. A majority affirmative vote shall be required to proceed to defend this type of legal action.

5. The ASHI Executive Director shall present a report about the status of all active legal actions in which ASHI is a party at each quarterly ASHI Board meeting. This report shall, for each active legal action:

- a. summarize the events in the legal action that occurred since the last report.
- b. define what would be considered successful outcomes (e. g., injunctive relief, monetary damages) if the legal action were decided in favor of ASHI.
- c. present the total cost to date incurred by ASHI, including the cost of the time and expenses incurred by ASHI Legal Counsel, the cost of time and expenses incurred by outside legal counsel, and out-of-pocket expenses that have been incurred by ASHI.
- d. estimate the total remaining cost to ASHI of pursuing the legal action, including the cost of the time and expenses incurred by ASHI Legal Counsel, the cost of time and expenses incurred by outside legal counsel, and out-of-pocket expenses that might be incurred by ASHI. This estimate shall assume that the legal action goes to trial.
- e. estimate the probability of achieving one or more of the successful outcomes defined in b above.
- f. identify and estimate the risk to ASHI of unintended consequences of continuing the legal action, such as counterclaims and cross-claims.
- g. contain ASHI Legal Counsel’s recommendation whether or not to attempt to settle the suit, or to proceed with the legal action.

6. After receiving and discussing the report from the ASHI Executive Director described in 3.8.5, the ASHI Board may vote to attempt to settle, or to proceed with each active legal action. A majority affirmative vote shall be required to proceed with each active legal action.

4 ASHI BOARD OF DIRECTORS

4.1 ASHI Code of Conduct

1. All ASHI officers, Directors, Committee Chairs, and Candidates for Office shall sign a statement acknowledging that they have read and will abide by the Board Code of Conduct.

2. Officer and Director Candidates shall be required to sign the statement prior to the announcement of nominations. Failure to sign the acknowledgement is grounds for disqualification.
3. Officers, Directors, and Committee Chairs shall sign the statement prior to being sworn in or taking office. They must also sign a statement at the beginning of every calendar year related to their term.
4. Ex-officials must sign the statement before they can receive ASHI confidential or intellectual property after they are no longer serving, if the ASHI President or Executive Director chooses to share such information

4.2 Suspension and Removal of Officers, Directors, and Nominating Committee Members

1. Suspension and removal from office of officers, directors, and Nominating Committee members shall be in accordance with the ASHI Bylaws.
2. The ASHI Board may suspend or remove from office officers, directors, and Nominating Committee members for reasonable cause, including, but not limited to, consistent failure to attend ASHI Board meetings or Nominating Committee meetings, including electronic meetings. Suspension and removal from office requires a two-thirds affirmative vote of the ASHI Board members present at a meeting at which there is a quorum. Suspension shall apply to the ASHI Board and to the ASHI Foundation Board.
3. The ASHI Board may reinstate suspended officers, directors, and Nominating Committee members. Reinstatement requires a two-thirds affirmative vote of the ASHI Board members present at a meeting at which there is a quorum. Reinstatement shall apply to the ASHI Board and to the ASHI Foundation Board.
4. The ASHI Board shall provide the officer, director, and Nominating Committee member with due process including an opportunity to address the allegations upon which suspension or removal might be based before voting on the suspension or removal.

4.3 Meeting Notice

1. The ASHI President shall provide at least forty-five (45) day notice to each ASHI Board member before meetings that require travel.
2. The ASHI President shall provide at least seven (7) day notice to each ASHI Board member before electronic meetings.
3. The ASHI Board may waive notice requirements by unanimous consent.
4. Individual ASHI officers and directors may waive notice requirements.

4.4 Executive Session Confidentiality

Persons in attendance during an Executive Session shall not disclose anything that transpires during the Executive Session to anyone not in attendance during the Executive Session, except as specifically authorized by the ASHI Board. The ASHI President may disclose matters

discussed in Executive Session to ASHI Board members who were not in attendance during the Executive Session.

4.5 Participation During ASHI Board Meetings

1. ASHI Board meetings held in-person are open to ASHI members and to invited guests. The ASHI President may close in-person board meetings to any person. The ASHI Board may reverse this decision by majority vote.
2. ASHI Board meetings held using electronic communications are closed. The ASHI President may invite guests to these meetings. The ASHI Board may reverse this decision, and may invite guests, by majority vote.
3. Guests invited to ASHI Board meetings include only the specific persons invited. Invited guests and ASHI Board members shall not permit other persons to listen or to view ASHI Board meetings.
4. Persons who attend ASHI Board meetings using electronic communication shall disclose all persons who are listening or viewing using the person's electronic connection.
5. ASHI Board meetings held in-person or using electronic communication may be recorded by any method only after: (a) receiving permission from the ASHI President, and (b) a majority affirmative vote of the ASHI Board members present when recording commences, and (c) notification that the meeting is being recorded is provided to invited guests present when recording commences.
6. Only the individual receiving approval may record that meeting.
7. Recordings of ASHI Board meetings shall not be disclosed to any person or entity without the consent of the ASHI Board.
8. The MRC Chair may be an invited guest of the ASHI Board of Directors at all regular meetings. Attendance at the Executive Session shall be at the discretion of the Board. The MRC Chair shall not be allowed to make motions, and shall not be allowed to vote.

4.6 Board Book and Motions Distribution

ASHI staff shall distribute ASHI Board Books only to current ASHI Board members. The ASHI President may distribute the ASHI Board Book to any party.

4.7 Minutes of ASHI Board Meetings

1. The ASHI Secretary, assisted by ASHI staff when requested by the ASHI Secretary, shall record minutes of all ASHI Board meetings, including those held in-person and those held using electronic communications.
2. The ASHI Secretary shall compose and distribute draft minutes of all ASHI Board meetings to ASHI Board members within two (2) weeks after each ASHI Board meeting. Distribution shall include a notice that draft minutes are not for distribution.
3. ASHI staff shall delete all recordings of ASHI meetings not later than three (3) business days after the minutes of the meetings have been approved. Cross reference: Participation During Board Meetings.

4.8 US Flag

A US Flag shall be available in the ASHI Board meeting room.

4.9 Motions

1. ASHI Board members shall submit motions to the ASHI President for review and potential inclusion on the ASHI Board meeting agenda, except for motions raised during an ASHI Board meeting.
2. ASHI Board members shall submit motions for inclusion on the ASHI Board meeting agenda to the ASHI President at least two (2) days before the Board Book publication deadline.
3. ASHI Board members shall submit motions brought before the ASHI Board during an ASHI Board meeting in writing, except when a verbal motion is recognized by the ASHI President.
4. ASHI Board members should include in proposed motions brought before the ASHI Board at least one supporting statement, one opposing statement, and the budget impact of the proposal. The supporting statement may be the same as the rationale.

4.10 Conflict of Interest

1. ASHI officers, directors, and MRC shall avoid actual and perceived conflicts of interest regarding matters considered by the ASHI Board.
2. ASHI officers, directors, and the MRC chair may have a conflict of interest when the person's self-interest could conflict, or could be perceived to conflict, with the interests of ASHI. Examples include, but are not limited to, personal or family financial gain may be derived from the matter being considered by the ASHI Board, or a business or personal relationship exists with the person or entity being considered by the ASHI Board.
3. ASHI officers, directors, and the MRC chair shall not simultaneously hold an officer or director position in another home inspector organization at the national, state, or local level.
4. ASHI officers, directors, and the MRC chair shall disclose all material facts about potential conflicts of interest before the discussion of such matters by the ASHI Board, if the conflict is known before discussion begins.
5. ASHI officers, directors, and the MRC chair shall interrupt discussion of a matter to disclose a potential or actual conflict of interest when the conflict becomes apparent.
6. ASHI may enter into contracts and other business relationships with ASHI officers, directors, and the MRC chair, as individuals, and with companies in which the ASHI officer, director or the MRC chair have a financial interest, if the contract or relationship is disclosed in accordance with this policy, and is fair to ASHI. The ASHI officer, director, or MRC chair with the conflict shall leave the meeting room during the deciding discussion and during the vote. A two-thirds affirmative vote is then required of the remaining voters for the proposed contract to be approved.

4.11 Committee Assignments

1. The ASHI Board shall maintain a system to assure that Committee assignments are carried out in a timely manner, and that the ASHI Board is aware of the progress of Committee work.

| DEADLINE | TASK |
|-----------------|--|
| Early September | Publish calls for volunteers on the ASHI website Publish calls for volunteers in ASHI online communications such as <i>First Thing</i> Provide the current year committee roster to the ASHI President-elect as a resource for selecting new committee chairs ASHI President-elect appoints committee chairs (deadline for October ASHI Board book) |
| Late October | ASHI Board approves committee chairs at the October ASHI Board meeting |
| November 30 | Committee chairs recruit committee members Committee chairs develop committee work plan Deadline for chairs to submit committee member rosters |

4.12 Committee Chair and Member Selection

1. Selection of committee chairs should attempt to satisfy the following criteria. It is recognized that compliance with these criteria may not be practical.

- a. Committee chairs should have served at least one year on any committee within the previous three years.
- b. National officers and directors may serve as committee chairs.

2. Committees should be organized and operated based on the following.

- a. The ASHI President shall assign each committee a Board liaison and a staff liaison as a non-voting member of the committee.
- b. The committee chair shall determine the size of the committee, which shall be sufficient to serve the needs of the committee, except where the committee size is specified in the ASHI Bylaws or in ASHI policy.
- c. Committee chairs of committees that meet in person should limit the committee size to not more than eight (8) people, including the chair and board liaison.
- d. The ASHI President shall approve in-person committee meetings.
- e. The Nominating Committee shall be exempt from this policy.

3. Members of the Background Review Committee (BRC) and the Complaints Committee shall execute a non-disclosure agreement prior to their participation in any committee functions. Members of these committees shall comply with the ASHI Board conflict of interest and executive session policies. Cross reference: Executive Session Confidentiality and Conflict of Interest in this Policy Manual section.

4.13 Task Forces

1. A Task Force is a group appointed by the ASHI President to perform one or more specific tasks.
2. A Task Force may continue to function until it completes its tasks, or until the ASHI President decides to disband the Task Force.
3. Approval of the ASHI Board is not required to form or to disband a Task Force.
4. The ASHI President may appoint officers, directors, ASHI members, or any other persons as Task Force chairs and members.
5. Task Force members, except for officers and directors, who are likely to become privy to information that would usually be discussed in executive session shall sign a nondisclosure agreement.

4.14 Motions and Voting by Email

1. An ASHI officer or director may propose a motion for email voting by the ASHI Board. A second is not required for these motions.
2. The maker of the motion shall submit the motion to the ASHI President. The ASHI President may elect to postpone the motion until the next ASHI Board meeting if the ASHI President believes that the subject of the motion is controversial, or is otherwise not appropriate for email voting.
3. The ASHI President shall send the motion to ASHI Staff for submission to the ASHI Board for email voting.
4. ASHI Staff shall distribute the motion by email to the ASHI Board.
5. A motion may be withdrawn and a new motion offered.
6. A unanimous yes vote shall be required to approve an email vote motion. The motion shall not be approved unless all ASHI Board members vote. Abstentions and failure to vote shall be counted as no votes.
7. The ASHI Secretary shall record the results of the vote and shall publish the results of the vote as the minutes of the next ASHI Board meeting.

5 MEMBERSHIP

5.1 Membership Categories, Requirements, and Benefits

1. The minimum age for ASHI membership shall be 18 years.
2. The requirements for ASHI Certified Inspectors (ACI) shall be:

- complete at least 250 fee-paid home inspections as defined in the ASHI Standard of Practice for Home Inspections,
 - pass the National Home Inspector’s Exam (NHIE),
 - have reports verified to confirm that the reports comply with ASHI Standard of Practice for Home Inspections,
 - complete and pass the ASHI Standard of Practice and Code of Ethics education module,
 - agree to comply with the ASHI Standard of Practice for Home Inspections and the ASHI Code of Ethics,
 - remain current on all dues and payments to ASHI, and
 - obtain the required number of verifiable CE each year.
3. Membership benefits for ASHI Certified Inspectors shall be at least:
- access to all areas of the ASHI website, Cross reference: ASHI Website,
 - opportunity to place a profile on the ASHI website, after providing a current and valid home inspector license number, and the expiration date of the license, for all jurisdictions that require a license where the member performs inspections, Cross reference: ASHI Website,
 - a listing on the Find an Inspector search engine, after providing a current and valid home inspector license number, and the expiration date of the license, for all jurisdictions that require a license where the member performs inspections, Cross reference: ASHI Website,
 - access to and use of ASHI intellectual property including the use of the ACI Gold Seal logo, the ASHI Certified Inspector title, and the ACI acronym,
 - one copy of *The ASHI Reporter* magazine,
 - participation in ASHI programs and services,
 - right to vote in ASHI elections as specified in the ASHI Bylaws,
 - opportunity to serve as an ASHI officer, director, committee or task force chair, committee or task force member, and
 - opportunity to serve as an ASHI chapter officer, director, committee or task force chair, committee or task force member.
4. The requirements for ASHI Inspectors shall be:
- complete at least 50 fee-paid home inspections as defined in the ASHI Standard of Practice for Home Inspections, (Cross reference: Parallel Inspections)
 - have reports verified to confirm that the reports comply with ASHI Standard of Practice for Home Inspections, (Cross reference: Report Verification)
 - complete and pass the ASHI Standard of Practice and Code of Ethics education module,
 - agree to comply with the ASHI Standard of Practice for Home Inspections and the ASHI Code of Ethics,
 - remain current on all dues and payments to ASHI,
 - obtain the required number of verifiable CE each year, and
 - the additional requirement for ASHI Inspectors who perform home inspections in any state that requires a license to perform home inspections shall be to obtain a

current license from at least one state in which the ASHI Inspector performs home inspections, Cross reference: Website Find an Inspector Search Function

- the additional requirement for ASHI Inspectors who do not perform home inspections in any state that requires a license to perform home inspections shall be to pass the National Home Inspector Examination (NHIE).

5. Membership benefits for ASHI Inspectors shall be at least:

- access to all areas of the ASHI website,
- opportunity to place a profile on the ASHI website, after providing a current and valid home inspector license number, and the expiration date of the license, for all jurisdictions that require a license where the member performs inspections, Cross reference: ASHI Website,
- a listing on the Find an Inspector search engine, after providing a current and valid home inspector license number, and the expiration date of the license, for all jurisdictions that require a license where the member performs inspections, Cross reference: ASHI Website,
- access to and use of ASHI intellectual property including the use of the ASHI Inspector logo,
- one copy of *The ASHI Reporter* magazine,
- participation in ASHI programs and services,
- right to vote in ASHI elections as specified in the ASHI Bylaws,
- opportunity to serve as an ASHI officer, director, committee or task force chair, committee or task force member, except when precluded from serving in the ASHI Bylaws, and
- opportunity to serve as an ASHI chapter officer, director, committee or task force chair, committee or task force member.

6. The requirements for ASHI Associates shall be:

- agree to comply with the ASHI Standard of Practice for Home Inspections and the ASHI Code of Ethics,
- complete and pass the ASHI Standard of Practice and Code of Ethics education module within sixty days of becoming a member,
- remain current on all dues and payments to ASHI, and
- obtain the required number of verifiable CE each year.

7. Membership benefits for ASHI Associates shall be at least:

- access to all areas of the ASHI website,
- access to and use of ASHI intellectual property including the use of the ASHI Member logo,
- opportunity to place a profile on the ASHI website, after providing a current and valid home inspector license number, and the expiration date of the license, for all jurisdictions that require a license where the member performs inspections, Cross reference: ASHI Website,
- one copy of *The ASHI Reporter* magazine, and
- participation in ASHI programs and services.

8. The requirements for ASHI Retired Member shall be:
 - have been an ACI for at least five full years,
 - are no longer actively engaged in the home inspection profession, including performing inspections or supervising inspectors, and
 - remain current on all dues and payments to ASHI.
9. Membership benefits for ASHI Retired Members shall be the same as for ACI, except that ASHI Retired Members are not eligible for a listing on the Find an Inspector search engine.
10. An ASHI Student Member shall be an individual who is currently enrolled in, or who has completed, a home inspector prelicensing education course during the previous twelve months, and who has never performed a home inspection for compensation, as defined by the ASHI Standard of Practice for Home Inspections.
11. The requirements for ASHI Student Member shall be:
 - complete the required application, and
 - remain current on all dues and payments to ASHI.
12. Membership benefits for ASHI Student Members shall be at least:
 - an ASHI membership number and password,
 - access to all areas of the ASHI website,
 - one copy of *The ASHI Reporter* magazine, and
 - participation in ASHI programs and services.
13. ASHI Affiliates shall be individuals or companies providing products or services to home inspectors and the inspection profession.
14. The requirements for ASHI Affiliates shall be:
 - complete the required application and affiliate agreement,
 - designate an individual to be the representative to ASHI, and
 - remain current on all dues and payments to ASHI.
15. Membership benefits for ASHI Affiliates shall be determined by ASHI staff.
16. Allied Professionals shall be individuals who have an interest in home inspection and related fields, such as real estate, construction, and engineering, but are not eligible for other membership categories.
17. The requirements for Allied Professionals shall be:
 - complete the required application, and
 - remain current on all dues and payments to ASHI.
18. Membership benefits for Allied Professionals shall be determined by ASHI staff.
19. Friends of ASHI shall be individuals who are not eligible for other membership categories, who shall have performed distinguished service to the inspection profession, and who are nominated by the ASHI Board. Friends of ASHI shall pay no dues.

20. ASHI may decline membership, or may terminate membership, of an individual or entity for reasons that include, but are not limited to, not meeting the requirements of membership, conviction of a crime during the period of their membership, violation of other applicable laws and regulations governing their profession, or engaging in behavior which may otherwise disparage ASHI. Cross reference: criminal background check policies in this policy section. Cross reference: Complaints.

21. Members who wish to end their membership shall do so by resigning from membership in writing.

5.2 Dues and Fees

1 Dues for ACIs, Inspectors, and Associates shall be:

- \$449 per year when paid in one payment, or
- \$45 per month when paid as an automatic, recurring monthly payment. \$7.67 of this monthly amount shall be designated as a convenience fee.
- New ASHI members who pay dues as recurring monthly payments shall pay the first three months of dues in advance as one payment.

2 Individuals who apply for initial ASHI membership in the ACI, Inspector, and Associate categories, and individuals who have not been ASHI members in the ACI, Inspector, and Associate categories for two or more years, shall be charged a \$25 administrative fee in addition to dues payments.

3 Dues for Retired Members shall be \$90 per year, paid in one payment.

4 Dues for ASHI Affiliates shall be determined by ASHI staff.

5 Dues for Allied Professionals shall be determined by ASHI staff.

6 Dues for ASHI Student Members shall be:

- \$240 per year when paid in one payment, or
- \$25 per month when paid as an automatic, recurring monthly payment. \$5 of this monthly amount shall be designated as a convenience fee.

7 ASHI student membership shall be limited to twelve (12) months, if the ASHI Student Member continues to be eligible for this membership category. ASHI Staff shall contact ASHI Student Members not less than thirty (30) days prior to the twelve-month student membership limit to determine under which membership category the ASHI Student Member wishes to renew their membership.

8 ASHI Student Members who perform inspections for compensation, or who otherwise no longer qualify for the student membership category, shall notify ASHI Staff within ten calendar days. ASHI Student Members who do not notify ASHI Staff shall not be eligible to have their student membership dues credited toward their new membership category.

9 ASHI Staff shall credit the unused portion of an ASHI Student Member's annual dues toward the new membership category. ASHI Staff shall calculate this credit by subtracting \$20 per full month and partial month during which the ASHI Student Member was an ASHI

member from the annual dues paid. For example: credit for an ASHI Student Member who becomes an ASHI Associate after 4 ½ months would be $(\$240 - (\$20 \times 5 \text{ months})) = \120 .

10 A home inspection company that operates as a franchisee, and that has at least three (3) home inspectors who are ASHI members, shall be eligible to pay dues for its inspectors as follows:

- (a) home inspectors who are not ASHI members may join ASHI at the then-current dues amount plus the then-current administrative fee;
- (b) home inspectors who are ASHI members may renew their membership for \$400 per year, paid in one payment;
- (c) the home inspection company shall enroll the home inspector;
- (d) home inspectors who have paid dues shall not be eligible for a refund or proration of paid dues;
- (e) home inspectors may join or renew at any time during the year.

11. Dues of members who joined before the dues anniversary date policy shall be paid on or before 30 September.

12. Dues of members who joined after the dues anniversary date policy shall be paid on or before the anniversary of the date upon which the member joined ASHI.

13. ASHI staff shall place members who are in arrears in payment of dues or other financial obligations to ASHI on administrative suspension. Cross reference: Administrative and Disciplinary Suspension.

14. ASHI members may pay dues in installments in accordance with procedures adopted by the ASHI Board and ASHI staff.

15. Dues and fees are not refundable, and shall not be prorated except:

- for errors such as duplicate payments,
- as required to process a specific type of dues payment, such as payments from multi-inspector companies, and
- not issuing a refund or proration would create an unjust result.
- Refunds for members sponsored by multi-inspector companies before 90 days. A multi-inspector company that pays membership fees on behalf of a member, the company will only receive a refund if the company or the individual requests that the membership be canceled, and a refund issued. The member may renew their membership as an individual.
- Refund Process: To request a refund, members must contact ASHI at membership@ashi.org. The request must include the following information:
 - Full name, address, and email
 - Membership ID (if applicable)
 - Reason for the refund request
 - Relevant documentation (if required)

- Review and approval: The ASHI Membership Department will review and process all refund requests within ten business days of receiving the request and the required documentation.
16. The ASHI Executive Director shall approve all refunds and prorations. The ASHI Executive Director may delegate this responsibility. The Financial Services Director will provide a monthly summary refund report to FinCom.
 17. ASHI staff shall determine the dues for all membership categories, except ACI, Inspectors, Associates, Retired, and Student categories.
 18. ASHI staff shall cause dues and fees to be printed on the membership application displayed and made available to members.
 19. ASHI shall waive dues for Past Presidents of ASHI for life.
 20. A home inspection company with at least three (3) home inspectors who are ASHI members shall be eligible to pay dues for its inspectors as follows:
 - (a) home inspectors who are not ASHI members may join ASHI at the then-current dues amount plus the then-current administrative fee;
 - (b) home inspectors who are ASHI members may renew their membership for \$299 per year, paid in one payment;
 - (c) the home inspection company shall enroll the home inspector;
 - (d) home inspectors who have paid dues shall not be eligible for a refund or proration of paid dues;
 - (e) home inspectors may join or renew at any time during the year.
 21. The multi-inspector company and the franchisee dues programs shall cease on 30 June 2023 unless extended by the ASHI Board.
 22. ASHI staff shall identify companies that are eligible to participate in the multi-inspector dues program and shall notify these companies about the program, including that the program may be modified or discontinued based in part on the number of companies and inspectors that participate in the program.
 23. An ASHI member in the ACI, Retired, Inspector, or Associate category who has paid dues to ASHI continuously for at least forty (40) years may remain an ASHI member without paying dues for the remainder of his/her life. The member shall continue to comply with all other requirements for the membership category selected by the member.

5.3 Criminal Background Checks

1. A criminal background check shall include criminal offenses in which a person has been charged with a crime, convicted of a crime, or has pled guilty or no contest to a crime.
2. Members who submit an application to be ASHI officers, directors, and members of the BRC and Complaints committees, shall submit to a criminal background check. ASHI shall pay the cost of this criminal background check for members who submit an application to be ASHI officers, directors, and members of the BRC and Complaints committees.

3. ASHI staff shall advise the applicant that results of the criminal background check may or may not prohibit the applicant from becoming a member of ASHI.
4. ASHI members as of the effective date of this policy shall not be required submit to a background check, except candidates for ASHI officers, directors, and members of the BRC and Complaints committees.
5. Applicants for ASHI membership who have acceptable non-criminal records shall be offered ASHI membership.
6. ASHI shall refund dues paid by an applicant, including chapter dues, if the applicant is denied ASHI membership as a result of the criminal background check. The chapter shall not be told the reason for the membership denial, or for the refund.

5.4 Criminal Offenses and Existing Members

1. An ASHI member shall certify that the member has not been arrested, charged, or convicted of any crimes when renewing ASHI membership.
2. An ASHI member who is arrested, charged, or convicted of a crime, or who does not notify ASHI about a criminal arrest, charge, or conviction, shall be subject to loss of ASHI membership.
3. Policies 5.5 and 5.6 shall be used to determine the eligibility for ASHI membership for applicants subject to policy 5.4 #2.

5.5 Background Verified Inspector (BVI) Program

1. Participants in the BVI Program shall submit to a criminal background check. This criminal background check shall include criminal offenses in which a person has been charged with a crime, convicted of a crime, or has pled guilty or no contest to a crime. Cross reference: Sections 5.6 and 5.7.
2. Participation in the BVI Program shall be voluntary for new applicants for ASHI membership, and for existing ASHI members, except candidates for ASHI officers, directors, and members of the BRC and Complaints committees. Those who satisfy the BVI Program requirements, and who continue to satisfy the BVI Program requirements, may use the BVI designation and logo, in accordance with existing policy.
3. Existing ASHI members who wish to participate in the BVI Program shall submit to a criminal background check, and shall pay the fee charged by the background check provider, except that ASHI shall pay the criminal background check fee for ASHI officers, directors, and members of the BRC and Complaints committees.
4. Applicants for the BVI Program who have acceptable non-criminal records shall be allowed to participate in the BVI Program.
5. BVI Program participants who wish to continue in the BVI Program, and officers, directors, and members of the BRC and Complaints committees, shall submit to a new criminal background check every two (2) years, and shall pay the then current fee charged by the background check provider, except that ASHI shall pay the criminal background check fee for ASHI officers, directors, and members of the BRC and Complaints committees.

6. ASHI shall have the right to summarily and immediately suspend use of the BVI logo and the name Background Verified Inspector by the participating member if ASHI discovers adverse information about the BVI Program participant. ASHI may also institute the procedure to terminate ASHI membership.

7. A BVI Program participant may appeal suspension in accordance with the BVI Program policies.

8. ASHI staff shall inform the public about the limitations of the criminal background check, and about the limitations of the BVI Program. ASHI shall inform the public that the BVI Program does not relate to the participant's technical or other expertise.

5.6 Criminal Background Check Process

1. One designated ASHI staff member at the manager level or higher (ASHI Manager) shall provide a link that the applicant shall use to access the background check provider's confidential website.

2. The applicant shall enter the required information that allows the background check provider to conduct the criminal background check.

3. The background check provider shall submit the criminal background check results to the ASHI Manager and to the applicant.

4. The ASHI Manager shall store criminal background checks that have no actionable results in a secure manner in accordance with this policy, and shall notify ASHI staff to proceed with processing the membership application, or the BVI Program application.

5. No ASHI staff or volunteer, including the ASHI Board, shall have access to the applicant's criminal background check information, such as social security numbers, except for designated ASHI staff.

6. Physical copies of information regarding the person's criminal background check, including clear criminal background checks and all hearing materials, shall be secured in a locked file cabinet at ASHI headquarters. Electronic copies shall be secured in password-protected files and shall be secured against unauthorized access to the extent practical.

7. The ASHI Executive Director and the ASHI Manager, shall be the only persons that have access to this information.

8. ASHI shall retain this information for five (5) years.

9. ASHI shall follow the background check provider's guidance regarding "Adverse Action", and shall follow Fair Credit Reporting Act requirements.

5.7 Processing Criminal Background Checks with Actionable or Incomplete Results

1. The ASHI Manager shall process criminal background checks that have actionable or incomplete results in accordance with this policy.

2. The ASHI Manager shall contact the applicant to confidentially discuss the result of the criminal background check, and to consider:

- the nature and circumstances surrounding the crime,
 - the time that has elapsed since the conviction,
 - the number (if more than one) of convictions, and
 - any explanation offered by the applicant.
3. The ASHI Manager shall have the authority to decline membership into ASHI and participation in the BVI Program due to the applicant's failure to fully cooperate with this interview.
 4. The ASHI Manager shall prepare a written summary of the criminal background check for the BRC, and shall include the summary with the applicant's application. The BRC shall receive, at minimum, information about the crime for which the applicant was convicted, the date of conviction, the date which any imprisonment, parole, or probation ended, any additional information the applicant wishes the BRC to consider, and the written summation and thoughts of the ASHI Manager.
 5. The ASHI Manager shall not release the actual criminal background check and other confidential material to the BRC.
 6. The BRC shall convene to determine if the applicant should be eligible for ASHI membership, or should be eligible for the BVI Program. The BRC may, at its discretion, invite the applicant to the conference.
 7. The BRC shall consider all the information provided.
 8. The BRC shall determine the applicant's eligibility for ASHI membership, or participation in the BVI program, by majority vote. The vote shall be by secret ballot.
 9. The BRC chair shall notify the ASHI Manager of the committee's decision.
 10. The ASHI Manager shall notify the applicant about the acceptance or denial of membership in ASHI, or participation in the BVI Program.
 11. The ASHI Manager shall advise the applicant of the right to appeal a denial to the ASHI Board.
 12. The work of the BRC shall remain confidential, to the extent feasible.
 13. The applicant may appeal the decision of the BRC to the ASHI Board. The BRC's decision shall remain in effect during this appeal. The ASHI Board may, at the Board's discretion, consider the appeal based on the existing record.

5.8 Compliance with Standards and Ethics

1. New applicants for ASHI membership after January 1st 2009 shall take and pass an ASHI Standard of Practice and Code of Ethics education module. Cross reference: Section 5.1.
2. Applications for ASHI membership, and for renewal of ASHI membership, shall contain a signed statement attesting that the member shall comply with the ASHI Standard of Practice for Home Inspections and the ASHI Code of Ethics for the Home Inspection Profession.

5.9 Continuing Education Requirement (CE)

1. ASHI staff shall administer ASHI CE requirements in accordance with ASHI policies.
2. ACI, ASHI Inspectors, and ASHI Associates shall earn at least twenty (20) CE each year to renew ASHI membership. ASHI members in other categories, such as ASHI Student Members and Allied Professionals, are not required to earn CE to renew membership.
3. ASHI Associates shall be required to earn CE beginning on the first anniversary of becoming an ASHI member.
4. ASHI Certified Inspectors and ASHI Inspectors who become members at these levels shall be required to earn CE during their first year of membership.
5. ACI, ASHI Inspectors, and ASHI Associates shall not be permitted to carry more than ten (10) CE from one year to the next year.

5.10 Continuing Education Approval

1. ASHI staff shall award ASHI Associates one (1) CE per parallel inspection with a maximum of ten (10) CE per year.
2. ASHI staff shall award ACI two (2) CE per parallel inspection with a maximum of ten (10) CE per year.
3. ASHI shall accept approved education courses from members, individuals, associations and business to satisfy the CE requirement.
4. The entity sponsoring an education course shall submit the course for approval using an ASHI CE approval application.
5. ASHI may charge a fee for course approval, to be determined by ASHI staff. The fee shall be waived for ASHI chapters.
6. An ACI, ASHI Inspector and ASHI Associate may appeal the denial of CE to the ASHI Board.

5.11 Continuing Education Verification

1. ASHI staff shall verify claimed CE based upon a percentage of total number of renewal applications during the previous ASHI fiscal year.
2. ASHI staff shall notify members with unverified claimed CE, and shall place the member on administrative suspension until the member submits verifiable evidence of the minimum number of CE.

5.12 Acceptance of Continuing Education During Dues Renewal Grace Period

1. ASHI staff shall accept CE during the grace period that is allowed for dues renewal. Cross reference: Administrative and Disciplinary Suspension.
2. ASHI staff shall apply CE earned during the grace period first to the member's delinquent CE requirement, then to the current year CE requirement.
3. ASHI staff shall notify members who have paid dues and have not satisfied their CE requirement, and shall place the member on administrative suspension until the member

submits verifiable evidence of the minimum number of CE, or until the end of the member's membership period, whichever occurs first.

4. ASHI staff shall remove the administrative suspension immediately upon the member's submission of the required CE.

5.13 Parallel Inspections

1. ASHI Inspectors and ASHI Associates shall be permitted to count parallel inspections (also called ride-along inspections) toward the minimum fee-paid inspection requirements for attaining the next ASHI member level.

2. A parallel inspection shall be defined as a fee-paid home inspection conducted by an ACI with no more than two ASHI Inspectors or ASHI Associates inspecting the property, and generating a full report.

3. The ACI shall review the reports from the ASHI Inspector or ASHI Associate, verify that the reports are in substantial compliance with the ASHI SoP, and attest to the details of the parallel inspection as specified by ASHI staff.

4. Parallel inspection reports that have been revised and corrected shall qualify as SoP compliant reports.

5. The ASHI Inspector or ASHI Associate shall be responsible to submit all appropriate materials to ASHI as specified by ASHI staff.

5.14 Report Verification

1. ASHI members who apply for ASHI Inspector or ACI membership categories shall submit five home inspection reports to ASHI. Report verifiers shall determine whether the reports substantially comply with the ASHI SoP. ASHI members who successfully complete report verification for ASHI Inspector shall not be required to complete report verification for ACI.

2. ASHI staff and report verifiers shall keep the verification process confidential. All submitted reports, results, and discussions related to verification shall be limited to the ASHI member, the report verifier, appropriate ASHI staff, and the Standards and Ethics Committee chair, on an as needed basis.

3. ASHI shall provide one initial report verification (five reports) that is required to achieve ASHI Inspector and ACI membership categories at no charge to ASHI members.

4. ASHI may charge a fee to verify reports that fail initial report verification. ASHI staff shall determine the fee amount.

5. ASHI may provide ASHI members with pre-verification of one report at no charge. Pre-verification of a report is not a required report verification for achieving ASHI Inspector and ACI membership categories.

6. ASHI members who apply for ASHI Inspector or ACI membership categories shall sign a statement provided by ASHI attesting that the member has performed at least the minimum number of inspections required by ASHI for that membership category.

5.15 Administrative and Disciplinary Suspension

1. ASHI staff shall place a member on administrative suspension for failure to pay dues or other financial obligations, and for failure to comply with CE requirements. A hearing or an appeal shall not be required.
2. Administrative suspension shall occur thirty (30) days after the due date of dues or other financial obligations, or thirty (30) days after failure to submit verifiable evidence of compliance with CE requirements.
3. The Certification Committee shall be empowered to place an ACI on administrative suspension for issues involving the ACI's qualifications for this membership category. A hearing and appeals shall be required in accordance with this manual, and the ASHI Bylaws. Cross reference: Certification Committee.
4. The Complaints Committee shall be empowered to place a member on disciplinary suspension for reasons stated in this manual and in the ASHI Bylaws. A hearing and appeals shall be required in accordance with this manual, and the ASHI Bylaws. Cross reference: Complaints.
5. ASHI staff shall provide written notice to a member placed on administrative suspension stating the reason for the suspension and the requirements for being reinstated. This notice may be sent by electronic communications.
6. A member placed on administrative suspension shall not be in good standing, and shall lose all membership benefits during the suspension.
7. A member may remain in administrative suspension for two (2) years after the administrative suspension begins. Cross reference: Membership Reinstatement.

5.16 Membership Reinstatement

1. ASHI staff shall reinstate a member who has been on administrative suspension for not more than one (1) year, for reasons other than discipline, provided that dues for the next year, and delinquent financial obligations, if any, are paid in full, and provided that the member has submitted verifiable evidence of earning all CE that were required during the suspension.
2. ASHI staff shall reinstate a member who has been placed on disciplinary suspension by the Complaints Committee as specified in this manual and in the ASHI Bylaws. Cross reference: Complaints.

5.17 Advanced Education Program (Digital Badge) Policy

1. ASHI staff shall apply this policy when issuing, renewing, and removing Digital Badges awarded by this program.
2. Digital Badges issued by ASHI are ASHI Intellectual Property, as defined and regulated in this Policy Manual. Cross reference: Intellectual Property
3. ASHI staff may grant a Digital Badge to an ACI or a Retired Member after the member complies with all of the following:
 - is in good standing,
 - completes the Digital Badge course of instruction,
 - passes the Digital Badge examination with a score of at least 80%,
 - agrees to comply with the ASHI SoP, if any, applicable to the service covered by the Digital Badge, with the ASHI CoE, and with ASHI policies, and applicable state and local laws, and
 - agrees to the Digital Badge Program Participation Agreement.
4. A Digital Badge shall expire if not renewed within two years after the day that the Digital Badge was issued.
5. ASHI staff may renew a Digital Badge for an ACI or a Retired Member after the member complies with the following:
 - is in good standing, and
 - passes the then-current Digital Badge examination with a score of at least 80% (two attempts allowed), **or**
 - completes the then-current Digital Badge course of instruction, and passes the then-current Digital Badge examination with a score of at least 80%, and
 - agrees to comply with the ASHI SoP, if any, applicable to the service covered by the Digital Badge, with the ASHI CoE, and with ASHI policies, and applicable state and local laws, and
 - agrees to the Digital Badge Program Participation Agreement.

6. ASHI staff may remove a Digital Badge for good cause without a disciplinary hearing. ASHI staff may use, but are not limited to, the following good causes.

- Member is not an ACI or a Retired Member in good standing.
- The Digital Badge is expired, and has not been renewed.
- The member has been disciplined according to ASHI Policy. Cross reference: Complaints

7. ASHI staff may reinstate a removed Digital Badge, at staff's discretion.

6 AWARDS

6.1 Philip C. Monahon Award

1. The Philip C. Monahon Award shall recognize an ASHI member who has made exceptional and innovative contributions to the ASHI membership.

2. The recipient of award shall:

- be an ACI who is dedicated to the goals and ideals of ASHI as stated in the CoE,
- have rendered outstanding contributions to ASHI for a minimum of five (5) years, and
- have contributed time, talent, or expertise that has been beneficial to ASHI, its members, and the public, which ASHI ultimately serves.

3. ASHI staff shall publish a call for nominations for Philip C. Monahon Award at least four (4) months prior to InspectionWorld. All ASHI members shall be encouraged to submit nominations for the Philip C. Monahon Award.

4. The nomination shall include a description of the contributions made by the ACI and other information about why the ACI should be considered for the award.

5. The call for nominations shall contain a deadline of at least thirty (30) days before the start of InspectionWorld. Nominations received after the deadline shall not be accepted.

6. The Philip C. Monahon Award Committee shall be three (3) previous recipients of the award. The ASHI President shall select committee members from the immediate past five (5) living recipients. The committee shall select the committee chair from among themselves.

7. The recipient of the Philip C. Monahon Award shall be announced at InspectionWorld.

8. ASHI shall make a cash donation of \$500.00 annually to the Newton-Wellesley Hospital in the name of Philip C. Monahon. The hospital is located at 2014 Washington Street, Newton, Massachusetts 02158.

6.2 John E. Cox Member of the Year Award

1. The John E. Cox Award shall recognize an ASHI member who has made exceptional contributions to an ASHI chapter.

2. The recipient of award shall:

- be an ACI or a Retired Member,

- have rendered outstanding service to an ASHI chapter, and to the home inspection profession, over a period of years, or under circumstances that may not recur.
3. ASHI staff shall publish a call for nominations to chapter presidents at least four (4) months prior to the start of InspectionWorld.
 4. The call for nominations shall contain a deadline of October 21 at 5 PM Central Time, or the next business day thereafter. Nominations received after the deadline shall not be accepted.
 5. Each chapter may submit one nomination using the John E. Cox Award online Nomination Form.
 6. The nomination shall include a description of the nominee's service to the chapter, and to the home inspection profession, and other information about why the nominee should be considered for the award.
 7. ASHI staff shall prepare the ballot including the name and the Nomination Form of each nominee.
 8. Chapter presidents shall vote by using an internet-based voting system. The voting period shall conclude December 5th. The nominee receiving the highest number of votes shall be the award recipient.
 9. The recipient of the John E. Cox Award shall be announced at InspectionWorld.

7 CHAPTER RELATIONS

7.1 Chapter Meetings and Chapter Members

1. Section 7 of this manual applies to ASHI chapters and meeting groups (MG) that are located inside the United States. The ASHI International Policy Manual applies to chapters and MGs located outside the United States. Cross reference: Equivalent Laws, Regulations, and Practices in Other Countries, Section 1.4.
2. ASHI chapters and MGs may conduct meetings at a physical location, by using electronic communication, or by any combination of these methods.
3. ASHI chapters and MGs shall have only ACI, Retired Members, ASHI Inspectors, and ASHI Associates as voting members. ASHI chapters and MGs may determine which ASHI members have voting privileges. Cross reference: Bylaws
4. ASHI chapters and MGs may have any member of ASHI as a non-voting chapter member. Such members of ASHI may include, but are not limited to, ASHI Student Members and Allied Professionals. ASHI chapters and MGs may determine which, if any, members of ASHI may be non-voting chapter and MG members.
5. ASHI chapters and MGs may have entities that are not members of ASHI as non-voting chapter members.
6. ASHI chapters and MGs shall not have non-voting chapter members as chapter officers and directors.

7. Members of ASHI may belong to one or more ASHI chapters or MGs regardless of the location of the member of ASHI and of the location of the ASHI chapter or MG.

7.2 Meeting Groups (MG)

1. A MG shall be defined as a group of ASHI members, the purpose of which is to provide education to its members Cross reference: Antitrust Compliance Policy

2. A MG may be formed as a precursor to forming an ASHI chapter, or as a permanent independent group.

3. A MG shall have at least three (3) members representing at least two (2) different inspection businesses.

4. A MG shall have a group leader and an assistant group leader.

5. A MG is not an ASHI chapter, shall not identify itself as such, and shall not publicly promote itself and its members using ASHI intellectual property.

6. A MG shall not request or accept dues or money, except to defray actual out-of-pocket expenses, shall not establish a bank account, shall not incorporate, and shall not engage in other activities that are reserved to ASHI chapters.

7. ASHI members who propose to form a new MG shall submit a written application to both the ASHI staff and to the CRC chair. This application shall include:

- a. a list of ASHI members who will be members of the proposed MG, and
- b. acknowledgement of the MG viability policies.

8. The CRC shall review the proposed MG's application to determine if the proposed MG complies with the requirements to form a new MG, and to determine if forming the proposed MG is in the best interest of ASHI, and of ASHI members.

9. The CRC may recommend that the ASHI Board approve or deny the proposed MG.

10. The ASHI Board may approve one of the options by majority vote, and may impose conditions.

7.3 Requirements for New Chapter Formation

1. At least ten (10) ASHI members representing at least five (5) different inspection businesses shall be required in order to form a new ASHI chapter.

2. ASHI members who live outside of the United States may form an ASHI chapter or a meeting group (MG) in accordance with ASHI Bylaws and policies. Cross reference: ASHI International Policy Manual.

7.4 Chapter Formation

1. ASHI members who propose to form a new ASHI chapter shall submit a written application to ASHI staff, and to the CRC chair. This application shall include:

- a. identification of the geographic area that the proposed chapter intends to serve, including the city where the chapter intends to have its mailing address,

- b. a list of ASHI members who will be the proposed chapter members,
 - c. a plan to increase the proposed chapter membership, and
 - d. acknowledgement of the chapter viability policies.
2. The CRC shall review the proposed ASHI chapter's application to determine if the proposed ASHI chapter complies with the requirements to form a new ASHI chapter, and to determine if forming the proposed chapter is in the best interest of ASHI, and of ASHI members.
3. The CRC shall recommend that the ASHI Board:
 - a. approve the proposed ASHI chapter, **or**
 - b. deny the propose ASHI chapter, in which case the ASHI members may form or continue a MG,
4. The ASHI Board shall approve one of the options by majority vote.

7.5 Chapter Incorporation, Taxes, and Insurance

1. ASHI chapters shall be incorporated in accordance with the laws and regulations governing nonprofit corporations in the state where the chapter is located.
2. ASHI chapters shall obtain a FEIN (Federal ID Number).
3. ASHI chapters shall file tax exemption documents in order to obtain 501 (c) (6) tax exempt status for both Federal and State tax exemption, as required by then current laws and regulations.
4. ASHI chapters shall file both Federal and State tax returns, and shall pay taxes as required by current then laws and regulations.
5. ASHI chapters shall obtain and maintain the following, and shall provide ASHI staff with a copy when it is first obtained
 - certificate of incorporation,
 - IRS 501 (c) (6) Federal tax-exempt status and State tax-exempt status, or evidence of group tax exempt status,
 - chapter membership roster,
 - chapter officers,
 - FEIN Number
6. ASHI highly recommends chapters take advantage of Directors and Officers Insurance (D&O) which ASHI shall make available to all ASHI chapters, at ASHI's expense.
 - a. Coverage shall be provided under the ASHI D&O policy provided ASHI chapters submit financial information as specified in chapter 7.6.e.
 - b. Coverage shall be subject to the underwriting criteria established by the ASHI insurance carrier.
 - c. Coverage shall be subject to the ASHI chapter's compliance with Section 7.5 # 1 through 5 inclusive.

- d. ASHI chapters shall have the same D&O insurance coverage and limits.
 - e. Chapters shall provide financial statements and other information as required by the ASHI insurance carrier to ASHI headquarters no later than the annual deadline specified by ASHI's insurance carrier of each calendar year.
7. ASHI shall notify chapters that have not submitted the required financial information by the annual submission deadline that they are not eligible for ASHI-provided D&O insurance during the current calendar year as they have not submitted the necessary financial information. Additionally, ASHI shall recommend obtaining D&O insurance as their officers and directors may be held legally responsible and may incur substantial liability.

7.6 Chapter Finances and Accounting

- 1. ASHI chapters may establish the amount of dues, if any, and may establish the amount of payment for chapter activities.
- 2. ASHI chapters shall establish and maintain accurate accounting records.

7.7 ASHI Chapter Legal

- 1. Any potential legal claims must be promptly reported to the ASHI staff.

7.8 Chapter Bylaws and Policies

- 1. ASHI chapters shall adopt chapter Bylaws. ASHI chapters may adopt a policy manual.
- 2. New ASHI chapters, and existing ASHI chapters that do not have chapter Bylaws, shall submit draft chapter Bylaws to ASHI staff, for review and approval prior to adoption by the ASHI chapter. The ASHI chapter shall review the draft chapter Bylaws for conformity with ASHI Bylaws, and for conformity with ASHI policies.
- 3. ASHI chapters shall submit chapter Bylaw amendments to ASHI staff, for review and approval prior to adoption by the ASHI chapter. The ASHI chapter shall review the chapter Bylaws amendments for conformity to ASHI Bylaws, and for conformity with ASHI policies.
- 4. ASHI chapter Bylaws and policies shall be consistent with ASHI Bylaws and policies, and with ASHI Board directives pertaining to ASHI chapters.
- 5. ASHI chapters shall conduct business meetings according to Robert's Rules of Order, most current edition, except where inconsistent with the chapter's Bylaws.
- 6. ASHI chapters shall conduct annual elections for chapter officers and directors in accordance with the chapter's bylaws.

7.9 Complaints and Member Discipline

- 1. ASHI chapters shall not discipline ASHI chapter members, except for failure to pay chapter dues and other financial obligations.
- 2. ASHI chapters shall refer disciplinary actions to the appropriate ASHI committee including, but not limited to, complaints involving violations of the ASHI SoP and CoE.

3. ASHI chapters shall not deny ASHI chapter membership, and shall not terminate chapter membership, to an ASHI member in good standing with ASHI, except for failure to pay chapter dues and other financial obligations.
4. ASHI staff shall review all complaints against ASHI chapters, and shall provide recommendations regarding appropriate action to the ASHI Board.

7.10 Chapter and MG Viability Reports

1. ASHI chapters and MGs shall send a Viability Report to the ASHI staff member in charge of chapter relations, annually on or before 28 February. The Viability Report shall include:

- a member roster including names & contact details,
- contain the names and contact information for chapter officers/MG leaders,
- provide verification that the chapter has filed reports and tax returns to remain in good standing with regulatory and tax authorities in the jurisdiction in which the chapter is located.

2. ASHI staff shall contact the last known chapter president/MG leader by no less than two methods which may include email notice, telephone call, or text message on or before 10 March if the chapter/MG has not complied with 7.9.1 by the due date. ASHI staff shall also notify the CRC chair. This written notice shall include a request that the chapter/MG comply with 7.9.1 on or before 31 March.

3. ASHI staff shall contact the last known chapter president/MG leader by no less than two methods which may include email notice, telephone call, or text message on or before 31 March. ASHI staff and the CRC shall use all means necessary to assist the non-compliant chapter or meeting group to come into compliance on or before 1 June. Non-compliant chapters and meeting groups shall be subject to suspension.

4. ASHI staff shall compile a list of chapters/MGs that have not complied with 7.9.1, 7.9.2, and 7.9.3 by the due date. ASHI staff shall send this list to the ASHI President, CRC chair, and ASHI Executive Director. ASHI staff shall send this list on or before 31 May.

5. The ASHI President shall include the list of non-compliant chapters/MGs on the agenda of the July ASHI Board meeting.

6. The ASHI Board may determine whether or not to suspend non-compliant chapters according to the ASHI Bylaws. The ASHI Board may determine whether or not to suspend non-compliant MGs according to ASHI policies.

7.11 Chapter Viability Review

1. ASHI staff shall assist the CRC in conducting an annual review of the viability of each ASHI chapter, and the compliance of each ASHI chapter with ASHI Bylaws and ASHI policies.

2. ASHI staff provide a compliance/viability report to the CRC on or before 1 June.

3. ASHI staff and the CRC shall complete this review on or before 30 June.

4. ASHI staff and the CRC shall, as part of this review, determine which chapters are non-viable.
5. ASHI staff and the CRC may use, but shall not be limited to, the following viability guidelines:
 - conducting regularly scheduled meetings,
 - filing required documents to maintain chapter incorporation and tax-exempt status,
 - filing required chapter tax documents,
 - conducting chapter elections,
 - maintaining a chapter checking account,
 - having a FEIN Number, and
 - participating in ASHI's umbrella insurance coverage for chapters, or obtaining similar coverage for the chapter.
6. ASHI chapters that fail to comply with any of the following may be considered non-viable:
 - do not have at least ten (10) members, or
 - do not submit a sufficient Viability Report, or
 - do not substantially satisfy the chapter viability guidelines.

7.12 Meeting Group Viability Review

1. ASHI staff may assist the CRC in conducting an annual review of the viability of each MG and the compliance of each MG with ASHI policies.
2. The ASHI staff and the CRC shall complete this review on or before 30 June.
3. ASHI staff and the CRC shall, as part of this review, determine which MGs are non-viable.
4. The ASHI staff and the CRC may use, but shall not be limited to, the following viability guidelines:
 - maintaining at least three MG members,
 - conducting regular meetings.,
5. MGs that fail to comply with any of the following may be considered non-viable:
 - do not have at least three (3) members, or
 - do not submit a Viability Report, or
 - do not substantially satisfy the MG viability guidelines.

7.13 Chapter and MG Viability Improvement Plan

1. ASHI staff and the CRC shall assist non-viable ASHI chapters/MGs to develop a plan to correct viability deficiencies so that the chapter/MG may become viable by 1 October of the year after the CRC determines that a chapter/MG is non-viable.
2. ASHI staff shall contact the last known chapter president/MG leader by no less than two methods which may include email notice, telephone call, or text message if the CRC

determines that a chapter/MG is non-viable. ASHI staff shall send this notice to the chapter/MG on or before 10 July.

This notice shall:

- identify the viability deficiencies that the chapter/MG shall improve to be considered viable, and
- request that the chapter/MG work with the CRC to send a written viability improvement plan to the ASHI staff member in charge of chapter relations on or before 31 August.

3. If the chapter/MG has not complied with 7.12.2 ASHI staff shall attempt to contact no less than three other members of the chapter to assist in communications with chapter/MG leadership, by the due date. ASHI staff shall also notify the CRC chair. ASHI staff shall send this notice on or before 10 September. ASHI staff shall send this written notice to the chapter/MG using a traceable transmission method that requires a signature for delivery. This notice shall contain a statement that the chapter/MG may be suspended if it does not comply with 7.12.2 on or before 30 September.

4. ASHI staff shall compile a list of chapters/MGs that have not complied with 7.12.2 and 7.12.3, by the due date. ASHI staff shall send this list to the ASHI President, CRC chair, and ASHI Executive Director. ASHI staff shall send this list on or before 10 October.

5. The ASHI President shall include the list of non-compliant chapters/MGs on the agenda of the October ASHI Board meeting, or at other ASHI Board meetings.

6. The ASHI Board shall determine whether or not to suspend non-compliant chapters according to the ASHI Bylaws. The ASHI Board shall determine whether or not to suspend non-compliant MGs according to ASHI policies.

7.14 Chapter and MG Suspension or Disqualification

1. The ASHI Board may suspend or disqualify a chapter according to the ASHI Bylaws. The ASHI Board may suspend or disqualify a MG by a two-thirds affirmative vote of those ASHI Board members present.

2. The ASHI Board may suspend a chapter/MG.

3.. A chapter/MG that has been suspended or disqualified may submit a written petition to the ASHI Board requesting reinstatement not more than five (5) months after the date of the ASHI Board meeting when the chapter/MG was suspended or disqualified.

4. The ASHI Board may reinstate a suspended or disqualified chapter according to the ASHI Bylaws. The ASHI Board may reinstate a suspended or disqualified MG by a two-thirds affirmative vote of those ASHI Board members present.

5. ASHI Staff shall notify the last known treasurer, or the last known highest-ranking officer, of a disqualified chapter and shall inform the treasurer or officer that they are responsible for:

- a. filing forms to dissolve the chapter corporation in the manner required by the state where the ASHI chapter was located,

- b. disbursing any remaining chapter funds in accordance with applicable state statutes, and chapter bylaws
- c. performing any other actions necessary to cease chapter operations, including but not limited to filing required documents with Federal and State tax authorities.

7.15 Chapter Use of ASHI Display Booths

1. ASHI chapters in good standing may rent the ASHI display booths for the cost of shipping and shipping insurance.
2. The ASHI chapter shall post a \$500 damage deposit prior to display booth shipping.
3. The ASHI Executive Director may waive the deposit.

7.16 Leadership Development Conference (LDC)

1. The purpose of the LDC shall be to provide an opportunity for existing, incoming, and future chapter leaders to receive leadership training and ASHI chapter operations training.
2. The ASHI Board may plan and conduct LDC on an annual basis either in-person or virtually. The ASHI Board may assign to one or more committees the task of planning and conducting LDC.
3. The ASHI Board may consult with and use every resource within ASHI to plan and conduct a successful LDC.
4. ASHI committees may plan and conduct after-hours meetings during LDC (with the President's approval per policy), if they do not interfere with scheduled LDC activities, and with the ASHI Board and staff efforts regarding LDC.

8 PUBLIC RELATIONS

8.1 Public Relations Plan

1. ASHI staff should develop, maintain, and implement a plan to influence, engage, and build relationships with key stakeholders across multiple platforms in order to shape and frame the public perception of ASHI.
2. The ASHI Board may engage the services of a public relations consultant (PR Firm) to assist ASHI staff in the development and implementation of a public relations plan.

8.2 Press Releases and Social Media Policy

1. The ASHI Executive Director shall determine the appropriate entity to write an ASHI press release.
2. The ASHI Executive Director shall review a press release prior to release. The ASHI Executive Director may delegate this responsibility.
3. The ASHI Executive Director may request that the ASHI President review a press release prior to release.

4. The ASHI representative quoted in a press release shall be the ASHI President, ASHI Executive Director, or a representative designated by the ASHI President or the ASHI Executive Director.

5 ASHI members, staff, and other individuals and entities, shall not operate, moderate, or be similarly associated with a social media site in a manner that states, or could be reasonably interpreted to imply, that the association is approved by ASHI, unless such association is preapproved by the ASHI Executive Director or by the ASHI President. Cross reference: Intellectual Property

6. ASHI members, staff, and other individuals and entities, shall not post content of any type to a social media site in a manner that states, or could reasonably be interpreted to imply, that the content is approved by ASHI, unless such content is preapproved by the ASHI Executive Director or by the ASHI President. Cross reference: Intellectual Property

7. ASHI national officers, directors, committee chairs, and staff shall not post content of any type to a social media site in a manner that states, or could be reasonably interpreted to imply, that the person is acting as a representative of ASHI, unless such content is preapproved by the ASHI Executive Director or by the ASHI President. Cross reference: Intellectual Property

8. The ASHI Executive Director and the ASHI President may delegate social media approval responsibilities, and may designate representatives to operate social media sites and to post content to social media sites. This delegation and designation shall be documented in writing.

8.3 Position Statements

1. The ASHI Executive Director shall determine the appropriate entity to develop and update talking points and official statements representing the ASHI position on issues.

2. The ASHI Executive Director shall review talking points and official statements prior to release.

4. The ASHI Executive Director may request that the ASHI President review talking points and official statements prior to release.

5. The ASHI representative authorized to discuss talking points and official statements with public media shall be the ASHI President, ASHI Executive Director, or a representative designated by the ASHI President or the ASHI Executive Director.

8.4 Media Communications

1. All inquiries from the public media (reporters, producers, writers, researchers, etc.) requesting comment or information attributable to ASHI shall be forwarded to the ASHI Executive Director. The ASHI Executive Director may delegate this responsibility.

2. The ASHI Executive Director, with the assistance of ASHI staff, may provide the requested information. The ASHI Executive Director or the ASHI President may act as the spokesperson for ASHI.

3. The ASHI Executive Director may refer inquiries to the ASHI President, or to a representative designated by the ASHI President or the ASHI Executive Director.

8.5 Member Use of Public Relations Materials

ACI, ASHI Inspectors, and ASHI Associates may obtain, use, and distribute press kits, press releases, consumer brochures, and other public relations materials if the use and distribution comply with ASHI policies, especially those policies relating to use of ASHI intellectual property. Cross reference: ASHI Intellectual Property.

9 LEGISLATION AND REGULATION

9.1 Adoption of ASHI Standards of Practice by Governments

Any jurisdiction may adopt in full any ASHI Standard of Practice or the ASHI Code of Ethics for the Home Inspection Profession. Acknowledgment and full credit to ASHI should be included in the document.

9.2 Endorsement of Members for Regulatory Boards

1. ASHI may provide a written endorsement of an ASHI member who seeks a position on a state or local government home inspection regulatory board if:
 - a. the member is in good standing with ASHI,
 - b. the member provides written endorsements from five (5) ASHI members who reside in the state or jurisdiction, and
 - c. the endorsements include an ASHI chapter officer (President, Vice President, Secretary, or Treasurer) in the jurisdiction, if any.
2. An ASHI chapter officer endorsement is not required if there is no ASHI chapter in the jurisdiction.
3. The ASHI chapter, if any, or the ASHI members within an affected jurisdiction, shall be responsible for ensuring that qualified individuals are recommended for an ASHI endorsement.
4. The ASHI President shall submit names to the ASHI Board for approval of ASHI members seeking endorsement for Federal advisory committees, task forces, etc.
5. ASHI officers and directors shall not endorse an ASHI member using their ASHI title.

9.3 Establishment of InspectPac

ASHI shall establish and operate a PAC (Political Action Committee) called ASHI INSPECTPAC. The objective of this PAC is to help support political candidates who are sympathetic or appreciate the views and goals of the ASHI.

10 STANDARDS OF PRACTICE AND CODE OF ETHICS

10.1 Changing Standards of Practice and Code of Ethics, and Adopting New Standards of Practice

1. ASHI members, the ASHI Board, and other interested parties may propose changes to the SoP, and, SoPA, and CoE, and may propose new SoPA.
2. The Standards and Ethics Committee chair may delay consideration of proposed changes to the SoP, SoPA, and CoE until the chair determines that there are sufficient changes to warrant the effort and expense of changing the SoP, SoPA, and CoE.
3. The Standards and Ethics Committee shall maintain a record of meetings held to discuss changes to the SoP, SoPA, and CoE including: date, method of meeting, who was present, and results of votes conducted.
4. The Standards and Ethics Committee shall adhere to the ASHI Board conflict of interest policy when discussing and voting on the SoP, SoPA, and CoE. Cross reference: ASHI Board, Section 4.
5. A party proposing a change to the SoP, SoPA, and CoE shall include the section affected, the proposed change, and a rationale supporting the proposed change.
6. The Standards and Ethics Committee may vote to approve, modify, or reject proposed changes to the SoP, SoPA, and CoE, and to approve new SoPA. The decision shall be based on the majority of committee members voting.
7. ASHI staff shall publish proposed changes to the SoP, SoPA, and CoE, and shall publish new SoPA, in a manner that staff determines will efficiently and effectively communicate the information to ASHI members, and to the public. Publication shall include a link to the information on all ASHI website for at least thirty (30) days. Publication may include electronic communication, inclusion in ASHI online publications, and printing in *The ASHI Reporter*.
8. Publication shall include an invitation for public comment from interested parties. The invitation shall include the form, manner, and deadline for receiving public comments. The Standards and Ethics Committee shall determine the form and manner for receiving public comments. The public comment period shall not be less than thirty (30) days.
9. The Standards and Ethics Committee shall determine how to address public comments.
10. The Standards and Ethics Committee may present to the ASHI Board proposed changes to the SoP, SoPA, and CoE, and new SoPA.
13. The ASHI Board shall by majority vote:
 - a. send proposed changes to the SoP, SoPA, and CoE, and new SoPA, to the voting members as specified in ASHI Bylaws, or
 - b. return proposed changes to the SoP, SoPA, and CoE, and new SoPA to the Standards and Ethics Committee for additional consideration, or
 - c. reject the proposed changes to the SoP, SoPA, and CoE, and new SoPA

14. ASHI staff shall prepare a ballot for a vote by the voting members as specified in the ASHI Bylaws. This ballot shall contain a link to proposed changes to the SoP, SoPA, and CoE, or shall contain a link to a proposed new SoPA.

15. Any three voting members may appeal to the ASHI Board any vote of the Standards and Ethics Committee regarding changes to the SoP, SoPA, and CoE, or regarding adopting a new SoPA.

16. The Standards and Ethics Committee may correct errata in the SoP, SoPA, and CoE without fulfilling these policies, and without a vote by the voting members. Corrections shall not alter the substantive meaning, and shall be approved by the ASHI Board.

10.2 Requests for Interpretation

1. ASHI staff shall publish completed Requests for Interpretations (RFI) on the ASHI website. Completed RFI are those that have been evaluated and answered by the Standards and Ethics Committee.

2. The Standards and Ethics Committee, and Standards and Ethics Committee members, shall not send interpretations directly to ASHI members, or to any other party.

3. ASHI staff shall maintain a record of all RFI.

4. Members may send RFI requests to ASHI staff, or to the Standards and Ethics Committee chair by means approved by the committee chair.

5. ASHI staff shall forward RFI to the Standards and Ethics Committee chair.

6. The Standards and Ethics Committee shall interpret the SoP, SoPA, and CoE.

7. The Standards and Ethics Committee shall adhere to the ASHI Board conflict of interest policy when discussing and voting on RFI. Cross reference: ASHI Board

8. The Standards and Ethics Committee shall maintain a record of meetings held to discuss RFI including: date, method of meeting, who was present, and results of votes conducted.

9. ASHI staff shall send the interpretation to the member.

11 COMPLAINTS

11.1 ASHI General Complaint Policies

1. ASHI establishes and maintains policies to evaluate complaints against ACI, ASHI Inspectors, and ASHI Associates (hereafter called members unless otherwise indicated), and to impose discipline on members, if they violate certain ASHI Bylaws, policies, and CoE provisions.

2. ASHI complaint procedures shall apply to:

- members who repair an inspected building within one year of an inspection,
- member conflicts of interest,
- member violations of ASHI Bylaws and ASHI policies, except as set forth in 11.1 #3 and

- violation of ASHI intellectual property rights.
3. ASHI complaint procedures shall not apply to:
 - preferred provider programs, and similar arrangements,
 - violations involving the ASHI CoE (except as allowed in the 1st, 2nd, and 4th bullet points of 11.1#2),
 - failure to comply with ASHI standards of practice, and
 - the quality, or the lack of quality, of an inspection, and of ancillary inspection services.
 4. ASHI staff shall inform persons submitting out-of-scope complaints that ASHI cannot process the complaint. ASHI staff may offer information about governmental agencies that the person may contact to pursue the complaint.
 5. The Complaints Committee may discipline members using as prima facie evidence findings of, or sanctions imposed by, governmental agencies and regulatory bodies. Additional procedural steps by ASHI are not required in these circumstances.
 6. The ASHI complaint procedure shall include:
 - establishing and maintaining the Complaints Committee,
 - establishing and maintaining procedures for receiving, processing, investigating, adjudicating, appealing, and resolving complaints against members,
 - defining the roles of the Complaints Committee, ASHI staff, and the ASHI Board,
 - imposing discipline.
 7. The Complaints Committee shall not investigate or inquire about any aspect of the accused's business other than the particular incident or subject matter of the complaint.
 8. ASHI may publish disciplinary results in *The ASHI Reporter*, but shall not identify those disciplined.
 9. All persons involved in receiving, processing, preparing, investigating, adjudicating, appealing, and resolving complaints shall maintain impartiality, and shall maintain confidentiality about all matters, to the extent feasible.
 10. The ASHI staff liaison shall keep physical complaint records and documentation in a secure, locked container, and shall keep electronic records and documentation in password-protected files.
 11. Nobody shall make copies of complaint records and documentation, except as required to fulfill the requirements of these policies.
 12. Complaint committees may use closed complaint files to assist in ensuing consistent actions, and to serve as a history of complaint dispositions.

11.2 Formation of the Complaints Committee

1. The Complaints Committee shall each be composed of a chair plus four (4) committee members who are not current ASHI officers or directors.
2. The ASHI President-elect shall appoint the committee chair, subject to approval by the ASHI Board.

3. The committee chair shall serve a one-year term. The committee chair may be reappointed to additional one-year terms.
4. The ASHI President-elect shall serve as the Board liaison to the Complaints Committee.
5. The ASHI Executive Director shall appoint the ASHI staff liaison for the Complaints Committee.
6. The ASHI staff liaison shall review complaints received, and shall assist the Complaints Committee in the processing of complaints.

11.3 Complaints Committee Jurisdiction

1. The Complaints Committee shall process allegations involving the improper use by members of ASHI intellectual property including, but not limited to, the ASHI name, acronyms, and logos. Cross reference: Intellectual Property.
2. The Complaints Committee shall also process allegations involving violations by members of ASHI Bylaws, CoE, and policies, subject to the limitations in this policy.
3. ASHI staff shall impose discipline on members for failure to pay dues, or for failure to satisfy CE requirements as described in the Membership section of this manual. The Complaints Committee shall not have jurisdiction in these matters. Cross reference: Membership.
4. No ASHI chapter, or individual ASHI member, shall act on an allegation or complaint that is within the scope of these policies.
5. The Complaints Committee chair may initiate committee proceedings at their discretion without a complaint, and without supporting documentation, if the matter is within the committee's jurisdiction.
6. Members who are charged with or convicted of a felony shall be processed in accordance with the policies in this manual. Cross reference: Membership.
7. The Complaints Committee may excuse members subject to discipline under ASHI Bylaws 2.6.3 if the infraction was due the actions of the member's employer.

11.4 Complaint Processing General Requirements

1. A complainant shall not be guaranteed anonymity with respect to the accused.
2. ASHI staff, the Complaints Committee, and all others with knowledge about complaint proceedings shall not release names of members against whom complaints are made, nor aspects of the proceedings, except as necessary to receive, process, investigate, adjudicate, resolve, and appeal a complaint.
3. ASHI staff and the Complaints Committee shall comply with the following requirements involving communication with the complainant. The ASHI staff liaison and the Complaints Committee:
 - a. shall acknowledge receipt of the complaint,

- b. shall not inform the complainant about the proceedings including findings, decisions, and discipline. This is to maintain confidentiality.
 - c. may disclose whether the accused is currently a member of ASHI.
4. The ASHI staff liaison, Complaints Committee chair, and Complaints Committee members shall not consult with or inform any ASHI officer or director about an allegation, except as may be required as a routine part of an investigation.
5. ASHI staff and the Complaints Committee shall not take any action, make any finding, or impose any discipline for reasons involving restraint of trade, or for any other illegal purpose.

11.5 Complaint Initial Processing

1. Written correspondence shall be sent by US First Class mail, by paid courier, by hand delivery, or by electronic communication unless otherwise noted.
2. A complaint to the Complaints Committee shall be considered complete, submitted, and ready for processing when:
 - a written complaint is received,
 - the complainant and the accused are identified by name,
 - the complaint is within the committee's jurisdiction, and
 - the accused is an ASHI member.
3. The ASHI staff liaison and the Complaints Committee chair shall process complete complaints.
4. The ASHI staff liaison and the Complaints Committee chair shall determine if a complaint is within the jurisdiction of the committee.
5. The ASHI staff liaison may send a complaint to the Complaints Committee chair at any time for follow-up or review, even if the complaint is incomplete.
6. The ASHI staff liaison may direct complaints that do not involve ASHI members, or that are not within Complaints Committee jurisdiction, to other services such as government regulatory boards and consumer advocacy services.
7. The ASHI staff liaison shall perform the following actions for complete complaints:
 - a. assign a unique number to the complaint,
 - b. review the complaint for completeness according to the definition in this section,
 - c. acknowledge receipt of the complaint, and document the acknowledgement. Acknowledgement made by telephone or electronic mail may be an entry to a log,
 - d. inform the complainant that the complainant shall not have anonymity with respect to the accused. If a request for anonymity is made, the ASHI staff liaison shall offer the complainant the opportunity to withdraw the complaint, or to proceed without the guarantee of anonymity,

- e. inform the complainant that ASHI policy regarding confidentiality precludes sharing the results of the complaint adjudication with the complainant,
 - f. inform the complainant, in writing, that ASHI has no authority to seek restitution or financial adjustment for the complainant, when applicable, and
 - g. forward the complaint to the Complaints Committee chair for further processing.
8. The ASHI staff liaison shall perform the following actions for incomplete complaints:
- a. assign a unique number to the complaint,
 - b. acknowledge receipt of the complaint and document the acknowledgement. Acknowledgement made by telephone or electronic mail may be an entry to a log,
 - c. request that the complainant provide the needed documentation or information within thirty (30) days,
 - d. inform the complainant that no further action will take place until the requested documentation or information is received,
 - e. inform the complainant that the complainant shall not have anonymity with respect to the accused. If a request for anonymity is made, the ASHI staff liaison shall offer the complainant the opportunity to withdraw the complaint, or to proceed without the guarantee of anonymity,
 - f. inform the complainant that ASHI policy regarding confidentiality precludes sharing the results of the complaint adjudication with the complainant,
 - g. close the complaint file, if all requested documentation or information is not received after sixty (60) days, and
 - h. record the complaint as closed by the ASHI staff liaison without committee chair review.
9. The Complaints Committee chair may close a complaint without bringing it to committee if, after a review of the complaint, or after informal communication with the complainant, or after informal communication with the accused, the committee chair determines that:
- a. the complaint does not involve a member, or is not within the committee's jurisdiction, or
 - b. the complaint is incomplete as defined in this section, or
 - c. the subject matter of the complaint is not serious enough to warrant further action, or
 - d. the complaint can and should be informally resolved.
10. The Complaints Committee chair shall return complaints closed by the committee chair to the ASHI staff liaison with an explanation about why the chair elected to close the complaint.

11. The ASHI staff liaison shall record the complaint as closed by the Complaints Committee chair without committee review.

12. The ASHI staff liaison, the Complaints Committee, and all others involved in processing a complaint shall adhere to the ASHI Board conflict of interest policy when processing complaints. Anyone with a conflict of interest shall disqualify himself or herself from processing a complaint when a conflict of interest exists. Cross reference: ASHI Board.

13. The most senior Complaints Committee member shall serve as committee chair for a complaint if the Complaints Committee chair is disqualified due to conflict of interest, or for any other reason.

14. The Complaints Committee chair may inform the ASHI President if the committee chair believes that a complainant is falsely or maliciously filing complaints against complaint committee members in retribution, or in an attempt to subvert the normal committee process. The ASHI President may allow the committee to continue to discharge its duties. This decision shall become part of the evidence used in the appeal processes.

11.6 Investigations

1. The Complaints Committee shall investigate complaints that the committee chair elects to pursue.

2. The Complaints Committee chair may request that the ASHI staff liaison provide copies of evidence, documents, and correspondence in the possession of the ASHI staff liaison at any point in the investigation. The ASHI staff liaison shall provide copies as soon as possible.

3. The ASHI staff liaison shall prepare an initial letter to the accused that shall contain the information required by this section.

4. The initial letter to the accused shall include:

- the entire complaint, and a copy of the submitted documentation (if any),
- notification that the complaint will be, or has been, forwarded to the Complaints Committee chair,
- a reference to this section of the Policy Manual, and instructions about how to obtain a copy of this section,
- a request for a written response to the allegations in the complaint, addressed to the Complaints Committee chair, within twenty (20) days of the date of the letter,
- the mailing address of the Complaints Committee chair and the telephone number and electronic communication address of the chair., and
- a summary of the complaints process, possible disciplinary actions, and the appeal process.

5. The Complaints Committee chair may contact the accused, inform the accused of the complaint, summarize the contents of the initial letter, and ask for permission to send the initial letter by or electronic communication. If the accused grants permission, the ASHI staff liaison may send initial letter to the accused by the agreed-upon method. The Complaints Committee chair shall log this contact in the complaint file.

6. The ASHI staff liaison shall send the approved initial letter to the accused by United States First Class mail in an envelope marked CONFIDENTIAL, unless the accused allows an alternative delivery method. The initial letter shall be sent on the day it is dated.

7. The Complaints Committee chair shall send a second letter to the accused, with a copy of the initial letter, if the accused does not respond in writing within twenty (20) days from the date of the first letter. The second letter shall be sent on the day it is dated, and shall be sent within forty (40) days of the date of the initial letter. The second letter shall be sent using a traceable transmission method that requires a signature for delivery.

8. The Complaints Committee chair may close an investigation without submitting the investigation to the Complaints committee members when a response to the initial letter convinces the Complaints Committee chair that the:

- a. complaint is not within the committee's jurisdiction, or
- b. allegations are false, or that they lack evidence or credibility, or
- c. subject matter of the complaint is not serious enough to warrant further action, or
- d. complaint can and should be informally resolved.

9. The Complaint Committee chair shall return complaints closed by the committee chair to the ASHI staff liaison, with an explanation about why the chair elected to close the complaint.

10. The ASHI staff liaison shall record the complaint as closed by the Complaint committee chair without committee review.

11. The Complaint Committee chair shall continue the investigation if the accused does not respond within twenty (20) days from the date of the second letter, or if the committee chair believes that there is sufficient evidence to continue the investigation. Continuation procedures may include:

- gathering additional evidence, at the discretion of the committee chair, , and
- forwarding complaint and the evidence to the Complaints Committee members for review.

12. The Complaints Committee chair is authorized to investigate using telephone calls, written correspondence, and electronic means.

11.7 Complaint Resolution

1. The Complaints Committee shall resolve each complaint within sixty (60) days from receipt by the committee chair of all of the information that the committee chair deems necessary.

2. The Complaints Committee chair may, under extenuating circumstances, extend the resolution period by up to thirty (30) additional days.

3. The Complaints Committee may resolve a complaint in one of the following ways:

- a. dismiss the complaint for lack of jurisdiction over the accused, or over the subject matter of the complaint, or
 - b. dismiss the complaint because of lack of sufficient evidence, or
 - c. dismiss the complaint because the evidence does not support the allegations, or
 - d. dismiss the complaint because it is not serious enough to warrant disciplinary action, or
 - e. dismiss the complaint because it has been dealt with informally, or
 - f. impose disciplinary action.
4. The Complaints Committee shall impose discipline that is commensurate with the nature of the complaint, considering factors such as the severity of the violation, prior violations (if known), the explanation offered by the accused, extenuating circumstances, and the duration of the violation.
5. The Complaints Committee may impose the following disciplinary action for an ASHI intellectual property use violation:
- a. private letter of censure, or
 - b. a public letter of censure, or
 - c. suspension of ASHI membership for up to one year, or.
 - d. suspension from ASHI membership for up to two years if the violation involves print and electronic media, or
 - e. permanent expulsion from ASHI membership.
6. The Complaints Committee may impose the following disciplinary actions for violations other than those involving ASHI intellectual property:
- a. require the member to develop and present a suitable educational seminar to an ASHI chapter, or to another event agreed-upon by the Complaints Committee and the member, or
 - b. private letter of censure, or
 - c. public letter of censure, or
 - d. suspension from ASHI membership for up to two years, or
 - e. permanent expulsion from ASHI membership.

7. A private letter of censure shall be defined as a written reprimand that remains in the members file for a period of up to two (2) years, as determined by the Complaints Committee. If the member commits no violations of any kind within the designated time period, the ASHI staff liaison shall remove and expunge the letter from the member's record. The member is not required to disclose a private letter of censure on nomination or election applications, and other ASHI records. If the member commits another violation of any kind within the time period, the next letter of censure shall be a public letter of censure, and shall be in addition to the new disciplinary action.

8. A public letter of censure shall be defined as a written reprimand that remains in the members file for a period of up to five (5) years, as determined by the Complaints Committee. If the member commits no violations of any kind within the designated time period, the ASHI staff liaison shall remove and expunge the letter from the member's record. The member is required to disclose a public letter of censure on nomination or election applications, and other ASHI records, but is not otherwise disclosed to the public.

9. The Complaints Committee chair shall inform the accused that a dismissed complaint has been dismissed.

10. The ASHI staff liaison shall record the dismissal in the complaint file as dismissed by committee action.

11. The Complaints Committee chair shall send a discipline notification letter to the accused informing the accused about the discipline imposed by the committee. The letter shall state:

- discipline has been imposed based on the Complaints Committee's recommendation,
- the member has a right to appeal the discipline,
- the method by which the member may file an appeal, and
- the date by which the member may file an appeal.

12. The ASHI staff liaison shall close the complaint file and record the imposed discipline in the member's file, if the member does not appeal the discipline in accordance with the appeal procedures specified in this manual.

11.8 Member Appeal of Discipline

1. A member disciplined by the Complaints Committee may file a written appeal addressed to the Complaints Committee chair that shall be received not more than thirty (30) calendar days from the date on the discipline notification letter.

2. The member may select the transmission method for the written appeal, including electronic communication. The member assumes all responsibility for appeal requests that are not received by the Complaints Committee chair by the date specified in the discipline notification letter.

3. The Complaints Committee chair shall acknowledge receipt of the appeal request using the transmission method by which the appeal request was received, and shall acknowledge the appeal request in writing using a traceable transmission method that requires a signature for delivery.

4. The member's failure to file a timely appeal shall result in the loss of the right to appeal, and shall be considered as the member's waiver of the right to appeal and the member's agreement with the Complaints Committee's decision.

11.9 Appeal Hearing Preparation

1. The Complaints Committee chair shall notify the ASHI President that the chair has received a request for the ASHI Board to hear a complaint appeal.

2. The ASHI President shall decide whether to place the complaint appeal on the agenda of the next scheduled ASHI Board meeting, or to call a special ASHI Board meeting to hear the appeal.

3. The Complaints Committee chair shall prepare the following written materials that contain sufficient details to allow the ASHI Board to understand the basis of the complaint and the basis of the committee's decision:

- the allegations against the member,
- the written complaint filed by the complainant, if any, or a summary of allegations if no written complaint was filed,
- the written response from the member,
- a summary of the results of the investigation,
- the discipline, and the reasons supporting the discipline, and
- a copy of all evidence in the possession of the Complaints Committee chair.

4. The ASHI staff liaison shall send a notice of the appeal hearing date, time, and place to the member's last known address using a traceable transmission method that requires a signature for delivery. Alternatively, the notice may be served upon the member personally.

5. The ASHI staff liaison shall also send the appeal hearing notice to the Complaints Committee chair, and the ASHI President.

6. The member shall bear all of the member's expenses involved in pursuing the appeal.

11.10 Conduct of Appeal Hearing

1. The ASHI Board shall convene at the date, time, and location specified in the appeal hearing notice.

2. The appeal hearing may proceed notwithstanding the unexcused absence of the member, or the member's representative.

3. The appeal hearing shall be held in executive session, unless the member requests a public hearing.

4. The ASHI President shall conduct the appeal hearing in a fair manner. The Complaints Committee chair and the member may address the ASHI Board for not more than fifteen minutes each, unless the ASHI Board allows an equal additional amount of time to both parties.

5. Members of the ASHI Board shall deliberate in executive session after the hearing is concluded. Persons who are not ASHI Board members shall not be present during the deliberations.

6. The ASHI Board shall render one of the following decisions, which may differ from the Complaints Committee's imposed discipline:

- a. dismiss the complaint, or
- b. require the member to develop and present a suitable educational seminar to an ASHI chapter, or to another event agreed-upon by the ASHI Board and the member, or
- c. impose a private letter of censure, or
- d. impose a public letter of censure, or
- e. impose a suspension from ASHI membership for up to two years, or
- f. impose a permanent expulsion from ASHI membership.

7. The ASHI Board may not impose a monetary penalty of any kind, including restitution.

11.11 Resolution of Appeal Hearing

1. The ASHI President shall send a written notice of the ASHI Board's decision and reasoning to the ASHI Executive Director.

2. The ASHI Executive Director shall forward a copy of the notice to the member and to the Complaints Committee chair.

3. The ASHI Executive Director shall supervise the details of recording the appeal results and shall inform the member about when any suspension period begins and ends, and about the member's responsibilities during the suspension period.

11.12 Disciplinary Suspension

1. Members under disciplinary suspension shall not be allowed these member privileges.

- Use of ASHI intellectual property including, but not limited to, ASHI name, ASHI logos, and ASHI Certified Inspector, ASHI Inspector, and ASHI Associate.
- Listing on ASHI websites.
- Listing on the Find an Inspector search function.
- Access to the ASHI website forum.

2. Members under disciplinary suspension shall pay ASHI dues and other financial obligations during the suspension period. Membership privileges shall not be restored until all dues and financial obligations are paid in full.

3. Members under disciplinary suspension shall satisfy CE requirements during suspension. Membership privileges shall not be restored until all CE requirements are satisfied.

4. Members under disciplinary suspension shall lose all rights, privileges, and other benefits of chapter membership, except for attending educational events and meetings.

5. Members under disciplinary suspension shall continue receiving *The ASHI Reporter*, may attend ASHI educational events at member rates, and may take the ASHI Standards of Practice and Code of Ethics Exam.

11.13 Reinstatement of Membership Privileges

1. Members under disciplinary suspension may have membership privileges restored at the end of the suspension period.

2. The member shall send a written request to the ASHI Executive Director, copy to the Complaints Committee chair, requesting restoration of membership privileges.

3. The member shall pay all dues and other financial obligations, and submit evidence that the member has satisfied all CE requirements before restoration of membership privileges.

4. The ASHI Executive Director shall confirm that all dues, other financial obligations, and CE requirements are current, and that there are no complaints or other information that might preclude restoration of membership privileges.

5. The ASHI Executive Director shall restore the member's privileges when all dues and CE requirements are current, and if there are no other reasons that preclude this action.

6. The ASHI Executive Director shall consult with the Complaints Committee chair if there are complaints, or similar reasons, why the member's privileges should not be restored.

7. The Complaints Committee shall determine whether the member's privileges should be restored, if this step is necessary.

8. The ASHI Executive Director shall restore the member's privileges if the Complaints Committee votes to restore the member's privileges, if this step is necessary.

9. The ASHI Executive Director shall notify the member if membership privileges are not restored. The notice shall specify the reasons for the action, and shall notify the member about actions that the member must take to have membership privileges restored, and shall notify the member about the right to appeal the decision to the ASHI Board.

10. Members who have membership privileges restored shall be restored to the same membership level held before the suspension, and shall be permitted to resume progress toward the next membership level.

11. Members who have closed complaints that resulted in no disciplinary action may, upon written request, have the complaint expunged and the complaint file and documentation destroyed. Two (2) years shall elapse between the request and the date that the file was closed.

12. Members who have closed complaints that resulted in disciplinary action may, upon written request, have the complaint expunged and the complaint file and documentation destroyed. Five (5) years shall elapse between the request and the date that the file was closed, or the date that suspension ended, whichever is later.

12 INTELLECTUAL PROPERTY

12.1 Intellectual Property Definitions

1. The ASHI membership categories, their requirements, and their benefits are defined in the Membership section of this manual. These membership categories include:
 - ASHI Certified Inspector (ACI),
 - ASHI Inspector,
 - ASHI Associate,
 - ASHI Student Member,
 - Allied Professionals, and
 - ASHI Affiliate.
2. ASHI logo: the official graphic symbol of the American Society of Home Inspectors, Inc.
3. ASHI Certified Inspector logo: the ACI Gold Seal logo with the words: Certified Inspector.
4. ASHI Inspector logo: the ASHI logo with the word: Inspector below it.
5. ASHI Associate logo: the ASHI logo with the word: Member below it.
6. ASHI Affiliate logo: the ASHI logo signifying that the member is an ASHI Affiliate.
7. ASHI name: the American Society of Home Inspectors, Inc., and the acronyms ASHI and A.S.H.I. The acronym “ASHI” may be substituted for the words American Society of Home Inspectors.
8. Print and electronic communications: printed and electronic communication media that identify or promote an individual, a company, or the products and services provided by either. Print and electronic communications include, but are not limited to, flyers, brochures, letterhead, business cards, telephone directories, books, magazines, and other print media, radio, television, video, websites, blogs, content marketing, search engines, social media, and other electronic and internet systems.
9. Oral communications: verbal methods that identify or promote an individual, a company, or the products and services provided by either. Oral communications include, but are not limited to, direct in-person communication to a listener, and communication by telephone, two-way radio, answering machine, voice mail, and similar electronic methods.
10. Non-member: an entity that has no affiliation with the American Society of Home Inspectors, Inc.

12.2 Intellectual Property General Policies

1. These policies shall regulate the use of ASHI intellectual property including, but not limited to the following.
 - American Society of Home Inspectors, Inc., the acronyms ASHI, and A.S.H.I. and the ASHI logo
 - ASHI Certified Inspector, the acronym ACI, and the ASHI Certified Inspector logo

- ASHI Inspector, the acronym AI, and the ASHI Inspector logo
 - Inspector Member of the American Society of Home Inspectors
 - ASHI Member logo
 - ASHI Affiliate logo
 - Logos of ASHI chapters that use or incorporate ASHI intellectual property
 - Membership and similar information about ASHI members, chapters, and affiliates
2. ASHI intellectual property is an asset of the American Society of Home Inspectors, Inc., and is protected by copyright, trademark, and other intellectual property protections and regulations.
 3. The ASHI Board shall have the sole authority to regulate the creation and use of ASHI intellectual property.
 4. The ASHI Board may revise these policies at any time.
 - a. The ASHI Board may revoke the privilege to use ASHI intellectual property for ASHI Inspectors and ASHI Associates at any time.
 - b. The Certification Committee, Complaints Committee, or ASHI staff may revoke this privilege to use ASHI intellectual property for ASHI Certified Inspectors for violation of ASHI Bylaws, ASHI policies, ASHI CoE, ASHI SoP, or other membership rules. Cross references: Membership, and Complaints.
 5. The ASHI Board intends that these policies shall be interpreted narrowly and applied strictly.
 6. ASHI members, and other individuals and entities, shall have no rights whatsoever to use ASHI intellectual property, except as stated in these policies.
 7. ASHI members, and other individuals and entities, that accept the privilege of using ASHI intellectual property shall comply with these policies. Compliance is mandatory. Failure to comply may subject ASHI members, individuals, and entities to ASHI disciplinary action, and to legal sanctions.
 8. The privilege of using ASHI intellectual property is not transferrable.
 9. The restrictions in these policies shall not apply to the use of ASHI intellectual property by ASHI staff, or to the appropriate use by ASHI chapters.
 10. ASHI, and ASHI chapters, shall identify a member's membership status and membership category, if asked to do so.
 11. These policies shall be automatically superseded by any applicable law if and to the extent that the policies conflict with local, State, or Federal laws.
 12. ASHI staff shall refer complaints about violations of these policies by ASHI members to the Complaints Committee.
 13. ASHI staff shall refer violation of these policies by non-members to the ASHI President.

12.3 Intellectual Property Allowed Uses by Membership Category

1. ASHI Certified Inspectors may use the ASHI Certified Inspector logo, the ACI acronym, and the ASHI name. ASHI Certified Inspectors may use the ASHI Certified Inspector logo when defining the ASHI Certified Inspector Program.
2. ASHI Certified Inspectors may have a link from their websites to their profile page the ASHI website.
3. A company or business shall not identify or advertise itself using the ASHI Certified Inspector logo, unless the one and only inspector inspecting for the company or business is an ASHI Certified Inspector.
4. Multi-inspector companies and franchisees may identify an individual inspector as an ASHI Certified Inspector using the ASHI Certified Inspector logo within the company's print and electronic communications, and in oral communications.
5. A company with multiple office locations may use the ASHI logo in print and electronic communications only if the company has an ASHI Certified Inspector at each office location, and only if all inspectors working in the office location are ASHI Certified Inspectors, ASHI Inspectors or ASHI Associates. A company using the ASHI logo shall list all home inspectors working at each office location on the ASHI registration form. The company may use the ASHI logo. The company may not use the ASHI Certified Inspector, ASHI Inspector, and ASHI Associate logos.
6. ASHI Inspectors may use the ASHI Inspector logo, AI acronym, the ASHI Inspector name, Inspector, or Inspector Member of the American Society of Home Inspectors.
7. ASHI Associates may use the ASHI Associate logo.
8. ASHI Affiliates may use the ASHI Affiliate logo in the manner stated in the affiliate agreement.
9. An ASHI Certified Inspector, ASHI Inspector, and ASHI Associate may promote the inspector or the inspector's inspection services using print and electronic communications by identifying the inspector as an ASHI Certified Inspector, ASHI Inspector, and ASHI Associate, as appropriate. For example, a communication saying: "Ask an ASHI Inspector" shall instead read "Ask John Doe, an ASHI Certified Inspector, or an ASHI Inspector, as appropriate". In addition, there shall be a disclaimer that reads: "John Doe is an ASHI Certified Inspector, or an ASHI Inspector, as appropriate; all opinions expressed or implied are those of this inspector and not of the American Society of Home Inspectors (ASHI)".
10. ASHI Certified Inspectors, ASHI Inspectors and ASHI Associates may refer to the ASHI Code of Ethics and Standards of Practice, if done so accurately, and if they comply with this policy on logo use.

12.4 Intellectual Property Restrictions

1. ASHI members, and other individuals and entities, shall not use or display ASHI intellectual property in print and electronic communication, and in oral communication, to create the impression that a service is being offered or provided by ASHI.
2. ASHI members, and other individuals and entities, shall not use or display ASHI intellectual property in print and electronic communication, and in oral communication, to create the impression that the origin or source of any communication is coming from, sponsored by, or approved by ASHI.
3. ASHI members, and other individuals and entities, shall not use or display ASHI intellectual property in print and electronic communication, and in oral communication, in a manner that would be misleading to the public regarding the entity's relationship to ASHI.
4. ASHI members, and other individuals and entities, shall not use or display ASHI intellectual property in print and electronic communication, and in oral communication, in a manner that would be misleading to the public regarding the member's, individual's or entity's membership status or level. For example, an ASHI Inspector may not use ASHI intellectual property in a manner that might imply that the member is an ASHI Certified Inspector.
5. ASHI members, ASHI chapters, and other individuals and entities, shall not use or display ASHI intellectual property on clothing and other merchandise in a manner that would be misleading to the public regarding the member's, individual's or entity's membership status or level. For example, an ASHI Inspector may not wear clothing or other merchandise in a manner that might imply that the member is an ASHI Certified Inspector.
6. The following shall apply when ASHI intellectual property is used in print and electronic communications.
 - a. The registered trademark symbol ® shall be displayed at the lower right position of all ASHI logos. If the logo is used repeatedly in the same document or communication, the ® shall be displayed on at least first use of the logo.
 - b. The registered trademark symbol ® shall be displayed at the end of the ASHI name. If the ASHI name is used repeatedly in the same document or communication, the ® shall be displayed on at least the first use of the ASHI name.
 - c. ASHI intellectual property shall not be altered, defaced, incorporated into any design or drawing, or be used in a manner implying that the ASHI intellectual property is part of an individual, business, or company name.
 - d. Display of ASHI intellectual property shall comply with the style requirements published for the particular intellectual property. Examples of style include, but are not limited to, color, font type, and font size.
7. ASHI members, and other individuals and entities, shall not use the NCCA logo on print or electronic communication. The full name: National Commission for Certifying Agencies and the acronym NCCA may be used to explain the accredited ASHI Certified Inspector program.

8. ASHI members, and other individuals and entities, except for ASHI chapters, shall not develop or operate computer programs, applications, and similar automated systems that solicit, capture, store, report, or display ASHI intellectual property without the express consent of the ASHI Board.

9 ASHI Student Members shall not use ASHI intellectual property in print and electronic communications. ASHI Student Members may state that they are a student member of ASHI in oral communications.

10 Allied Professional members may use the ASHI logo in print and electronic communications. Allied Professional members may state that they are a member of ASHI in oral communications.

13 ANNUAL CONFERENCE (INSPECTIONWORLD)

13.1 Registration

1. All attendees shall register to attend InspectionWorld.

2. Conference badges shall be distinctly different from conference to conference.

3. ASHI Retired Inspectors shall be allowed to attend InspectionWorld at a discounted registration fee.

4 ASHI staff shall determine InspectionWorld registration, exhibit, and other fees. ASHI staff shall consult with the ASHI President, the ASHI President-elect, and, if deemed necessary by the ASHI President, with the Finance Committee when determining these fees.

13.2 Registration Exemptions

1. ASHI Past Presidents shall be allowed to attend InspectionWorld at no registration fee.

2. There may be a reciprocal agreement between ASHI and Canadian Association of Home and Property Inspectors (CAHPI) to invite the CAHPI President or liaison to attend InspectionWorld if the ASHI President or liaison of ASHI is invited to attend CAHPI's annual conference. Each organization shall waive conference registration fees for the other. Each organization shall pay all travel and per diem expenses for its representative.

3. The ASHI President may, at his/her discretion, participate in reciprocal agreements to attend the conferences of other home inspector organizations under the same terms as in 13.2#2.

13.3 Speakers and Programs

All presenters, speakers, and round table leaders shall be required to sign the ASHI speaker contract.

13.4 Site Selection

1. ASHI staff should evaluate at least three alternative InspectionWorld sites, and shall present their evaluation and recommendation to the ASHI Board. The ASHI Board shall select InspectionWorld sites.
2. The ASHI Board shall approve agreements to engage the services of a meeting procurement and site selection service. Such approval, if any, shall be based on an evaluation of the service, and on a recommendation by ASHI staff and by the Finance Committee.
3. ASHI staff shall evaluate alternative InspectionWorld sites based on criteria that should include, but are not limited to, the following; all rates and charges should include mandatory fees, mandatory charges, and government-imposed taxes and fees:
 - hotel room rates,
 - meeting room, exhibit hall, ballroom, and other facilities rates,
 - exhibit hall contractor rates, including electrical service and freight acceptance and storage rates,
 - audio visual and internet access rates,
 - food and beverage rates,
 - ground transportation rates between the conference hotel and an off-site convention center, if any,
 - terms and conditions of agreements with the conference hotel(s) and an off-site convention center, if any, including attrition of room nights and food and beverage commitments, deposit amounts and payment schedule, and cancellation and force majeure clauses,
 - hotel room rates at hotels near the conference hotel and near the off-site convention center, if any, and
 - availability of airline service to proposed InspectionWorld sites.
4. ASHI staff shall prepare and present to the ASHI Board an estimate of revenue and expenses for each alternative site presented to the ASHI Board.
5. ASHI shall attempt to operate InspectionWorld so that revenues exceed expenses.

14 OFFICER, DIRECTOR, NOMINATING COMMITTEE, AND CERTIFICATION COMMITTEE NOMINATION, ELECTION, COMPENSATION

14.1 Election and Installation

1. Officers, directors, Nominating Committee, and Certification Committee members shall be elected annually as specified in this policy.
2. Terms of officers, directors, Nominating Committee members, and Certification Committee members shall begin on 1 January of each year.
3. Prospective officers and directors shall submit to a criminal background check using the procedures specified for the BVI Program. Elected officers and directors shall submit to additional criminal background checks using the procedures specified for the BVI Program during their terms in office. Cross reference: Background Verified Inspector (BVI) Program.
4. Prospective officers and directors who are not participating in the BVI Program on the date that the prospective officer or director submits an application shall submit to a criminal background check, using the procedures specified for the BVI Program, by 31 July. Prospective officers and directors who do not begin the criminal background check procedure by 31 July shall not be nominated, and shall not be listed on the ballot. Cross reference: Section 5, BVI Program.
5. Criminal background checks from prospective officers and directors who submit an application to be officers and directors that have actionable or incomplete results shall be processed according to Section 5.7. Cross reference: Processing Criminal Background Checks with Actionable or Incomplete Results.

14.2 Compensation

1. No officer, director, Nominating Committee member, or Certification Committee member, except the ASHI President and the ASHI President-elect, shall receive any salary or compensation for the performance of duties. Due to a ruling by the Internal Revenue Service, February 2017, the ASHI President and ASHI President-elect shall be treated as part-time ASHI employees, paid from the then current payroll process, and shall not be eligible for any ASHI full-time employee benefits, including, but not limited to, bonuses, health care plans, and 401k programs.
2. ASHI shall pay the ASHI President a \$35,000 per year stipend.
3. ASHI shall pay the ASHI President-elect a \$21,000 per year stipend.
4. Stipends shall not affect expense reimbursements.
5. Officers, directors, Nominating Committee members, and Certification Committee members shall be reimbursed for expenses in accordance with the ASHI expense reimbursement policy. Cross reference: Accounting and Operations.

14.3 ASHI Property Transfer Between Officers

Officers shall deliver to ASHI all ASHI property in the officer's possession on or before 31 January.

14.5 Nominating Committee Duties

The Nominating Committee shall nominate one or more candidates for the offices of ASHI President-elect, Secretary, Treasurer, and open positions on the Certification Committee and the Nominating Committee.

14.6 Nominating Committee Composition

1. The Nominating Committee chair shall be the ASHI Immediate Past President, or other officer, appointed by the ASHI President, and approved by the ASHI Board.
2. The voting members shall elect six (6) Nominating Committee members as specified in the ASHI Bylaws and in these policies.
3. Nominating Committee members shall serve a three (3)-year term, as specified in the ASHI Bylaws. Reelection and term limits shall be as stated in the ASHI Bylaws.
4. The Nominating Committee chair may vote on all committee decisions.

14.7 Participants at Nominating Committee Meetings

1. The ASHI Executive Director and ASHI staff shall not be present when the Nominating Committee is meeting, except when invited for consultation.
2. The Nominating Committee may consult the ASHI Executive Director.
3. The Nominating Committee may, at the committee's discretion, interview candidates, current officers, and ASHI staff.

14.8 Nominating Committee Confidentiality

1. All contents, discussions, and documents of the Nominating Committee meeting shall be and remain strictly confidential. Results may be announced as described in in this manual. Cross reference: Nominating and Application Process.
2. The Nominating Committee chair shall verify that all Nominating Committee members understand the confidentiality requirement.

14.9 Application for Evaluating Nominees

1. The Nominating Committee shall use an online application that may contain:
 - number of years as an ASHI member,
 - chapter leadership positions,
 - prior and current ASHI involvement (committees, leadership, etc.),
 - leadership positions in other organizations,
 - a declaration that the nominee shall study ASHI governance and issues responsibly and participate fully,

- current photograph of nominee,
- list of all nominee business affiliations, financial or otherwise, in the home inspection industry,
- an acknowledgment indicating that the nominee understands the duties of the office,
- disclosure of a public letter of censure (Cross reference: Nominating and Application Process),
- disclosure of an arrest, charge, or conviction of a crime,
- an agreement to submit to a criminal background check using the procedures specified for the BVI program (Cross reference: BVI Program), and
- an agreement to serve if elected.

14.10 Nominating and Application Process

1. Qualified voting members shall be placed on the ASHI officer, director, Nominating Committee, and Certification Committee ballots by Nominating Committee nomination, by the ASHI Board, or by submission of a timely and complete application. Qualifications to hold an elected office shall be as specified in the ASHI Bylaws.
2. A voting member may nominate a qualified voting member, or may nominate himself/herself, using an application.
3. The Nominating Committee may contact qualified voting members to inquire about their interest in serving.
4. The Nominating Committee shall not nominate a potential candidate who submits an application that is substantially incomplete, or who submits an application after the nomination ending date, except as provided for in this policy section. The Nominating Committee may decide, by majority vote, whether an application is substantially incomplete.
5. Potential candidates who submit an application that is substantially incomplete, or who submit an application after the nomination ending date, shall not be placed on the ballot, except as provided for in this policy section. The Nominating Committee may decide, by majority vote, whether an application is substantially incomplete. The potential candidate may appeal this decision to the Election Committee.
6. A potential candidate shall submit one application for each office for which the potential nominee wishes to be considered.
7. The Nominating Committee may offer a potential candidate nomination to an office that is different from the office for which the potential candidate submitted an application. The potential candidate may decline the offer.
8. The Nominating Committee may consider an application that is submitted after the nomination ending date only if: (a) an insufficient quantity of applications are submitted for an office before the nomination ending date, and if (b) an insufficient quantity of potential candidates who have submitted an application before the nomination ending date are willing to accept nomination to the office. This provision is intended for use only in cases when there is an insufficient quantity of potential candidates for an office. Cross reference: Election Calendar.

9. The ASHI President may propose, and the ASHI Board may approve by majority vote, potential candidates who may be included on the ASHI officer, director, Nominating Committee, and the Certification Committee ballots only if there is an insufficient quantity of qualified candidates for an office. Proposed potential candidates shall comply with all nomination requirements for the office, such as submitting a substantially complete application and participating in the BVI Program.
10. A potential candidate shall disclose on the application whether the potential candidate has been disciplined by a public letter of censure. Cross reference: Complaints.
11. A qualified voting member may not hold more than one office (except as allowed by ASHI Bylaws).
12. The Nominating Committee shall not nominate a Nominating Committee member. A Nominating Committee member shall resign from the Nominating Committee before submitting an application for another elected office.
13. ASHI staff shall verify that all potential candidates who submit an application have agreed, in writing, to serve, have satisfactorily completed the criminal background check, are qualified for the office, and are members in good standing.
14. ASHI staff shall provide each candidate on the ballot with a copy of the policies about campaigning and elections.
15. ASHI staff shall post the applications of candidates on the Members Only area of the ASHI website, within ten (10) calendar days after the announcement of the candidates.
16. ASHI staff may divulge the identities of nominated candidates at any time after those who submitted an application have been notified about the nominations according to Section 14.11.

14.11 Communication with Potential Candidates

1. The Application System shall simultaneously submit the application to the Nominating Committee chair and to the ASHI staff person designated by the ASHI Executive Director. This shall occur on or before the deadline stated on the Application System.
2. The Nominating Committee chair shall acknowledge receipt of the application by telephone, electronic communication, or text message within two (2) days after receiving the application.
3. The person submitting an application shall contact the Nominating Committee chair by telephone or electronic communication if that person has not received an acknowledgment that the application has been received within four (4) days after submitting the application.
4. The ASHI staff person designated by the ASHI Executive Director shall maintain a record of applications received.
5. The ASHI staff person designated by the ASHI Executive Director and the Nominating Committee chair shall compare records of applications received before the Nominating Committee meets to help ensure that all applications submitted are available to the Nominating Committee.

6. The Nominating Committee chair shall inform those nominated by the Nominating Committee by telephone, if possible, or by electronic communication within forty-eight (48) hours after the Nominating Committee finishes the nominating process.

7. ASHI staff shall send the names and offices of those nominated by the Nominating Committee to those submitting an application, but were not nominated, within five (5) calendar days after the Nominating Committee finishes the nominating process, and before this information is published to the members.

14.12 Campaigning

1. Candidates and others may make positive statements about candidates. Negative campaigning shall not be permitted.

2. ASHI funds and resources shall not be used for campaigning, except as allowed in this policy.

3. ASHI staff, Nominating Committee members, ASHI Legal Counsel, and Election Committee Members shall not participate in campaigning.

4. ASHI staff shall not provide or sell the ASHI membership list to candidates or to ASHI members for election or campaigning purposes. Cross reference: Accounting and Operations.

5. ASHI staff shall develop a format and create pages on the ASHI website behind the member wall for campaigning. The candidate's name, candidate's picture (if provided by the candidate), the candidate's contact details (if provided by the candidate), a slogan of not more than ten (10) words (if provided by the candidate), the candidate's matrix, one position statement of not more than 750 words (if provided by the candidate), and 3 candidate supplied photos (if provided by the candidate – the photos may not include images of any other candidates.

6 All content submitted by the candidates must be based on factual information. No allegations, negative comments, non-factual statements, or conjectures about ASHI Policy, Committees, or the Board will be permitted.

7. The ASHI Executive Director shall have the primary responsibility to review and to approve or reject the candidate's statements for compliance with word count and other ASHI election policies. The ASHI Executive Director may delegate this responsibility.

8. The ASHI President and the ASHI Secretary shall conduct a final review of the candidate's statement for general compliance with ASHI election policies. If the ASHI Secretary is running for office, the Secretary shall be disqualified from reviewing any competitor's content.9. Candidates may endorse each other. Candidates may not use ASHI resources, including candidate statements, to endorse each other.

9. ASHI staff shall request the candidate submit the candidate-supplied information in 14.2.5 within 5 business days of the candidate being notified that they will be placed on the ballot. ASHI staff will only publish the election pages on the website after all statements have been submitted and approved through the processes listed above.

10. ASHI staff shall publicize the election by the appropriate means directing them to the portion on the website regarding campaigning.

11. Candidates may endorse each other. Candidates may not use ASHI resources, including candidate statements, to endorse each other.
12. Candidates may contact voting members during the campaign. Candidates may obtain voting member contact information from sources that are available to the public. Candidates may not use voting member contact information that is obtained from ASHI if such information was intended for use as part of the candidate's duties as an officer, director, committee chair, or committee member.

14.13 Establishment of Election Committee

1. ASHI establishes a standing Election Committee This committee shall continue until dissolved by the ASHI Board.
2. The Election Committee shall help ensure that the elections are fair and impartial.
3. The Election Committee shall consist of three (3) ASHI Past Presidents who are willing to serve. The chair shall be the ASHI Past President member in the third year of his/her term on the committee.
4. Terms of the three (3) Election Committee members shall be three (3) years. One ASHI Past President shall rotate off each year.
5. The ASHI President-elect shall recommend to the ASHI Board a new ASHI Past President to serve on the Election Committee.
6. The ASHI President shall recommend to the ASHI Board a replacement to fill the remaining term of an Election Committee member who is unable or unwilling to serve.
7. Election Committee members shall adhere to the ASHI Board conflict of interest policy. Cross reference: ASHI Board.
8. The Election Committee shall investigate complaints about election procedures and about campaign practices, and shall interpret election policies, procedures, and campaign practices.
9. The Election Committee shall immediately notify a candidate about a complaint lodged against the candidate. The candidate shall be allowed reasonable opportunity to present the candidate's position, and any to present materials to the committee on before the decision is made, if feasible.
10. Any candidate or campaigner shall provide to the Election Committee, upon request and within twenty-four (24) hours, supporting documentation of campaign statements.
11. The Election Committee shall advise the ASHI Executive Director about the committee's decision. The ASHI Executive Director shall communicate the decision to the complainant, or to the person requesting an interpretation.
12. The complainant, or the person requesting an interpretation, may appeal the Election Committee's decision to the ASHI Board.
13. The Election Committee shall investigate challenges to the outcome of an election, and report its findings and recommendations to the ASHI Board for resolution.

14.14 Election Calendar

1. Dates shall be the date by which the task shall be completed. If the date is a weekend or a holiday, the effective date is the next business day.
2. April 15: ASHI staff shall publish an election notice. This notice shall contain:
 - the election calendar,
 - an invitation to submit applications,
 - a link to the application,
 - a link to the qualifications for the offices for which candidates may apply,
 - a statement that self-nominations are permitted,
 - a statement that candidates must confirm (in writing) a willingness to serve, and
 - a statement that nominations are closed as of 31 July.
3. July 31: Nominating Committee members may submit names of potential candidates. The nomination period ends. ASHI staff verifies that the potential candidates are qualified, and have agreed to, serve. ASHI staff sends the list of potential candidates to Nominating Committee members.
4. August 15: The Nominating Committee meets to select nominees.
5. August 16, or five (5) calendar days after the Nominating Committee meets to select nominees: ASHI staff notifies all who submitted an application about the candidates nominated by the Nominating Committee.
6. August 16, or ten (10) calendar days after the Nominating Committee meets to select nominees: ASHI staff posts the applications of all qualified candidates on the ASHI website.
7. September 15: ASHI staff sends ballots to voting members.
8. October 31, 5 PM CST: The election period ends.
9. October 31: Election results are obtained. Candidates are notified. ASHI staff publishes the election results.
10. 1 January: Newly elected officers, directors, Nominating Committee members, and Certification Committee members shall assume their offices. An installation ceremony is not required.

14.15 Ballot Preparation and Voting

1. ASHI staff shall prepare the ballot. The ASHI Secretary shall approve the ballot.
2. The ballot shall list the offices in order of President-elect, Secretary, Treasurer, Nominating Committee, and Certification Committee.
3. Candidates shall be listed in alphabetical order within each office.
4. Candidates shall be identified as those nominated by the Nominating Committee, and those appearing on the ballot by being qualified and submitting a substantially complete and timely application.
5. Voting shall occur using an internet-based voting system.

6. The internet-based voting system shall provide the voter with the opportunity to view:
 - the candidate's application,
 - the office for which the candidate is nominated, and
 - the duties of the office for which the candidate is nominated.
7. ASHI staff shall send a ballot to voting members who are in good standing on the day the ballots are sent.

14.16 Announcement of Election Results

1. Those involved in determining and verifying the election results shall not disclose the election results, other than as stated in this policy.
2. The ASHI Secretary shall verify the election results and shall inform the ASHI President.
3. The ASHI President, or the ASHI Executive Director, shall notify all candidates of the election results by telephone, if possible, or by electronic communication.
4. The ASHI Secretary may seek guidance from the Election Committee if there is an uncertain or a disputed result. Uncertain and disputed results shall remain unofficial and confidential.
5. Those involved in receiving and counting ballots shall not disclose the number of votes cast for candidates, unless a candidate files a formal challenge of the results, and the ASHI Board approves release of the number of votes cast for candidates.
6. ASHI staff shall publish election results in *The ASHI Reporter*, and may publish election results using other methods.

15 EXECUTIVE DIRECTOR AUTHORITY AND EVALUATION

15.1 Responsibilities and Authority of the ASHI Executive Director

1. The ASHI Executive Director shall have the general responsibility and authority to implement, and to ensure compliance with, policies and budgets approved by the ASHI Board. This responsibility and authority are subject to the limitations specified in:
 - the written employment agreement between the ASHI Executive Director and the ASHI Board,
 - the ASHI Bylaws and this manual,
 - ASHI budgets, and
 - other documents, such as ASHI Board meeting minutes.
2. The ASHI Executive Director shall have the following specific responsibilities and authority, subject to the limitations, if any, specified in 15.1#1:
 - expend funds,
 - manage ASHI staff including, but not limited to, reporting relationships, delegation, work duties, and work hours,
 - act as a spokesperson for ASHI as specified in this manual, and

- establish and maintain the ASHI accounting system

15.2 Evaluation of the ASHI Executive Director

1. The Executive Director Evaluation Committee (EDE Committee) shall evaluate the performance of the ASHI Executive Director not less than annually, or as agreed upon in writing.
2. The EDE Committee shall consist of the ASHI Immediate Past President, ASHI President, ASHI President-Elect, ASHI Treasurer, and one director selected by the ASHI Board, at the first ASHI Board meeting of the calendar year.

15.3 Procedure for Evaluation of the ASHI Executive Director

The EDE Committee may use the evaluation procedure in Appendix 1 of this Policy Manual.

16 CERTIFICATION COMMITTEE

16.1 Establishment of Certification Committee

ASHI establishes a standing Certification Committee. Cross reference: ASHI Bylaws.

16.2. ASHI Certified Inspector Program Purpose

The ASHI Certified Inspector (ACI) program promotes excellence within the home inspector profession as well as continual improvement of ASHI Certified Inspector's services to the public. The ASHI Certified Inspector program establishes a minimum and uniform standard of practice for home inspectors practicing in the United States and Canada at an entry-level.

16.3 Certification Committee Authority

1. The ASHI Board shall oversee the Certification Committee operating policies, within the scope of the ASHI Bylaws.
2. The Certification Committee shall report program policies to the ASHI Board.
3. The Certification Committee shall make all disciplinary decisions for ASHI Certified Inspectors (ACI) involving compliance with ACI program credentials. Cross reference: Membership and Complaints.
4. The Certification Committee shall independently govern the ASHI Certified Inspector credential program, and make all essential program decisions necessary to achieve the program's purpose including:
 - a. develop, evaluate, and administer certification and credentialing program policies, such as program eligibility, examination, and recertification standards,
 - b. review the budget for the program,
 - c. oversee program operations, planning, and participate in staff selection, and

- d. select an examination for use as part of the certification process which shall meet the requirements for accreditation as outlined in the NCCA Standards
5. The Certification Committee shall review a portion of the certification policies and procedures annually to identify opportunities for improvement, updates, revisions, or resolution of program issues. Over a period of two years, the certification policies are reviewed in their entirety.
6. The Certification Committee may establish and appoint members to subcommittees and task forces as needed to fulfill its purpose. These subcommittees or task forces shall function in an advisory capacity.

16.4 Limitations on Certification Committee Authority

1. The Certification Committee shall not do any of the following without approval from the ASHI Board:
 - a. create additional certification or credentialing programs,
 - b. terminate or change the purpose of the ASHI Certified Inspector program, and
 - c. spend more than its budget.
2. The Certification Committee shall not accredit, approve, endorse, recommend or provide any education or training programs and/or products designed or intended to prepare candidates for certification.

16.5 Certification Committee Composition and Terms

1. The Certification Committee shall consist of eight (8) voting members; seven (7) members shall be ACI in good standing, and one member shall be a public member.
2. The ASHI Executive Director shall serve as an ex-officio, nonvoting member.
3. Current ASHI officers and directors shall not serve on the Certification Committee.
4. The Nominating Committee shall nominate two (2) ACI during each annual election cycle to serve on the Certification Committee. Cross reference: Elections.
5. Voting members shall elect the Certification Committee during each election cycle. Cross reference: Officer Elections.
6. The ASHI President-elect shall appoint one ACI to the Certification Committee before InspectionWorld.
7. The elected Certification Committee members shall serve a three (3)-year term. The appointed Certification member shall serve a one (1)-year term.
8. The Certification Committee shall elect a committee chair from among themselves. The committee chair shall serve a one-year term. The committee chair may be reelected by the Certification Committee.

16.6 Public Member

1. The Certification Committee shall appoint one public member who is either a consumer of home inspection services, or has a background in public advocacy.
2. The public member shall serve a two (2)-year term.
3. The public member shall not be a:
 - current or previous member of the profession, occupation, role, or specialty area encompassed by the certification program;
 - supervisor, manager, direct co-worker, or an employee or subordinate of individuals in the profession encompassed by the certification program;
 - employee of an individual certified by the certification program or of an employer of individuals in the profession encompassed by the certification program;
 - person who currently receives or within the last five years has received income from the profession encompassed by the certification program.

16.7 Vacancy, Resignation, and Removal

1. The Certification Committee shall appoint a replacement for a member who is unable, unwilling, becomes unqualified, or otherwise no longer serves on the Certification Committee.
2. A Certification Committee member may resign at any time by providing written notice to the Certification Committee chair.
3. The Certification Committee may remove a member by a two-thirds ($\frac{2}{3}$) vote of the Certification Committee at any meeting at which a quorum is present. Cause for removal may include, but is not limited to, a pattern of missed meetings, lack of timely response to committee communications, lack of participation in committee meetings, loss of the ACI credential, violation of the ASHI Standards of Practice or Code of Ethics, change of employment that involves leaving the home inspection profession, or violation of confidentiality, or conflict of interest policies.

16.8 Meetings

1. Regular meetings of the Certification Committee shall be held at least two times a year. Regular or Special Meetings shall occur as often as necessary in order to enact the business of the Certification Committee and may be called by the chair or by a majority of the voting committee members, with appropriate notice provided to each member. The committee may enact business activities electronically between regular meetings. The meetings of the Certification Committee may be conducted in person, via teleconference, or via electronic screen sharing over secure web or telephone conference sites.
2. The Certification Committee chair, or a majority of the committee members, may call a meeting.
3. The Certification Committee chair shall provide appropriate notice before all meetings.
4. The Certification Committee may hold meetings by electronic communications methods that allow all participating to hear each other.

5. The Certification Committee shall maintain a written record of all meetings.

16.9 Quorum and Voting

1. A quorum shall consist of the presence of a majority of the Certification Committee members.
2. The Certification Committee shall require a two-thirds ($\frac{2}{3}$) vote to enact or revise Certification Committee policies.
3. The Certification Committee shall require a majority vote to enact other actions.
4. Proxy voting shall not be permitted.

16.10 Confidentiality

1. This confidentiality policy applies to all ASHI employees, Certification Committee members, subject matter experts, consultants, and all other individuals who are permitted access to confidential certification program information. These individuals are required to sign confidentiality forms/attestations.
2. Access to confidential information will be limited to those individuals who require access in order to perform necessary work related to the certification program during the time frame for which access is required. Access will be granted in compliance with the provisions of the security policy.
3. Individuals given access to confidential certification program information must sign a confidentiality agreement prior to gaining access to such information. All Certification Committee members are required to sign the ASHI Certification Committee Commitment to Serve Form at the beginning of their term and annually thereafter. ASHI certification program staff are responsible for ensuring that each individual affected by the confidentiality policy signs the respective agreement and that the signed agreements are maintained in accordance with the record retention schedule.
4. The Certification Committee protects confidential and/or proprietary information related to certification applicants, candidates and certificants; the examination development and maintenance process; and the exam administration process. Confidential materials include, but are not limited to, an individual's application status, personal applicant/certificant information, exam development documentation (including job analysis study reports, technical reports, and cut score studies), exam content, and individual exam scores.
5. ASHI and the Certification Committee will not disclose confidential applicant /certificant information unless authorized in writing by the individual or as required by law.
6. Certification Committee members shall not disclose confidential information related to, or discussed during, meetings.
7. All confidential materials will be retained in a secure manner as required by the security policy and record retention policy.

8. Certification Committee members shall keep secure confidential materials sent to them until these materials are returned to ASHI, or destroyed as directed by ASHI.

9. The Certification Committee shall keep all information about ASHI members confidential, except for information in the membership list. Cross Reference: Operations, Section 2.

16.11 Quality Assurance

1. The Certification Committee shall conduct an internal audit annually to review the areas described below and any other program areas as directed by the Certification Committee and identify opportunities for improvement, policy updates, or resolution of program issues. The Certification Committee may trigger an audit outside of the prescribed frequency as needed.

2. The internal audit may be conducted by ASHI staff, or contracted to a third party, at the discretion of the Certification Committee. For the purposes of the audit, an individual should not evaluate his/her own work.

3. At the completion of the audit, the party completing the audit shall write a summary report of the findings and recommendations to be presented to the Certification Committee. The Certification Committee shall determine how and if to implement the recommendations in a timely manner and assign responsibilities of doing so as needed.

4. Internal Audit Areas of Focus

| Certification Program Area | Goal of Internal Audit |
|----------------------------|--|
| Policy Review | Verify consistent implementation of all certification program policies and/or identify necessary updates for the Certification Committee’s consideration. |
| Application Processing | Ensure applications for both certification and recertification are reviewed in a fair and timely manner consistent with the application review policy to verify that candidates meet established requirements. |
| Published Information | Complete a review of all certification program published documents (Candidate Handbook, web site, etc.) to ensure accuracy and currency. |
| Record Retention | Ensure records are developed, kept, and disposed of in keeping with ASHI’s Records Retention policy. |
| Confidentiality | Verify confidential information, as defined by ASHI policy, is handled appropriately and that current, signed agreements are on file for individuals with access to confidential information. |

| | |
|---|--|
| Conflict of Interest | Verify that those who are subject to the Conflict of Interest policy have current, signed agreements on file. |
| Complaints, Disciplinary Actions, and Appeals | Ensure that complaints and appeals are reviewed and processed in accordance with ASHI policy and that disciplinary actions are carried out fairly and consistently and in accordance with ASHI policy. |
| Training | Confirm that Certification Committee members received required information and training as directed by policy. |
| Customer Service Standards | Customer service aspects listed below will be reviewed to identify recommendations for improvement. |

5. Applicants, candidates, and certificants shall have easy access to ASHI services. Applicants, candidates, and certificants shall have easy access to up-to-date, accurate, on-line certification program information. Information regarding the ethical code and complaints process is publicly available.

6. The processes, policies, and service standards shall be clearly defined and shall be accurately reflected in the content provided on the website and candidate handbook. Accurate information shall be given, to the best of their ability, by certification program staff to potential applicants, candidates, and certificants in response to questions received via telephone, email, or other methods. Certification program staff shall develop tools to monitor and ensure the accuracy of candidates' and certificants' information into the database.

7. The certification program staff shall work to ensure that the expectations of potential applicants, candidates, and certificants are met. Employees shall uphold high quality standards as expected and set forth by the organization. Employees shall maintain compliance with ASHI policies and procedures.

8. The certification program staff member shall define and implement reasonable response times to certification inquiries and the processing of applications, notifications, and verifications. Electronic submissions shall be sent a receipt via email by the certification program staff member no later than seven business days following receipt. All applications for certification and recertification, and requests for certification verification will be initially processed by the certification program staff member within seven to ten business days following receipt.

9. Any missing or incomplete information in applications for initial certification or recertification shall be communicated to the applicant as soon as noted by certification program staff. Phone coverage will be during normal business hours of 9 a.m. – 5 p.m. (CST) Monday through Friday, except holidays.

10. The certification program staff shall work to resolve or forward to the Certification Committee, complaints within one week of receipt, except where other timelines are established by disciplinary, complaints, and appeals policies and procedures. Certification program staff will acknowledge receipt of email or mail inquiries or requests within seven to ten business days.

11. ASHI shall solicit feedback from its stakeholders through an online survey sent after they have completed the certification process.

16.12 Conflicts of Interest

The Certification Committee shall adhere to the ASHI Board conflict of interest policy. Cross reference: ASHI Board. All Certification Committee members are required to sign the ASHI Certification Committee Commitment to Serve Form at the beginning of their term and annually thereafter. The form includes the agreement that Certification Committee members will not be directly involved in the development or delivery of any educational or training program designed or intended to prepare individuals to take the home inspector certification examination during their term of service and for one year following the end of service. Certification Committee members also commit to not taking the national home inspector examination during or for one year following their term of service on the Certification Committee.

16.13 Compensation

1. Certification Committee members shall not be compensated for their services.
2. ASHI shall reimburse Certification Committee members for expenses incurred while performing their duties in accordance with the ASHI expense reimbursement policy. Cross reference: Accounting and Operations.

16.14 Published Materials Review

ASHI staff shall review all published certification materials, including handbooks and website content, at least annually to ensure they are accurate, up-to-date, and consistent with Certification Committee policy.

16.15 Requirements for ASHI Certified Inspector Status

1. ACI shall meet all of the eligibility requirements in effect at the time of application for ACI status. Cross reference: Membership.
2. ACI who maintain their certification in good standing, including compliance with CE requirements, shall remain ACI regardless of changes in eligibility requirements.

16.16 Examination

1. The NHIE was selected by the ASHI as the required examination for the ASHI Certified Inspector certification program.
2. The EBPHI ensures that the NHIE is developed and administered in compliance with the nationally accepted accreditation standards for certification programs. (Refer to the ASHI Exam Development Manual)

16.17 ACI Exam Eligibility

The exam requirements include candidates provide two forms of identification and be at least 18 years of age.

16.18 Exam Eligibility Rationale

Since home inspection is a profession that sees applicants from a wide variety of backgrounds, there are no specific exam eligibility requirements other than meeting the age requirements of the testing center.

16.19 Reexamination

Candidates who fail the exam may retest after a 30 day waiting period following the date the previous exam was taken.

This waiting period was created to help protect the security of the exam. Given the computer-based nature of the exam, the limited number of exam forms and the number of individuals taking the exam, a waiting period was created with the goal of creating time between administrations so that exam takers will have less memory of the previous version of the exam.

16.20 Reconsideration of Adverse Eligibility and Recertification Decisions and Exam Administration

Submitting a Request for Reconsideration

Candidates whose eligibility for initial certification or recertification have been denied and who believe the denial is a result of an error in the application review process, a failure to follow application review policies, or a breach of policy during exam administration, may request reconsideration of the decision.

Reconsideration requests regarding the examination content outline (e.g., specific questions and the domain weights/specifications/blueprint that results from the Job Task Analysis) are not accepted.

The following items may be considered reasons for appealing exam results to the Certification Committee:

- Improper behavior by test center staff
- Violations of exam administration procedures

In the case of adverse eligibility/recertification determinations, the appeal should clearly state the reasons why the candidate feels his/her application for certification/recertification was incorrectly denied and how s/he complies with the published requirements.

In the case of an exam administration policy breach, the appeal should clearly describe in detail the situation that occurred during testing and the policy violation(s). Supporting documentation should be provided when applicable.

In order to be eligible to appeal, the candidate must inform the test center manager of any exam-related incident that had a negative impact on their performance. Following the exam, the candidate must submit written notification of the incident to the Certification Committee. This written statement must indicate why the incident negatively affected the candidate's performance. All appeals can be submitted by email certification@ashi.org.

Review Process

The Certification Committee shall review the applicant's request and supporting documentation and materials when reconsidering the adverse eligibility, or recertification, and the Committee Chair shall notify the applicant in writing of the Appeals Committee's decision within 45 days of receiving the request.

All decisions by the committee are final.

The Certification Committee shall maintain a record of all appeals, take appropriate action regarding the appeal in a timely manner, and document the actions taken.

16.21 Recognition of Membership in other Home Inspector Associations

Prior to May 1, 2015, ASHI and the Certification Committee recognized home inspectors from other home inspector associations, and from states or provinces that license home inspectors (prior to the date of initial NCCA Accreditation of January 2010). Effective May 1, 2015, the policy of granting certification to home inspectors through reciprocity agreements is terminated and all individuals seeking certification as an ASHI Certified Inspector must satisfy all current eligibility requirements.

16.22 Grandfathering

ASHI does not permit the practice of grandfathering, or awarding the credential to individuals who have not passed the examination.

16.23 Recertification Verification

1. In order to maintain the credibility and integrity of the certification process, the Certification Committee reserves the right to verify any information provided on renewal applications. Requests for verification may be made prior to recertification or at a future time.
2. Five percent of certification renewal applications shall be reviewed to ensure that all renewal requirements are met.
 - a. Rationale for auditing 5% is to provide an adequate number that gives a fair representation of our total renewing certificants for the year, while allowing the audit to be completed in a timely manner.

- b. All certificant renewals have a number, which is used by a randomizing software, which selects 5% of the certificants.
- c. When an application is selected for audit, ASHI auditor(s) will verify the certificant has paid the current renewal recertification fee, verify the certificant's ASHI continued education credits in ASHI databases and systems, and ask certificant to submit any of the applicable items to prove completion of the 20 ASHI CE requirements for the renewal year:
 - i. Copies of certificates of completion for courses,
 - ii. Copies of attendance rosters or records for qualifying meetings attended or signed letter from the meeting organizer or organization representative confirming attendance
 - iii. Signed and dated letter from host Home Inspector confirming attendance of Parallel Inspection or Visiting Inspection/ride along
 - iv. For authoring or publication proof, the certificant must submit a copy of the article or publication or link to the publication.
 - v. For volunteer services performed, the certificant must submit proof of attendance with meeting rosters or records
 - vi. For ASHI Mentor credit, the certificant must submit proof of mentorship program approval letter or form.

3. If any areas of non-compliance are identified within the recertification application, the individual will have 30 days to submit any required information. If the required information is not provided, the individual's certification will expire at the end of the allowed time or on the normal expiration date (whichever comes last).

16.24 Recertification Requirements

All ASHI ACI certificants must complete the following requirements during each annual recertification cycle:

- Complete 20 CEs
- Pay the recertification fee

Each year, ACI certificants are required to submit a minimum of 20 CEs from classes taken since the last renewal. Those CEs who claim more than 20 CEs may carry over up to ten CEs to the next anniversary year. Cross reference: Membership.

16.25 Recertification Rationale

Twenty (20) Hours of continuing education (CE) hours were chosen to keep certificants updated on the changing technologies required for the profession. Twenty Hours is in line with the number of CE's required by a number of State licensing bodies.

16.26 Certification Reinstatement

1. If certification has expired for 6 months, or less, the inspector may reinstate their status by submitting a complete recertification application with all required CE for the recertification period and paying the recertification fee. If the recertification application is approved, the expiration date for the reinstated credential will remain the same as if the certification had been renewed on time.
2. A one-time extension may be requested in the case of extraordinary circumstances (e.g., an extended medical leave of absence or call to active military service). Extensions must be requested before certification expires by contacting ASHI. Extension requests will be reviewed by the Certification Committee on a case-by-case basis and extensions may be granted for up to one year.
3. ASHI staff shall reinstate a certificant who has been placed on disciplinary suspension by the Complaints Committee or the Certification Committee once the suspension period has ended and upon approval by the ASHI Executive Director. Cross Reference: Complaints
4. If certification has expired for more than 6 months, the certification is considered to be lapsed. Inspectors whose certification has lapsed must re-apply for certification and meet all eligibility requirements in place at the time of application, including re-taking and passing the exam.
5. Individuals whose certification has expired, lapsed, been suspended, or revoked cannot represent themselves as an ASHI certificant and may only use the ACI credential once they receive official notice that the recertification requirements have been satisfied or that certification status has been reinstated.

17 ASHI WEBSITE

17.1 Website Content

1. ASHI staff shall operate the website to support and to serve ASHI members, to attract potential members, and to develop and support public awareness of ASHI in a manner consistent with ASHI's mission.
2. ASHI staff shall be responsible for operation of the ASHI website.
3. ASHI staff shall be responsible for maintaining an up to date back up of the entire website.
4. The ASHI Board shall decide policy-related issues about website content and operation.
5. ASHI staff shall develop, maintain, and update website pages that have technical topics, with assistance from the appropriate committees or workgroups as necessary.
6. ASHI staff shall, upon request, create links to ASHI member's websites free of charge, as a member benefit. This includes all membership categories.
7. ASHI staff may place links to other websites on the ASHI websites after approval. Criteria for approval shall be:

- a. linked pages shall be of interest to ASHI Members, related to the home inspection profession or the operation of a home inspection business, or be of interest to the general public and related to homes or other real estate.
- b. linked pages shall meet community standards and be in good taste.

17.2 Website Advertising

1. ASHI staff shall develop and implement policies for advertising on the ASHI website, and on other electronic media controlled or maintained by ASHI.
2. ASHI staff shall develop and implement advertising policies that maintain the professional image and credibility of ASHI.
3. ASHI chapters shall be permitted to advertise chapter meetings and chapter education and fund-raising events without charge.

17.3 Website Forum Sanctions

1. ASHI staff shall remove, without warning, posts that do not comply with forum rules.
2. ASHI staff shall use the following procedure to sanction users who do not comply with forum rules
 - First offense: warning
 - Second offense: probation
 - Third offense: thirty (30) day suspension
 - Fourth offense: ninety (90) day suspension
 - Subsequent offenses: one-year suspension
3. ASHI staff shall use electronic communication to notify forum users about offenses and suspensions.
4. Forum users shall provide ASHI with a valid electronic communication address. Lack of a valid electronic communication address may result in suspension of forum privileges.
5. ASHI staff decisions regarding forum rules shall be final and binding.

17.4 Website Forum Conditions of Use

1. Users shall accept forum terms of use before being allowed access to the forum.
2. Forum topics and posts shall relate to real estate inspections and similar issues, or shall be relevant to ASHI members.
3. Forum users shall respect the right of other users to express different opinions.
4. Forum users shall exercise professionalism, common sense, and courtesy.
5. Forum users shall be identified. All posts shall be linked to the user.
6. Forum users shall not libel, slander, defame, or disparage any person, company, or organization. Personal attacks are not acceptable.
7. Forum users shall not advertise or promote any product, service, or inspector association, except for ASHI.

8. Forum users shall not post material that could be construed as illegal including, but not limited to, illegal drugs, gambling, pornography, prostitution, child pornography, robbery, spreading computer viruses, intellectual property rights infringement, trafficking in credit card codes, and other crimes.
9. Forum users shall not communicate with others about prices, terms of service or other competitive information. Forum users shall comply with ASHI antitrust policies. Cross reference: Legal, Section 3.
10. Forum users shall not upload or distribute files subject to trademark, copyright, or other intellectual property rights, except with the express written consent of the owner of the rights.
11. Forum users shall not use the forum to violate rules of membership in ASHI, the ASHI Bylaws, ASHI Standards of Practice, and the ASHI Code of Ethics. The ASHI Code of Ethics professional conduct rules apply to forum users.
12. ASHI may modify or change forum rules, without notice.
13. ASHI provides the forum as a benefit for ASHI members. ASHI staff may provide access to nonmembers. Forum users shall not provide forum access to nonmembers.
14. ASHI staff may provide public access to the technical topics categories of the forum.
15. ASHI staff shall require forum users to agree to a waiver of liability of ASHI and of its members for activities and advice provided on the forum.
16. Forum users grant to ASHI a limited right to use material posted on the forum. ASHI may publish forum posts, including attachments, in *The ASHI Reporter*, or in other ASHI communication media.
17. Forum users shall report violations of forum rules to ASHI staff.
18. ASHI may create backup copies of the forum, and may delete backup copies, as a routine function of forum operation. ASHI disclaims responsibility to maintain copies of any forum content, or to assure that such information is deleted.

17.5 Website Find an Inspector Search Function

1. The Find an Inspector search function shall list only ASHI Certified Inspectors and ASHI Inspectors. Cross reference: Membership.
2. The Find an Inspector search function shall first display all ACIs that satisfy the user's search criterion, then shall display all ASHI Inspectors that satisfy the user's search criterion.
3. The Find an Inspector search function shall display results within a membership category in ascending order beginning with the least distance between the Find an Inspector address provided by the ASHI member and the user's search criterion. This distance shall be based on information provided by Google Maps, or by an alternative application program selected by ASHI staff.
4. The Find an Inspector search shall display the inspector's membership category.
5. The Find an Inspector area shall provide information that informs the user about the qualifications for the membership levels.

6 ASHI Certified Inspectors, ASHI Inspectors, and ASHI Associates shall submit a current and valid home inspector license number, and the expiration date of the license, for all jurisdictions that require a license where the member performs inspections before the member's profile is displayed on the ASHI website.

7 ASHI Certified Inspectors and ASHI Inspectors shall submit a current and valid home inspector license number, and the expiration date of the license, for all jurisdictions that require a license where the member performs inspections before the member's contact information is displayed using the Find an Inspector search function.

8 ASHI Certified Inspectors, ASHI Inspectors, and ASHI Associates who perform home inspections in jurisdictions that require home inspectors to be licensed shall enter changes to their home inspector license status, including license renewal and expiration, into their ASHI website profile within five calendar days of the license status change.

9 ASHI staff shall conduct an audit to confirm the license status of members who perform home inspections in jurisdictions that require home inspectors to be licensed. This audit shall occur in June and November every year, and shall include a randomly selected sample of not fewer than two (2) percent of such members. This audit may use public records, when available, and shall require contacting the member when public records are not available. ASHI staff shall report the results of this audit to the ASHI Board at the next quarterly board meeting.

10 ASHI staff shall suspend the display of a member's profile, and shall suspend display of the member on the Find an Inspector search engine if any of the member's licenses are found to be expired or otherwise invalid, or if the member does not respond to not fewer than two requests for license status information. Suspension shall apply to all displays of member information, including displays of information for jurisdictions where the member may have a current and valid license.

18 STRICT COMPLIANCE WITH POLICIES

Failure by ASHI, or of its employees or agents, to strictly enforce or comply with the policies in this manual shall not create or expand the legal rights of any entity or person(s) including, but not limited to, the ASHI Executive Director and ASHI staff.

19 MEMBER RELATIONS COMMITTEE (MRC) POLICY

19.1 MRC Purpose

1. The purpose of the MRC is established in the ASHI Bylaws.
2. The MRC shall:
 - Operate under the direction of the Board and Board-assigned projects that benefit the ASHI membership.
 - Suggest projects to the President that will benefit ASHI members, and upon approval, advance those projects to be presented to the Board for consideration in the form of a committee report or motions.

- Assist other ASHI Committees upon the direction of the President.

20 STRATEGIC PLANNING POLICY

20.1 Policy Statement

The American Society of Home Inspectors will establish an ongoing strategic planning process by which it translates its mission and values into actionable and measurable goals, strategies, initiatives, and programs. The strategic plan will provide direction for both long and short-term decision-making by the Board of Directors and the Executive Director to fulfill the mission of the Society and make choices among competing demands for capital investment and human resources.

20.15 Initial Strategic Plan Implementation Policy and Procedure

1. The 2023 ASHI President shall form a member value analysis task force to understand ASHI benefits. The task force shall produce a listing of existing benefits and rank based on a minimum of the following data points (usage, value, and percentage of membership that may use/value the benefit). The task force shall report back to the board no later than the January board meeting and then shall be dissolved. The member value analysis task force may request data from staff to determine usage of existing member benefits. The task force may request staff to survey the members if necessary. They must be approved by the Executive Director and President prior to being sent.
2. January 2024 – The ASHI President shall establish a strategic planning task force that will be led by the Executive Director (E.D.) and/or the President. The task force shall be composed of the President and two board members chosen by the president. The Executive Director shall choose two staff members to join the task force. The President and Executive Director can mutually agree to add up to an additional 2 members from key stakeholders.
3. The strategic planning task force shall develop a framework for the strategic plan. The framework shall be reported to the board at the April board meeting.
4. April 2024– the board shall conduct a strategic planning input/brainstorming session in conjunction with the April Board Meeting.
5. July 2024– The task force shall present a preliminary strategic plan to the board for feedback.
6. October 2024 – The task force shall present a strategic plan to the board for approval of the ASHI Board of Directors. If rejected, the task force shall present a strategic plan and obtain the board of approval on or before November 30, 2024.

Upon approval of the initial strategic plan, this section shall be removed from the policy and procedure manual.

20.2 Implementation and Ongoing Operation

Upon board approval of the 2024 strategic plan, the ASHI Executive Director and the Board will establish an ongoing strategic plan and process to be added to policy. The ASHI Board

of Directors and the Executive Director shall be required to update short term plans on an annual basis and mid-range to long-term as needed. Strategic recalibration, modification, and revision will continually occur, so ASHI is always looking to the future.

20.3 Other Initiatives

Any substantial initiatives or new projects proposed shall be subject to inclusion in the strategic plan and approval of the board of directors prior to implementation. New ideas or initiatives presented by the ASHI Board need to be included in the plan prior to implementation to help ensure that the strategic plan prioritization is utilized.

20.4 Strategic Planning Process Framework

The strategic planning process will incorporate the following components:

- Mission statement
- Values statement
- Long-term vision statement
- ASHI Membership needs assessment
- Critical assumptions about the future
- Multi-year, written, Board-approved Strategic Plan that includes:
 - Long-term vision statement (time horizon – 7 – 10 years)
 - Major initiatives and goals (time horizon- 2-5 years)
 - Annual plan and goals (time horizon – 1 year)
- Standard format for cascading overall strategic plans and goals into aligned plans for subsidiaries, operating units, divisions, departments, managers, and individual associates
- Strategic performance measurement report format

20.5 Planning Cycle

ASHI Staff, under the direction of the Executive Director will develop a strategic plan. ASHI staff shall seek input from stakeholders, including but not limited to an outside consultant as needed. There shall be an annual strategic planning meeting. The meeting date and method of meeting shall be mutually agreed upon by the President and Executive Director. The Executive Director may also invite ASHI members who are not members of the BOD and external experts with knowledge of the real estate and home inspection industries.

1. **Long-term.** At certain times, organizational leaders will determine the need to engage in a strategic visioning process with a long-time horizon, such as five, ten, or twenty years to make decisions about organizational direction so that ASHI is always looking to the future. The resulting long-term vision will create an overarching strategic context for ongoing strategic planning.

2. **Rolling, multi-year strategic plan.** The organization will engage in a rolling strategic planning process, which should be completed before preliminary work for annual budgeting. So, the organization's strategic initiatives and goals are always as current as possible, reflecting current conditions.
3. **Intermediate plan.** Every few years, based on the length of the original plan, the organization will engage in a comprehensive, data-driven assessment and adoption of a strategic plan. Data gathering may include input from:
 - ASHI Membership
 - Chapter Leadership
 - Industry Trends, including national and local trends in the home inspection industry and related industries
 - Opinions of organizational leaders, including the Board of Directors, senior executive team, chapter leaders
 - Opinions of stakeholders and general membership.
4. **Annual plan.** Every year, the organization will adopt annual performance goals and make adjustments to the plan based on changing conditions. The Executive Director will determine the annual planning cycle.
5. **Continuous monitoring.** Senior employee management will continuously monitor changes in the critical assumptions underpinning the strategic plan as well as the organization's actual performance in achieving its strategic goals. A material change in critical assumptions or actual performance may prompt a recalibration or revision of the strategic plan at any time.
6. **Integrated planning.** The strategic plan is an overarching document that should drive related organizational goals for such areas as quality improvement, communications, member benefits, education, related industry outreach, and protecting/guiding the home inspection industry.
7. **Alignment.** There will be one mission and vision statement and one set of core values. Strategic plans for subsidiaries, operating units, and departments will be aligned with and supportive of the organization-wide mission, vision, values, and strategic plan. Financial plans (including annual budgets and long-term capital plans) will be tied directly to the strategic plan. Executives and managers will be held accountable for the goals of their programs.
8. **Communications.** Senior management will be responsible for communicating the strategic plan to key stakeholders and enrolling them in achieving the plan's goals.

20.6 Role of the Board

The Board of Directors will play an active role in the strategic planning process while ensuring it does not usurp management's responsibilities. The board will:

1. Adopt a policy committing the organization to a mission-driven strategic planning process that includes broad inclusion of organizational leadership to create and carry out the plan
2. Adopt a compelling long-term vision statement for the organization
3. Formally approve multi-year and annual strategic plans
4. Allot time on every board meeting agenda for discussion of strategic-level issues. Focus on the critical strategic issues facing the Society and avoid routine operational matters
5. Monitor progress toward achieving strategic goals and require corrective actions and adjustments as necessary to changing conditions
6. Participate in at least an annual strategic planning/brainstorming meeting
7. Raise questions and contribute expertise
8. Bring insights from and help communicate the plan to key stakeholders.

20.7 Role of Executive Director and Senior Leadership Team

1. Receive a minimum of three RFP from outside expert facilitators in strategic planning to assist staff in developing the strategic plan.
2. Submit a budget to FIN COM and the board for approval to develop the strategic plan.
3. Develop the strategic plan while engaging the board to fully utilize its experience, expertise, and knowledge of membership, industry, and stakeholder needs
4. Bring objective analysis and recommendations to the board for deliberation and decision making
5. Structure presentations to the board on strategic topics to allow sufficient time for questions and board feedback/guidance
6. Plan at least an annual stakeholder planning/brainstorming meeting.
7. Provide analysis of industry trends, membership needs, opportunities, and challenges
8. Review progress on the implementation of the strategic plan regularly. Provide a concise, dashboard-style report Strategic Performance Measurement Report showing progress toward the key goals and measures in the strategic plan to the board. Include a report in the board book prior to board meetings.

21 PROCEDURES

21.1 Adopting a New Procedure and Changing an Existing Procedure

1. A Procedure is a suggested method for accomplishing a task performed by an ASHI member. Use of a Procedure by an ASHI member is voluntary. A Procedure is not a SoP.
2. The Standards and Ethics Committee, a Task Force, or an ASHI member may propose a new procedure, and may propose a change to an existing procedure.
3. The Standards and Ethics Committee should review a proposed new procedure and a change to an existing procedure.
4. The ASHI Board may approve a new procedure, and a change to an existing procedure, by majority vote.

APPENDIX 1 PROCEDURE FOR EVALUATING THE ASHI EXECUTIVE DIRECTOR

Goal of the ASHI Executive Director Evaluation Process

Establish a clear and positive understanding between the ASHI Executive Director (ED) and the ASHI Board of Directors (Board) about the ED's performance during the previous evaluation period, and about their mutual expectations regarding goals and performance during the next evaluation period.

Primary Objectives

1. Evaluate the ED's overall performance during the evaluation period.
2. Evaluate the ED's success in achieving the goals agreed-upon during the previous ED evaluation.
3. Establish agreed-upon goals that the ED will achieve during the next evaluation period.
4. Renew or revise the ED's employment agreement, if required.
5. Revise the ED's compensation, if appropriate.
6. Recommend bonus compensation for the ED, if appropriate.
7. Evaluate the ED evaluation process, and revise if necessary.

Evaluation Period and Timing

The evaluation period should be one calendar year (January through December); however, events may necessitate a different period. An example of such an event is the hiring of a new ED. The evaluation period may be shorter or longer than one year, or may cover different months, as is deemed reasonable based on events.

The evaluation period and timing of the evaluation should remain constant so that a consistent process is followed at the same time each year. The ED and the ASHI President should execute

a written agreement to approve an evaluation period of other than one year, or to approve evaluation timing other than as described in this procedure.

The ED evaluation meeting should occur at the time of, but prior to, the April Board meeting. Advantages of evaluating the ED each April include: (1) provides adequate time to gather financial and operational information upon which to base evaluation of the ED's performance during the prior calendar year, (2) allows development of goals and plans upon which to base evaluation of the ED's performance during next year's evaluation, (3) allows time for the ED Evaluation Committee, the ED, ASHI staff, and the Board to provide input into the evaluation process, and to complete the evaluation work plan.

ED Evaluation Meeting

The evaluation meeting with the ED should be held in person; however, unusual circumstances may necessitate an online (virtual) evaluation meeting. Meeting participants should be the Executive Director Evaluation Committee (EDE Committee) members and the ED, if the April Board meeting is held in person. If the April Board meeting is an online Board meeting, then the Immediate Past President and the ASHI President should meet with the ED in person. The other members of the EDE Committee may decide whether to participate online.

Definitions of Terms

The **accountable party** is the person responsible for completing a task on or before the completion date. If there is more than one accountable party, the committee chair has primary responsibility.

The **completion date** is the last day on which a task should be completed. If the completion date falls on a weekend or a holiday, the completion date is the next business day. A task may be completed before the completion date.

Evaluation Tasks

1. Ensure that the EDE Committee is constituted per ASHI policy.
 - Discuss issues with the ASHI President and, if necessary, take actions to comply with ASHI policy, such as a motion to add the EDE committee member from the Board
 - Accountable party: EDE Committee chair.
 - Completion date: 31 January.
2. Review the ED evaluation process including: this process, ASHI policy, and the human resources consultant's recommended forms and procedures, if any.
 - Discuss process modifications and deviations, if any, with the ASHI President, the human resources consultant if necessary.
 - Recommend new processes and policies to the Board, if necessary.
 - Accountable party: EDE Committee chair.
 - Completion date: 15 February.
3. Obtain and review the ED employment agreement.

- Note failures to comply with agreement terms by the ED or by ASHI.
 - Note the need to renew or to modify the agreement, if necessary.
 - Discuss issues with the ASHI President, if necessary.
 - Accountable party: EDE Committee chair.
 - Completion date: 15 February.
4. Obtain and review the ED's previous evaluation materials, if any.
 - Note successes and failures to meet agreed-upon goals.
 - Accountable party: EDE Committee chair.
 - Completion date: 15 February.
 5. Distribute the ED evaluation forms obtained from the human resources consultant to Board members, ASHI staff, and to the ED (self-evaluation form).
 - Instruct respondents to return the forms to the human resources consultant if the respondent wishes to be anonymous; otherwise, return the forms to the EDE chair.
 - Provide respondents with the response deadline, and with instructions for how to return the forms.
 - Accountable party: EDE Committee chair.
 - Completion date: 15 February.
 6. Schedule date and time of the ED evaluation meeting with the ED and the EDE committee members.
 - Meeting usually should be on the day before the April board meeting, if the meeting is an in person meeting.
 - Accountable party: EDE Committee chair.
 - Completion date: 15 February.
 7. Issue reminder to complete the ED evaluation forms by the due date.
 - Accountable party: EDE Committee chair.
 - Completion date: 28 February.
 8. Receive ED evaluation forms received from respondents and the human resources consultant, including the ED's self-evaluation.
 - Accountable party: EDE Committee chair.
 - Completion date: 15 March.
 9. Receive ASHI goals for the next year from the ASHI President-elect (see ASHI Annual Goal Setting Process).
 - Accountable parties: EDE Committee chair, ASHI President-elect.
 - Completion date: 31 December, previous year.
 10. Schedule the EDE committee meeting.
 - Accountable party: EDE Committee chair.
 - Completion date: 15 March.
 11. Prepare and distribute materials for discussion by the EDE committee.

- Include a summary of the issues from step two, the current ED employment agreement, the previous evaluation materials, if any, the EDE chair's assessment of the ED's overall performance (include examples), and the evaluations submitted by the ED, Board members, and ASHI staff.
- Use a secure distribution method, such as cloud storage, that is not accessible by ASHI staff. Materials should be read only, and not downloadable.
- Remind EDE committee members of the confidentiality of the materials and the process.
- Accountable party: EDE Committee chair.
- Completion date: at least seven days before the EDE committee meeting.

12. Conduct EDE committee meeting, usually online.

- Discuss and agree on ED evaluation issues including: ED's overall performance, strengths and areas for improvements (including examples of each), successes and failures to achieve agreed-upon goals from previous evaluation, ASHI staff and Board member evaluations, issues from the ED's self-evaluation, and other issues, if any.
- Discuss and agree on recommended goals for the ED for the current year. (Note: the ED should have already agreed with most of these goals during the planning meetings held at the end of the previous year. Additional goals may be appropriate based on events between January and April of the current year.)
- Discuss and agree on recommended modifications of the ED's employment agreement, if any.
- Discuss and agree on recommended ED compensation adjustments, if any.
- Discuss and agree on a recommended ED bonus, if any.
- Accountable parties: EDE Committee chair, EDE Committee.
- Completion date: at least seven days before the ED evaluation meeting.

13. Prepare and distribute the draft written ED evaluation based on agreements from the EDE committee meeting to the EDE committee members for their review.

- Use a secure distribution method, such as cloud storage, that is not accessible by ASHI staff. Evaluation should be read only, and not downloadable.
- Remind EDE committee members of the confidentiality of the evaluation and the process.
- Provide the EDE committee members with a deadline for responding with comments.
- Accountable party: EDE Committee chair.
- Completion date: at least three days before the ED evaluation meeting.

14. Conduct evaluation meeting with the ED.

- Discuss and agree on ED evaluation issues including: ED's overall performance, strengths and areas for improvements (including examples of each), successes and failures to achieve agreed-upon goals from previous evaluation, goals for the next evaluation period, topics from the ED's self-evaluation, and other issues, if any.
- Accountable parties: EDE Committee chair, EDE Committee, ED.
- Completion date: before the April Board meeting.

15. Negotiate ED employment agreement, compensation, and bonus, if applicable.

- Should occur after the ED evaluation meeting.
- Accountable parties: EDE Committee chair, EDE Committee, ED.
- Completion date: before the April Board meeting.

16. Present an oral and a written report to the Board about the ED evaluation, and about agreed-upon changes, if any, to the ED employment agreement, compensation, and bonus. EDE chair should deliver these reports during executive session.
 - The Board should approve the reports, per ASHI policy.
 - Board may approve changes to ED compensation and bonus, if any, at the October meeting. Approval of changes to the ED employment agreement may occur at an interim Board meeting, or at the January Board meeting
 - Accountable party: EDE Committee chair.
 - Completion date: at the April Board meeting.
17. Revise and execute the ED employment agreement, if applicable.
 - Accountable parties: ASHI President, ED.
 - Completion date: as agreed by the parties.
18. Transfer evaluation documents to the human resources consultant in accordance with their procedures.
 - Accountable parties: EDE Committee chair.
 - Completion date: 1 May.
19. Evaluate the ED evaluation process and policies, and recommend improvements to the Board, if necessary.
 - Accountable parties: EDE Committee chair, EDE Committee.
 - Completion date: before the July Board meeting.

ASHI Executive Director Evaluation Checklist

| <u>Task Num.</u> | <u>Task</u> | <u>Complete</u> |
|-------------------------|--|------------------------------------|
| 1 | Ensure that the Executive Director Evaluation (EDE) Committee is constituted per ASHI policy. | 31 Jan |
| 2 | Review the ED evaluation process including: this process, ASHI policy, and the human resources consultant's recommended forms and procedures, if any. | 15 Feb |
| 3 | Obtain and review the ED employment agreement. | 15 Feb |
| 4 | Obtain and review the ED's previous evaluation materials, if any. | 15 Feb |
| 5 | Distribute the ED evaluation forms obtained from the human resources consultant to Board members, ASHI staff, and to the ED (self-evaluation form). | 15 Feb |
| 6 | Schedule date and time of the ED evaluation meeting with the ED and the EDE committee members. | 15 Feb |
| 7 | Issue reminder to complete the ED evaluation forms by the due date. | 28 Feb |
| 8 | Receive ED evaluation forms received from respondents and the human resources consultant, including the ED's self-evaluation. | 15 Mar |
| 9 | Receive ASHI goals for the next year from the ASHI President-elect (see ASHI Annual Goal Setting Process). | 31 Dec, previous year |
| 10 | Schedule the EDE committee meeting. | 15 Mar |
| 11 | Prepare and distribute materials for discussion by the EDE committee. | 7 days before EDE Com. Meet |
| 12 | Conduct EDE committee meeting, usually by electronic communication. | 7 days before EDE Eval. Meet |
| 13 | Prepare and distribute the draft written ED evaluation based on agreements from the EDE committee meeting to the EDE committee members for their review. | 3 days before EDE Eval. Meet |

| | | |
|----|---|------------------------|
| 14 | Conduct ED evaluation meeting, in person if at all possible. | Before Apr Board Meet |
| 15 | Negotiate ED employment agreement, compensation, and bonus, if applicable. | Before Apr Board Meet |
| 16 | Present an oral and a written report to the Board about the ED evaluation, and about agreed-upon changes, if any, to the ED employment agreement, compensation, and bonus. EDE chair should deliver these reports during executive session. | Apr Board Meet |
| 17 | Revise and execute the ED employment agreement, if applicable. | As agreed |
| 18 | Transfer evaluation documents to the human resources consultant in accordance with their procedures. | 1 May |
| 19 | Evaluate the ED evaluation process and policies, and recommend improvements to the Board, if necessary. | Before July Board Meet |