

North Texas Real Estate Information Network Inc., (“MetroTex MLS” or “NTREIN”)

POLICY MANUAL
Adopted on September 14, 2026

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SECTION 1: GOVERNANCE POLICIES

1.1 Rules of the North Texas Real Estate Information Network, Inc. (DBA MetroTex MLS)

The MetroTex MLS Board of Directors may adopt or be issued various kinds of rules. Below is a historical narrative concerning the rules of MetroTex MLS

North Texas Real Estate Information Systems (a.k.a. NTREIN or MetroTex MLS) was established in the state of Texas on July 5, 1994. MetroTex MLS was originally established as a multiple listing service whose only shareholder is MetroTex Holdings Inc which is a wholly-owned subsidiary of MetroTex Association of REALTORS®.

MetroTex MLS Bylaws were adopted and have been amended by the Board of Directors at various Board of Director meetings. The most recent amended version of the Bylaws is dated September 14, 2026.

MetroTex MLS is subject to all provisions of local, state and national law and regulation applying to Texas for-profit corporations.

The following documents pertaining to the rules of MetroTex MLS are made a part of this manual or are located at the MetroTex corporate headquarters for review.

- 1. National Association of REALTORS® Rules**

- Handbook on Multiple Listing Policies

- 2. North Texas Real Estate Information Systems, Inc. (NTREIS)**

- Rules and Regulations

- 3. State Government Rules**

- Articles of Incorporation granted by Texas Secretary of State, for North Texas Real Estate Information Network, aka MetroTex MLS

- 4. North Texas Real Estate Information Network, Inc. Bylaws**

- Bylaws provide the foundation for Association governance and are amended by the Board of Directors and membership as outlined in the Bylaws.
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1.2 Policy Formulation vs. Policy Administration

Distinctions are quite often obscure between and among such terms as policies, rules, positions, directives, regulations, procedures and practices. Consequently, the following shall serve as definitions for MetroTex MLS concerning the terms used in the manual and MetroTex MLS generally:

- 1. ARTICLES AND BYLAWS** are rules governing the operation of MetroTex MLS adopted by the Board of Directors. In the event of a conflict between the terms of the Policy Manual and the Bylaws, the Bylaws and Articles will prevail.
- 2. RULES OF ORDER AND STANDING RULES** are rules governing the operation of MetroTex MLS adopted by the Board of Directors in session with the advice and/or recommendation of staff or legal counsel.

3. **PROGRAMS** are descriptions of activities relating to MetroTex MLS adopted by the Board of Directors in session with the advice and/or recommendation of staff or legal counsel.
4. **POLICIES** are general or fundamental principles relating to MetroTex MLS involvement adopted by the members of the Board of Directors in session with the advice and/or recommendation of staff or legal counsel. They are broad enough to allow latitude in implementation, but narrow enough to give clear guidance.
5. **PROCEDURES** are the detailed explanations, directions or actions to implement adopted articles, Bylaws, rules, positions, programs and policies selected and applied by staff with the advice and/or recommendation of the President & Chief Executive Officer or Legal Counsel. Such policies address specific directions telling how, by whom, and when things are to be done.

1.2a Definitions

Real Estate Profession. The phrase "real estate profession" shall mean the buying, selling, exchanging, renting, leasing, managing, appraising of real property for compensation, counseling, building, developing, subdividing, or auctioning of real property.

Multiple Listing Service. A Multiple Listing Service is a means by which cooperation among Participants is enhanced; by which information is accumulated and disseminated to enable authorized Participants to prepare appraisals, analyses, and other valuations of real property for bona fide clients and customers; by which Participants engaging in real estate appraisal contribute to common data bases; and is a facility for the orderly correlation and dissemination of listing information so Participants may better serve their clients and the public.

MLS Participant. Any REALTOR® of this or any other association who is a principal, partner, corporate officer, or branch office manager acting on behalf of a principal, without further qualification, except as otherwise stipulated in these Bylaws, shall be eligible to participate in Multiple Listing upon agreeing in writing to comply with the Rules and Regulations thereof and to pay the costs incidental thereto.* However, under no circumstances is any individual or firm, regardless of membership status, entitled to Multiple Listing Service "membership" or "participation" unless they hold a current, valid real estate broker's license and cooperate, or certified by an appropriate state regulatory agency to engage in the appraisal of real property. Cooperation is the obligation to share information on listed property and to make property available to other brokers for showing to prospective purchasers and tenants when it is in the best interests of their clients. Use of information developed by or published by a Board Multiple Listing Service is strictly limited to the activities authorized under a Participant's licensure(s) or certification and unauthorized uses are prohibited. Further, none of the foregoing is intended to convey "participation" or "membership" or any right of access to information developed by or published by a Board Multiple Listing Service where access to such information is prohibited by law.

Any nonmember (non-REALTOR®) broker who desires to participate in the MLS shall (i) submit a written application on the Nonmember Broker Application form provided by the MLS provider accompanied by the application fee currently in effect, (ii) sign the required Agreement of Participant, (iii) comply with the requirement to affirmatively disclaim in all of his or her advertisements which refer to participation in the MLS that he or she is not a member of a local Association of REALTORS®, and (iv) comply with the prescribed orientation requirements as the applicant's MLS Provider may require.

Subscriber. "Subscriber" (or "user of the MLS") means an individual who is either (i) a non-principal broker, sales associate, or (ii) a licensed or certified appraiser affiliated with a Participant. Subscriber includes each licensed person, whether licensed as a broker or as a salesperson, including a licensed or certified appraiser,

who is employed by or affiliated with a Participant as an employee, or as an independent contractor. (This definition should not be construed to require any non-principal broker, sales licensee or licensed or certified appraiser affiliated with a Participant to become a REALTOR® Member before having access to or using the MLS) Subscribers shall have the right to file property listings in the MLS through their Participant. A corporation, partnership, limited liability company, team, or any other business organization or entity may not be a Subscriber.

Executive Committee. The Executive Committee is composed of and is authorized as set forth in the Bylaws. The Executive Committee operates on behalf of the Board of Directors but is responsible directly to the Board of Directors. The role of the Executive Committee is often consultative, but the Executive Committee may be authorized to negotiate contracts or take direct administrative action.

Committees. Committees are established as permanent bodies of MetroTex MLS to oversee defined areas of its ongoing operations, governance, and strategic initiatives. Each Committee shall have a continuing charge and such authority as may be delegated by the Board of Directors.

Committees shall carry out functions necessary to preserve, strengthen, and advance the mission and objectives of MetroTex MLS, either through their own direct action or by the creation of subordinate task forces, advisory groups, or Chair's Advisory Groups ("CAGs") to accomplish specific objectives within their assigned area of responsibility.

Committees shall consist of members appointed in accordance with this Policy Manual or MetroTex MLS's Bylaws. Members must apply and be accepted for service, shall be required to attend meetings, and shall perform the duties of their office diligently. Each Committee shall report to the Executive Committee and/or the Board of Directors as provided in this Policy Manual, MetroTex MLS's Bylaws or as otherwise directed by the Board.

Task Force. Task Forces may be established by the Board of Directors on the recommendation of the Executive Committee, to address a specific issue, conduct in-depth analysis, or accomplish a defined short-term objective within the scope of the creating body's authority.

Task Forces are temporary in nature and shall exist only for the duration necessary to complete their assigned charge. Each Task Force shall report its findings, analysis, or recommendations to the body that created it, which shall determine any further action or implementation based on those findings.

The composition, duties, and duration of each Task Force shall be defined at the time of its creation. Unless otherwise authorized by the Board of Directors, Task Forces shall not possess independent decision-making authority and shall be dissolved automatically upon completion of their purpose or upon determination by the creating body that the Task Force is no longer necessary.

Chair's Advisory Group. A Chair's Advisory Group (CAG) is a small, purpose-driven body appointed by the Chair, with clearly defined objectives, a specific start and end date, and measurable outcomes. CAGs are established to research, evaluate, or address targeted issues and to provide recommendations to the Executive Committee or Board of Directors. They serve as an outreach mechanism to engage members and non-members who are not otherwise involved in the governance or direction of MetroTex MLS.

Appointments to a CAG shall be made by the Chair under whose term the group is expected to report, subject to the approval of the Executive Committee. Each CAG shall operate in accordance with MetroTex MLS's standard committee procedures as outlined in this Policy Manual, including documentation of its formation, stated purpose, selection process, meeting minutes, interim reports, and a final report summarizing findings and recommendations.

Ex-Officio. A person included by virtue of his/her position and considered a voting member unless otherwise noted.

Despite careful descriptions and definition, it is not always easy to distinguish between what is a policy-making and Policy-administration function. These tend to merge one with the other and what one views as policy-making may be viewed by another as Policy-administration. This difficulty can be held to a minimum, however, if everyone involved seeks to follow the distinctions herein.

1.3 Definition and Role of Board of Directors

The Bylaws of MetroTex MLS defines the Board of Directors as the governing body of MetroTex MLS. Essentially, it is the MetroTex MLS's most important committee.

First and foremost, it is a policy-making body. Policy decisions are those that affect the organization as a whole, to determine the financial and MLS administrative policy initiatives of MetroTex MLS. On the other hand, operational decisions affecting individual programs, services or people (employees), the efficiency and quality of services and day-to-day operations are the purview of the President & Chief Executive Officer.

As further defined in the Bylaws, the Board of Directors of MetroTex MLS consists of the following members:

- Chair
- Treasurer
- Director of North Texas Real Estate Information System, Inc (NTREIS)
- One additional MetroTex director (MetroTex director liaison)
- Chair of the MLS Committee
- Vice Chair of the MLS Committee
- 6 to 10 additional directors appointment by the shareholder (MetroTex)

A basic rule is that the legal entity, rather than the Board of Directors, is the holder of legal power. The powers of the Directors are not inherent in them, but in the organization as such. The principle exists that Directors or trustees exercise the powers of the organization, but do not own it. Thus, the Board of Directors has the power and duty to carry on whatever transactions the corporation or MetroTex MLS itself has the power to carry on. The power of the Board of Directors is superior, in ordinary matters, so long as it is exercised lawfully and in lawful transactions.

The Board of Directors is, in essence, the trustee in the literal and legal sense of the term. No matter how the organization is structured or the degree of authority delegated to committees, staff or affiliates, the Board - and therefore the Directors - are ultimately accountable. The Board of Directors holds in trust the principal responsibility for fulfilling MetroTex MLS's purpose, as well as the legal accountability for its operations. This accountability does not mean that a director should fear liability for every MetroTex MLS loss or mishap that may occur; MetroTex MLS Board members are shielded from liability for errors of judgment - as long as directors act reasonably and in good faith, and with the basic interests of the MetroTex MLS as the foremost objective. Members of the Board of Directors shall have the utmost best interests of the MetroTex MLS in mind at all times. Directors shall avoid any contract that may serve their personal interests and should never assume any position that brings their personal interests into conflict or competition with the interests of MetroTex MLS.

Finally, The Board of Directors, as the appointed officials, has the responsibility to serve the entire industry or profession. Each individual member has an important responsibility to represent and promote the best interest of the participants and subscribers of MetroTex MLS.

1.4 Standing Rules for the Board of Directors (Board)

RULE I: MEETINGS

Section 1. Meetings shall be conducted in accordance with the Bylaws and Standing Rules.

RULE II: AGENDAS

Section 1. Preliminary meeting agendas shall be prepared by the Chair and the Chief/Head of the MLS Department.

RULE III: EXECUTIVE SESSIONS

Section 1. Only voting Board members, President & Chief Executive Officer, and specified staff may attend Executive sessions unless an exception is granted by the Chair or majority of the Board present and voting.

RULE IV: SPEAKER RECOGNITION

Section 1. Members or Directors wishing to speak shall be recognized by the Chair before addressing the body.

RULE V: MOTIONS

Section 1. Motions for consideration by the Board of Directors shall be submitted by individual Directors to the Chair in writing, if possible.

RULE VI: VOTING

Section 1. Members and Directors shall be entitled to participate fully in all discussions and deliberations. However, only voting Directors shall be entitled to vote on matters before the body.

Section 2. Unless another form of voting is requested by a Director, voting on matters shall be by voice vote unless any other form is requested/deemed appropriate by the Chair

Section 3. Roll call votes on matters may be requested by the Chair or a Director. The Chair or Chair's designee shall call the name of each Director for their vote.

RULES VII: POLICIES

Section 1. Policies may be adopted, revised, deleted or suspended during any Board of Directors Meeting without advance notice.

Section 2. Adopted policies shall not be in conflict with the Bylaws.

Section 3. Adopted policies shall be included in the Policy Manual.

RULE VIII: MINUTES

Section 1. Minutes shall be kept for all meetings of the Board.

Section 2. After the draft minutes are approved, the minutes may be made available for general distribution.

Section 3. The draft and official Executive Session minutes shall be maintained and available only to the members of the Board who have not recused themselves or declared a conflict of interest.

RULE IX: ATTENDANCE

Section 1. Directors shall attend all regularly scheduled and special called meetings of the Board of Directors. Absence of a Director from 25% of regularly scheduled meetings during any calendar year shall automatically terminate the Director's term of office. The Shareholder shall appoint a replacement to serve the unexpired term.

RULE X: VOTING

Section 1. Board of Director voting on Bylaws, Policy and MLS fee amounts shall be conducted as prescribed in the Bylaws, or through policy.

RULE XI: AMENDMENTS, DELETIONS, ADDITIONS, OR SUSPENSION

Section 1. These Standing Rules may be amended, deleted, added to or suspended at a regular or special meeting of the Board by a majority vote of those present and voting.

RULE XII: FEDERAL HOLIDAYS

If any of the deadline dates referred to in this Policy Manual fall on a Saturday, Sunday or Federal holiday then the deadline date shall be extended to the next day that is not a Saturday, Sunday or Federal holiday.

RULE XIII: QUORUM

For purposes of conducting the business of the Board of Directors at a duly called or scheduled meeting, a majority of Directors eligible to vote shall constitute a quorum.

1.5 Compliance Guidelines for the Board of Directors

The members of the Board of Directors of MetroTex MLS acknowledge and accept the scope and extent of their duties as Directors. Directors have a responsibility to carry out their duties in an honest and businesslike manner and within the scope of their authority, as set forth in the Bylaws and governance policies. Directors must act within the bounds of the authority conferred upon them and with the duty to make and enact informed decisions and policies in the best interests of the MetroTex MLS Participants, Subscribers and its staff. The MetroTex MLS Board of Directors has adopted the following Compliance Guidelines and Directors are expected to adhere to the standards of loyalty, good faith, and the avoidance of conflict of interest that follow. Board members shall not use their title of “Board member” in business negotiations.

1.6(a) Confidentiality

1. Purpose and Scope. The purpose of this policy is to ensure the confidentiality of sensitive, non-public information obtained by individuals serving on the MetroTex MLS Board of Directors in connection with their governance duties. This policy applies to all individuals elected or appointed to serve as Directors of MetroTex and to individuals participating in Board or committee deliberations by invitation.

2. Confidential Information. “Confidential Information” means all non-public, confidential, or proprietary information belonging to MetroTex MLS or its Associated Entities disclosed to a Director in any form, whether oral, written, electronic, or otherwise, and whether or not marked as confidential, including, but not limited to:

- Board and committee discussions and materials;
- strategic plans, budgets, and financials;
- personnel matters;
- member or customer data;
- legal matters, transactions, and negotiations; and
- third-party confidential information disclosed to MetroTex.

For purposes of this policy, an “Associated Entity” means any person or entity that is directly or indirectly controlling, controlled by, or under common control with MetroTex MLS.

Confidential Information does not include information that:

- a. becomes publicly available without violation of this policy;
- b. becomes available to a Director on a non-confidential basis from a third party not bound by a confidentiality obligation;

- c. was known to a Director prior to disclosure, as supported by documentary evidence; or
- d. is independently developed without use of Confidential Information.

3. Director Obligations. Directors shall:

- a. safeguard Confidential Information with at least a commercially reasonable degree of care;
- b. use Confidential Information solely for MetroTex governance purposes;
- c. not use Confidential Information to the detriment of MetroTex or for personal, commercial, political, or strategic advantage;
- d. not disclose Confidential Information to any person or entity except to individuals with a legitimate need to know and subject to equivalent confidentiality obligations;
- e. promptly report suspected misuse or unauthorized disclosure;
- f. upon cessation of service, return or destroy Confidential Information as directed; and
- g. not copy (including via photography) Confidential Information in written or tangible form.

4. Required Disclosures. If a Director is legally compelled to disclose Confidential Information pursuant to law, regulation, subpoena, or governmental request, the Director shall, to the extent permitted:

- promptly notify MetroTex MLS to allow MetroTex MLS to seek protective relief; and
- provide reasonable assistance (at MetroTex MLS's expense) in opposing or limiting disclosure.

5. Ownership of Information. MetroTex MLS retains all right, title, and interest in its Confidential Information. Disclosure under this policy does not transfer any intellectual property or other rights to a Director.

6. Governance and Enforcement. Maintaining confidentiality of MetroTex MLS information is a material condition of Board service. Violations may result in corrective action, including but not limited to:

- censure,
- removal from committees or officer roles,
- suspension, or
- removal from the Board,
- consistent with the MetroTex MLS Bylaws and applicable Board policies.

7. Distribution and Acknowledgment. Confidentiality agreements in line with this policy shall be distributed to all Directors at the beginning of each Board year. Directors shall acknowledge receipt and agreement as a condition of service.

1.6 (b) Conflict of Interest Policy

1. Purpose & Scope. The purpose of this Policy is to uphold the integrity of MetroTex MLS and ensure transparency and accountability in governance. This Policy establishes definitions, disclosure requirements, and procedures for managing conflicts of interest among Covered Individuals. This Policy applies to:

- Members of the Board of Directors
- Officers of the Corporation
- The President & Chief Executive Officer
- Committee, Task Force, and Advisory Group members acting under Board-delegated authority

These individuals are collectively referred to as Covered Individuals for purposes of this Policy.

2. Definitions and Conflict Standards

2.1 Personal Financial Interests & Third-Party Relationships

Covered individuals must:

- Avoid substantial financial interests in Corporation-affiliated businesses or competitors;
- Refrain from involvement in negotiations where they hold a personal interest;
- Disclose relationships involving Relatives or Significant Others providing goods or services to the Corporation.

2.2 Employment & Promotion of Relatives and Significant Others. The Corporation hires, assigns, promotes, and transfers individuals based on their qualifications, abilities, and performance. While the hiring of Relatives and Significant Others is permitted, safeguards should be in place to prevent Conflicts Of Interest. Specifically, Covered Individuals may not:

- Access confidential or sensitive information regarding a Relative or Significant Other.
- Engage in any work arrangement that may negatively impact workplace performance or objectivity.
- Participate in hiring, promotion, or evaluation processes that impact them.

2.3 Outside Activities & Business Engagements. Covered Individuals must ensure outside activities do not conflict with their obligations to the Corporation. To avoid Conflicts, holding a second job or professional affiliation with a service provider or business partner is strongly discouraged but may be permitted with prior written approval from management.

2.4 Gifts, Entertainment, and Business Courtesies. Exchanging business gifts and hospitality can support professional relationships but must never compromise integrity or create actual or perceived Conflicts of Interest. Covered Individuals may accept modest gifts, entertainment, or business courtesies if they meet the following conditions:

- Directly related to Corporation business;
- Not tied to active procurement decisions;
- Not perceived as bribes or undue influence;
- In line with applicable laws and Corporation policies.

2.5 Appointment of Relatives or Significant Others to Volunteer Positions. Relatives or Significant Others of Covered Individuals may be appointed or elected to volunteer positions within the Corporation, provided that:

- The appointment is based solely on qualifications, merit, and the needs of the Corporation;
- The Covered Individual does not participate in any stage of the selection, appointment, discussions, evaluation, votes or removal process involving their Relative or Significant Other.

3. Disclosure Requirements. Covered Individuals are required to:

- Submit an initial disclosure upon appointment or election
- Submit annual disclosures thereafter
- Promptly update disclosures if circumstances change

4. Review & Management of Conflicts. Upon disclosure of a Conflict, the Chair shall present the matter to the Board. If the Chair has a Conflict, the Chair-elect shall bring the matter to the Board. The Board may then take one or more of the following actions:

- Take no further action;

- Ensure full disclosure to the Board and any other relevant parties;
- Require the conflicted individual to recuse themselves from related discussions and votes;
- Request resignation from the position, or initiate removal procedures if appropriate.

The President & Chief Executive Officer will monitor transactions for potential Conflicts and report concerns to the Chair.

5. Violations. If an undisclosed Conflict of Interest is suspected:

- The Chair shall appoint a five-member panel of Directors to investigate the matter.
- The panel may impose penalties or recommend removal.
- Any sanction must be ratified by a majority vote of the full Board (excluding the accused).
- If a majority vote is not achieved, the matter will be dismissed.

All proceedings will be handled in accordance with the Corporation's bylaws and any applicable policies or ethical standards.

1.7 Duties of the Chair

- Serves as executive elected officer representing the entire body of MetroTex MLS Participants and Subscribers and its best interests within the limits of the Articles of Incorporation, Bylaws and Policies, the Chair is responsible for and has commensurate authority.
- Serves as the chairperson of the Board of Directors and the Executive Committee and keeps them informed of the condition and operation of MetroTex MLS
- Serves as spokesperson for the MetroTex MLS in conjunction with the President & Chief Executive Officer.
- Directs the Board of Directors in formulating policies and programs that will further the goals and objectives of MetroTex MLS
- Approves contracts and official documents in conjunction with the President & Chief Executive Officer as directed by the Board of Directors.
- Serves as ex-officio member of the MetroTex MLS committee pursuant to the Robert's Rules of Order.
- Monitors MetroTex MLS' financial position to assure operation within the annual budget.
- Appoints, subject to consent of the Board of Directors, Chairperson and members of MetroTex MLS committees, forums and task forces and to outline their purpose and duties, and to monitor their progress.
- Performs those duties as directed by the Board of Directors and the Executive Committee.

1.8 Duties of the Treasurer

- Ensures the integrity of the fiscal affairs of MetroTex MLS.
- Reviews financial statements and reports to the Board of Directors, highlighting current and prospective variances between budget and actual, citing the reasons and authority for such variances; and reviews as necessary all financial accounts and records of MetroTex MLS.
- Performs other duties as outlined in this Policy Manual or as assigned by the Chair.

1.9 Duties of a MetroTex MLS Director

- Duty of Care. Act in good faith and with the level of care that a reasonably prudent person would use in a similar role and under similar circumstances.
- Duty of Loyalty. Always act in the best interest of MetroTex MLS, not for personal, financial, or third-

party gain.

- c. Duty of Obedience. Ensure that MetroTex MLS complies with all applicable laws, reporting obligations, and adheres to its Articles of Incorporation and Bylaws.
- d. Ensure that the needs of the MLS Participants and Subscribers are met.
- e. Approve and evaluate programs and activities of MetroTex MLS
- f. Plan the future direction of MetroTex MLS
- g. Establish policies to guide the operation of MetroTex MLS
- h. Set financial objectives and monitor their achievement.

1.10 Number, Qualification, and Appointments to the Board of Directors

1.10.a. The number of directors of NTREIN which shall constitute the whole board shall be not less than twelve (12) nor more than sixteen (16). The directors of NTREIN shall be elected in the manner set forth herein; and, except as otherwise provided herein, each director elected shall hold office until his or her successor is elected and qualified. Each director of NTREIN shall be a Participant or Subscriber of NTREIS through the Association, with NTREIN serving as such director's MLS service provider.

1.10.b. Classification of Seats; Procedures. There shall be twelve (12) but no more than sixteen (16) seats on the board of directors of NTREIN to be allocated as follows:

- a. The newly elected Chair Elect of MetroTex shall be named Chair of NTREIN. The Chair of NTREIN shall be a director and the Chairman of the board of directors of NTREIN.
- b. The newly elected Treasurer of MetroTex shall be named Treasurer of NTREIN. The Treasurer of NTREIN shall be a director.
- c. The director of North Texas Real Estate Information Systems, Inc. (NTREIS) designated by MetroTex shall be a director.
- d. One additional MetroTex director shall be a director.
- e. The chair and the vice chair of the MetroTex MLS committee shall be directors of NTREIN.
- f. There shall be 6 to 10 additional directors appointed by the shareholder (MetroTex). These positions should be filled with a focus on diversity of geographic location, office size, office production, and business model to create an accurate representation of MLS Participants and Subscribers represented on the NTREIN Board of Directors.

The NTREIN Board shall always consist of less than twenty five percent (25%) of Officers or Directors from the same brokerage (under the same Designated REALTOR®). An Officer position takes precedence over a Director position for elections only.

The President & Chief Executive Officer. The President & Chief Executive Officer and the Chief/Head of the MLS Department shall attend NTREIN board of directors meetings as non-voting ex-officio members.

The shareholder shall no later than October 31 of each year elect and/or appoint the directors of the corporation (NTREIN). The Chair of MetroTex shall notify the corporation (NTREIN) promptly of the names of the persons of the newly elected and/or appointed directors to the board of directors of the corporation (NTREIN) who will assume office as of the following January 1st.

1.10.c Term. The term of each director of NTREIN shall be for one year commencing on January 1st of each year.

SECTION 2: COMMITTEE/TASK FORCE POLICIES

2.1 Standing Rules of Committees and Task Forces

RULE I: AUTHORIZATION

Section 1.

The establishment of new committees, the dissolution of existing standing committees, or any change to a committee's name or charge shall be initiated by the Chair of NTREIN, with the advice and consent of the Executive Committee, and subject to confirmation by the Board of Directors. No Committee or Task Force shall be established or appointed for the purpose of circumventing or undermining any function of MetroTex MLS.

Section 2. Committees and Task Forces may be terminated by the authorizing body.

RULE II: CHARGES

Section 1. Each year or as required, the Board of Directors shall review and approve the annual charges of all Committees and Task Forces. Each Committee will prepare its work plan based on the MetroTex Association strategic plan, and submit the plan and budget to the MetroTex MLS Board for approval. In emergency situations the Chair may assign a charge until such time as the Board can consider its approval.

RULE III: COMMITTEE RECRUITMENT/TERMS/SELECTION PROCESS RECRUITMENT OF

MEMBERS:

1. Members/Subscribers shall be provided with Committee Request Forms to indicate their interest in service.
2. Each Request Form shall include a clearly stated submission deadline to ensure timely and orderly appointments.
3. Members shall also be provided with applications for Chair, and Vice Chair positions, including position descriptions and eligibility requirements.
4. All members, including those in line to ascend, shall be required to complete a formal application to be considered for any Committee Chair or Vice Chair position.
5. The application shall include a statement of qualifications, relevant service history, and an option for the applicant to indicate willingness to serve as a general Committee member if not selected for a leadership role.
6. In making Committee leadership selections, input from current Chairs, Vice Chairs, and staff liaisons shall be considered as part of the appointment process.

COMMITTEE TERMS:

1. Terms and limits may be as established by the Board. Unless otherwise expressly provided for a specific Committee, Committees shall not have defined terms.
2. Each Committee shall operate on an annual cycle beginning January 1, unless otherwise directed by the Board of Directors.

COMMITTEE SELECTION PROCESS:

The Executive Committee shall review all applications and recommend Committee and Task Force Chairs, Vice Chairs, and members for all Committees and Task Forces with closed membership or defined membership limits to the Board of Directors for approval. In making such recommendations, the Executive Committee shall consider input from current Committee

and Task Force Chairs, Vice Chairs, and staff liaisons.

1. **Application Timeline**

No later than September 1: <i>For the 2026 application cycle only, this opening date is postponed to no later than October 1, 2026, pursuant to Board action taken August 2026; this Application Timeline shall otherwise apply as written beginning with the 2027 cycle.</i>	Applications open for Committee and Subcommittee Chairs, Vice Chairs and membership.
No later than September 30: <i>For the 2026 application cycle only, this opening date is postponed to no later than October 31, 2026, pursuant to Board action taken August 2026; this Application Timeline shall otherwise apply as written beginning with the 2027 cycle.</i>	Deadline for general member applications.
No later than October 31: <i>For the 2026 application cycle only, this opening date is postponed to no later than November 30, 2026, pursuant to Board action taken August 2026; this Application</i>	The Executive Committee conducts its review and compiles its recommended slate for Committees with defined size or membership limits and Committee Chairs and Vice chairs for Committees.

<i>Timeline shall otherwise apply as written beginning with the 2027 cycle</i>	
No later than November 30:	Executive Committee finalizes the slate, followed by Board of Directors approval. Members are then notified of their appointments.
January 01:	New Committees commence their terms.

Review and Appointment.

Staff shall compile all applications into a Committee Matrix for review, including all applicants and shall identify any restrictions based on eligibility criteria, if any. The Executive Committee shall review applications and present recommended slates to the Board of Directors.

Approval and Notification.

The Executive Committee shall approve recommended appointments, subject to Board ratification. Staff shall issue written invitations to serve and shall notify members of their Committee assignments.

All appointed committee members must sign such acknowledgment forms, agreements, and policies as MetroTex MLS may require from time to time, which may include but not limited to a Code of Conduct Form, Conflict of Interest Form, Confidentiality Agreement, and Social Media Use Policy to promote alignment, accountability, and professionalism.

Vacancies.

Vacancies on Committees with closed or limited membership (“Closed Committees”) may arise due to resignation, removal, ineligibility, failure to satisfy attendance requirements, or inability to continue service. Upon the occurrence of a vacancy, a replacement member shall be appointed by the Executive Committee, taking into consideration, where practicable, prior applicants from the most recent application cycle, demonstrated interest, relevant experience, and the needs of the Committee, and subject to Board ratification where otherwise required by NTREIN’s Bylaws or this Policy Manual.

A member appointed to fill a vacancy shall serve for the remainder of the unexpired term and shall thereafter be eligible for reappointment or continued service, subject to any applicable term limits or eligibility requirements.

MetroTex MLS shall not be required to fill a vacancy immediately if the Executive Committee determines that the Committee may continue to function effectively with reduced membership.

RULE IV: MEETINGS

In-person First Meeting. The first meeting of the year for every Committee shall be held in person. This meeting serves to foster community, establish expectations, and review key governance documents such as the Code of Conduct and Committee Policy.

Hybrid and Virtual Flexibility. After the initial meeting, Committee Chairs may determine whether subsequent meetings will be held in a hybrid, fully virtual, or in-person format, taking into account MetroTex MLS’s extensive geographic footprint.

Leadership Presence. For any meeting conducted in hybrid format, the Committee(s) and Vice

Chair are expected to be physically present at the primary meeting location with the staff liaison.

Quorum for Committee Meetings.

Open Committees. For open committees, a quorum shall consist of a majority of the active voting members recorded as present at the meeting and eligible to vote at the time the meeting is called to order.

Closed Committees.

A majority of the active voting members then serving on the committee shall constitute a quorum for the transaction of business at any duly called meeting.

Attendance. A Committee Member who fails to attend twenty-five percent (25%) of regularly scheduled meetings provided that such failure includes absences from at least two (2) meetings, shall be subject to removal from the Committee. As needed, a replacement may be recommended to the Executive Committee by the Chairperson. Members who attend virtually are expected to be on camera and prepared to participate in order to be counted as present. Participation while driving is not permitted.

2.2 Committees

The Chair shall appoint with the advice and consent of the Executive Committee from among the REALTOR® Members, subject to confirmation by the Board of Directors, the following standing committee:

MLS Committee

The creation of any additional standing committee(s), the sunset of any standing committee(s) or the change in name of any standing committee(s) shall be designated by the Chair, with the advice and consent of the Executive Committee subject to confirmation by the Board of Directors.

2.3 Responsibilities of Committee Chair

1. The work of a chair shall always encompass the missions and goals of MetroTex MLS and shall never be influenced by self aims and personal objectives and shall avoid self-dealings in any matters relating to MetroTex MLS.
2. Before each meeting, consult with MetroTex staff and other key members of the committee in planning the committee's/task force's objectives and activities and meeting agenda. The entire program of work should be thoroughly reviewed so that individual committee/task force assignments can be made.
3. Direct the committee in reviewing and achieving the committee's objectives. Be responsible for stimulating group thinking, encourage and channel discussion, weigh the value of expressed ideas and suggestions, summarize constructive suggestions and seek out decisions.

4. In coordination with staff, ensure that accurate minutes are kept, motions recorded, necessary reports prepared, and a record of committee work maintained.
5. Remain constantly informed regarding the progress of individual committee/task force members' assignments.
6. Motivate the members of the committee/task force toward active participation and involvement. With MetroTex MLS and the committee objectives in mind, channel the interests and talents of individual members into productive efforts and insure the necessary follow-up action.
7. Have a thorough knowledge of NTREIS MLS Rules and Regulations and Association's policies.
8. Select Special Committee chairs, as directed by committee policy and provide such chairs with the Special Committee charge.
9. Be familiar with the events of other committees so as to avoid duplication.
10. Shall be expected to attend the "MetroTex Leadership Kickoff," and "Business Planning" session.
11. Shall be expected to serve on the NTREIS User Committee with the purpose of bringing forth the recommended changes to the MLS system approved by the MetroTex MLS Committee.
12. Shall be expect to serve on the MetroTex MLS Board of Directors and will report the activities of the MetroTex MLS Committee to the MetroTex MLS Board of Directors.
13. Stand willing to serve as Chairperson on Hearing Panels where alleged violations of the MLS Committee Rules and Regulations or the MetroTex Key Service Rules and Regulations will be heard and a determination of the violation and associated sanctions may be determined.
14. Continually review and evaluate the committee's business plans and their progress.
15. Accept all responsibilities as assigned by the Chair and the Board of Directors.

2.4 Responsibilities of Committee Vice Chair

1. Be responsible for all the duties and responsibilities of the Committee Chair in the event of the Chair's absence or incapacity.
2. Serve and perform other duties as directed by the Chair.
3. Shall be expected to attend all "MetroTex Leadership Kickoff," Strategic Planning and Business Planning session.
4. Shall be expected to serve as the alternate NTREIS User Committee representative in the absence of the MLS Committee Chair with the purpose of bringing forth the recommended changes to the MLS system approved by the MetroTex MLS Committee.
5. Shall be expect to serve on the MetroTex MLS Board of Directors and will additionally report the activities of the MetroTex MLS Committee to the MLS Board of Directors in the absence of the MLS

Committee Chair.

6. Stand willing to serve as Chairperson on Hearing Panels where alleged violations of the MLS Committee Rules and Regulations or the MetroTex Key Service Rules and Regulations will be heard and a determination of the violation and associated sanctions may be determined.
7. Have a thorough knowledge of NTREIS MLS Rules and Regulations and Association's policies.

2.5 Responsibilities of Committee Members

While the duties of the individual committee member may vary, there are certain basic responsibilities when a committee member accepts an appointment.

1. The work of a member shall always encompass the missions and goals of MetroTex MLS and shall never be influenced by self-aims and personal objectives and shall avoid self-dealings in any matter relating to MetroTex MLS.
2. Acknowledge immediately all communications regarding committee work.
3. Determine a member's availability for committee meetings and inform the chair or staff as soon as possible.
4. Insure that a member's organization's superiors are fully aware of such member's responsibilities and commitments for meetings.
5. Become acquainted with committee members early in the year.
6. Thoroughly review all pertinent background material and the agenda before attending meetings.
7. Take an active part in all discussions.
8. Seek to understand and have respect for others' ideas and conflicting viewpoints.
9. Consider all issues and problems objectively and impersonally.
10. Seek clarification on any point or problem not fully understood.
11. Follow through on accepted assignments as requested by the chair or committee.
12. Have a thorough knowledge of NTREIS MLS Rules and Regulations and Association's policies.
13. Stand willing to serve on Hearing Panels where alleged violations of the MLS Committee Rules and Regulations or the MetroTex Key Service Rules and Regulations will be heard and a determination of the violation and associated sanctions may be determined.

2.6 Role of Committee Staff

An important consideration is to understand the role of the staff and its relationship to committees. The staff should render all possible support and assistance, but should never assume the committee's prerogative. The staff representative is involved to answer questions, offer suggestions or raise questions when appropriate.

The staff representatives are expected to be knowledgeable on Association policy, committee scope, and the subject under discussion. That representative is not, however, to serve as accomplishees of the committee's tasks.

The control of internal operating activities and procedures of MetroTex MLS rests with the President & Chief Executive Officer. Staff allocation remains the responsibility of the President & Chief Executive Officer.

SECTION 3: FINANCIAL POLICIES

3.1 Budget Timeline

No later than July 31 – Draft operating budget for following year and one year draft operating forecasts assembled. Details reviewed by PRESIDENT & CHIEF EXECUTIVE OFFICER and Senior Staff.

No later than August 31 – The MetroTex MLS Board of Directors will review Participant and Subscriber projections for the following year and review and approve the NTRER Management Fee that will be assessed through the MetroTex Association budget.

No later than September 30 – The MetroTex Association Executive Committee will finalize any Operating Budget issues before sending the Budget to the MetroTex MLS Board of Directors for approval at its September meeting.

No later than September 30 – The MetroTex MLS Board of Directors will meet and may amend the proposed budgets, if necessary, prior to final approval.

January 1– New Budget Cycle commences.

3.2 General Dues/Fee Policies

3.2.a Quarterly MLS Fees. Quarterly MLS fees are assessed quarterly by the MetroTex MLS Board of Directors in accordance with the Bylaws. MLS fees are the property of the MetroTex MLS and are non-refundable after the first day of each quarter.

3.2.b Quarterly MLS Fee Payment. Payment of MLS fees are subject to the Bylaws of the North Texas Real Estate Information Network and is required for ongoing MLS access. MetroTex MLS does not accept personal checks or cash for any MLS fees. MLS fees are billed quarterly and are due one day prior to the beginning of each quarter.

3.2.c DELINQUENCY. If the quarterly MLS fees are not paid by the last day of the prior quarter the MLS fees shall be declared delinquent and the participant's/subscriber's MLS services shall be suspended. The MetroTex MLS Board of Directors will determine the amount of a reinstatement fee for payments received after the due date.

Within 30 days after the end of each quarterly billing cycle, a notice shall be sent to the MLS Participant notifying them of the delinquent fees of either themselves or their subscribers. Participants will be notified that failure to either inactivate the participant/subscriber account or submit the required MLS quarterly fee and reinstatement fee will result in either termination or suspension of MLS services for the entire firm.

3.2.d MLS PARTICIPATION FEE AND REQUIREMENTS. The MLS Participation fee must accompany the application for MLS Participation.

3.3 General Financial Policies

3.3.a ANNUAL BUDGET. The annual budget shall be submitted to the MetroTex MLS Board of Directors for approval, preceding the budget year.

3.3.b The Board of Directors shall supervise the expenditures of the MetroTex MLS funds.

Contracts and agreements with vendors can only be entered into by MetroTex MLS with the approval of the Board of Directors and executed by the President & Chief Executive Officer, or CEO's designee, as defined by the limits placed on expenditures for budgeted and non-budgeted items.

3.3.c SPENDING FOR NON-BUDGETED ITEMS. Non-budgeted items are reviewed by the Executive Committee and if recommended, are presented to the Board of Directors for approval.

3.3.d RESOLUTION OF DEPOSIT. WHEREAS: The North Texas Real Estate Information Network, Inc. (Aka, MetroTex MLS is a for profit corporation receiving dues, fees and other monies from its MLS Participants and Subscribers, and

WHEREAS: These funds should be deposited in a financial institution within the jurisdictional boundaries of MetroTex MLS; now therefore be it:

RESOLVED: That all FDIC or FSLIC insured financial institutions within the jurisdictional??? boundaries of the MetroTex MLS that are duly authorized Texas banking institutions be acceptable depositories in which funds of the MetroTex MLS may be deposited; further, that any officer of the MetroTex MLS is hereby authorized for and on behalf of MetroTex MLS to open an account or accounts with said financial institutions, to accept the provisions and conditions set forth on the financial institutions' required signature card(s) relating to said account or accounts, and to make arrangements for the conduct thereof as he or she shall deem proper; and that the President & Chief Executive Officer or his/her designee of MetroTex MLS be duly authorized to sign checks that indebt MetroTex MLS and further, that any one of the following named Officers of MetroTex MLS shall also be authorized to sign checks indebting MetroTex MLS effective during the duration of their elected term: Chair, and Treasurer.

And be it further:

RESOLVED: That one signature of any of the above named representatives of MetroTex MLS be required to withdraw funds or close established accounts with any duly authorized depositor(s); and, be it further:

RESOLVED: That the approved depositories be authorized and directed to honor and pay checks that are properly executed in accordance with the Bylaws and this resolution; and be it further:

RESOLVED: That the foregoing resolution shall remain in full force and effect until written notice of the amendment or rescission thereof shall have been delivered and receipted by the depository institution; and, be it further:

RESOLVED: That the President & Chief Executive Officer of MetroTex MLS be, and he/she hereby is, authorized and directed to certify to the Bank that these resolutions and the provisions thereof are in conformity with the Articles of Incorporation and the Bylaws North Texas Real Estate Information Network, Inc. (aka, MetroTex MLS).

3.3.e CHECKING RECONCILIATION. Monthly bank statements shall be reconciled with the respective general ledger account balance.

SECTION 4: GENERAL POLICIES

4.1 Facilities & Association Property

4.1.a OFFICIAL ADDRESS. The Directors shall designate an address as the official headquarters and office of the MetroTex MLS if any change should be made from MetroTex MLS's present address.

4.2 MetroTex MLS Compliance Policies/NTREIS Rules Enforcement Processes

MLS data integrity is of the utmost importance and one of the core missions of the MetroTex MLS Compliance with the NTREIS MLS Rules and Regulations is essential in ensuring that accurate and complete property data is provided to other MLS Participants and consumers. With this mission in mind, the following policies have been adopted by MetroTex MLS as supplemental enforcement procedures to the NTREIS Rules and Regulations:

4.2.a Data Checker Violations:

1. The Data Checker system will send the first notification to the listing agent by email with automatic delivery notice/read receipt requested.
2. If no corrective action is taken, the 2nd and Finable Notifications are sent to not only the listing agent, but any person in the listing office with a broker or manager access level.
3. If no corrective action is taken by the time the Finable Notification has been emailed, then MLS Staff call the listing agent and either speak with them personally or leave a voice mail. If their voice mail is full or if their phone number is no longer in service, then the call is placed to the listing office.
4. After the 1st call or message to the listing agent or office, if no corrective action has been taken then the information is given to the MLS Data Integrity Specialist.
5. The MLS Data Integrity Specialist places a call to the listing agent and to the listing broker giving them until the next day to make the correction or a \$500.00 fine will be placed on the listing agent or listing broker account, whichever is applicable. If either the listing agent or listing broker is not available by phone a voice message is left and an email is also sent to both the listing agent and listing broker. A delivery receipt is requested by email as well as a read receipt.
6. If no corrective action is taken after the Data Integrity Specialist takes the action in line 5, then the \$500.00 fine is placed on the Members account.
7. If corrective action is not taken to correct the listing or a response from either the Listing Agent or Listing broker is not received, then additional \$250.00 per week will be assessed.
8. If the fine is not paid within 30 days and if no request for appeal of the fine has been received, then MLS Services for the office will be suspended for nonpayment of the MLS fine.

4.2.b Manual Violations:

1. MLS Violations originating from staff investigations (ie: compliance searches in the MLS for incorrect driving directions, status violations, Pending Listings over 6 Months, Showing Instructions violations, Report It, etc.) will be handled in the same manner as shown above except MLS staff will send the initial 1st, 2nd, and Finable Notifications manually.
2. The 1st and 2nd notifications are sent to the listing agent only. The Finable Notifications are sent to the listing agent and listing broker and will be handled in the same manner as shown above.
3. If no corrective action is taken after the 3 notices, the procedure above starting on step 3 under “data checker violations” will be followed.

4.2.cMLS Fine Policy for Entry of Listing into the MLS without Signed Listing Agreement:

1. If an MLS Participant/Subscriber is found not to have a listing agreement for a property that they entered in MLS, then they are automatically fined \$1,000 for the first offense, \$ 2,500 for the second offense, and \$ 5,000 for the third offence.

4.2.dClear Cooperation Policy Enforcement & Fine Schedule

Approved Fine Schedule for Violations of Section 7.01 of the MLS Rules effective January 1, 2021.

1st Offense: \$1,000 fine, payable within 30 days of Notice of violation/Citation

2nd Offense: \$2,500 fine, payable within 30 days of Notice of violation/Citation

3rd Offense: \$5,000 fine, payable within 30 days of Notice of violation/Citation

4th Offense: A hearing before the MLS Committee will be scheduled. Sanctions may include fine up to \$15,000 (maximum allowed by NAR), suspension of MLS services for no less than one (1) month but no more than one (1) year.

4.2.e The MetroTex MLS has established MLS Hearing Procedures. A hearing before an MLS Committee Hearing Panel would be called for in the following circumstances:

1. MLS Participant or Subscriber refuses to comply with a request from the MLS Department to bring a listing into compliance and such MLS Participant or Subscriber has requested the hearing.
2. An MLS Participant or Subscriber has been assessed an MLS fine as referenced in Section 4.2.c above and has requested a hearing before the MLS Committee to re-evaluate such fine.
3. An MLS Participant or Subscriber has been accused of a potential violation of the NTREIS Rules and Regulations and has requested a hearing before the MLS Committee to state their case to prove no violation of the policy has occurred.
4. An MLS Participant or Subscriber has received at least three (3) administrative sanctions in a calendar year. (NTREIS Rules and Regulations, Section 11.05, Note)
5. In situation where a reports of a potential violation of the MetroTex Key Services, Inc. Rules and Regulations is received, the MLS Committee will conduct a hearing to determine any violation of the MetroTex Key Services Rules and Regulations as directed in the MetroTex Key Services Rules and Regulations.

4.2.fIn accordance with the MetroTex MLS Bylaws, All hearings pertaining to alleged violation of the Rules and Regulations of the MLS shall be conducted in accordance with the Code of Ethics and Arbitration Manual of the National Association of REALTORS®. To comply with this provision of the MetroTex MLS Bylaws, MetroTex MLS follows the procedures set forth in the MetroTex MLS Hearings Procedural Guide in **Appendix A**

4.3 Document Retention Policy

4.3.aDOCUMENT DESTRUCTION AND RETENTION. MetroTex MLS shall retain records for the period of such records immediate or current use, unless longer retention is necessary for historical reference or to comply with contractual or legal requirements. Records and documents outlined in this policy include paper, electronic files (including emails) and voice mail records.

In accordance with 18 USC §1519 and the Sarbanes Oxley Act, MetroTex MLS shall not knowingly destroy a document with the intent to obstruct or influence an investigation or proper administration of any matter

within the proper jurisdiction of the United States. If an official investigation is anticipated or underway, document purging will stop.

Further, to eliminate accidental or innocent destruction, MetroTex MLS follows a Records Retention Schedule as set forth below.

Description (alphabetically)	Retention Period
Accident Reports and Claims (settled cases)	7 years
Accounts payable ledgers and schedules	7 years
Accounts receivable ledgers and schedules	7 years
Audit reports of accountants	permanently
Bank reconciliations Board Minutes Corporate Minute Books	7 years permanently permanently
Capital stock and bond records; ledgers, transfer registers, stubs showing issues, record of interest coupons, options, etc.	permanently
Charts of accounts	permanently
Checks (canceled but see exception below)	7 years
Checks (canceled for important payments, i.e., taxes, purchases of property, special contracts, etc. [checks should be filed with the papers pertaining to the underlying transaction])	permanently
Contracts and leases (expired)	7 years
Contracts and leases still in effect	permanently
Correspondence (routine) with members, customers, or vendors	2 years
Correspondence (general)	3 years
Correspondence (legal and important matters only)	permanently
Deeds, mortgages, and bill of sale	permanently
Depreciation schedules	permanently
Duplicate deposit slips	2 years
Employee personnel records (after termination)	5 years
Employment applications	3 years
Expense analyses and expense distribution schedules	7 years
Financial statements (end-of-year, other months optional)	permanently
General and private ledgers (and end-of-year trial balances)	permanently
Insurance policies (expired)	7 years
Insurance records, current accident reports, claims, policies, etc.	permanently
Internal reports (miscellaneous)	7 years

c. LITIGATION HOLD OVERRIDE.

Notwithstanding any retention periods set forth in this Policy or the Records Retention Schedule, all records subject to an active litigation hold shall be preserved in full until the hold is formally released, at which point normal retention periods shall resume. Upon issuance of a litigation hold, the Litigation Hold and Record Preservation Policy set forth in Appendix C shall govern and control.

4.4 Legal Policies

4.4.aLEGAL COUNSEL. The Board of Directors of MetroTex MLS may employ a legal counsel.

4.4.bACCESS TO MetroTex MLS ATTORNEY. Only the Chair and President & Chief Executive Officer or their designee is authorized to contact the MetroTex MLS attorney on official business of the MetroTex

MLS Billings for unauthorized contacts will be the responsibility of the contacting party.

4.4.cLEGAL CASES AND LEGAL INFORMATION. No member, or group of members, shall be permitted to obligate the MetroTex MLS for legal fees or litigation costs in which individual members of MetroTex MLS are involved. No member of MetroTex MLS shall seek legal information from the Officers, Directors or office staff of MetroTex MLS; whenever an Association member requires legal advice, he/she shall consult an attorney.

4.4.dWHISTLE BLOWER. The MetroTex MLS is committed to lawful and ethical behavior in all of its activities and requires its staff to conduct themselves in a manner that complies with all applicable laws and regulations. If at any time a concern exists regarding the propriety or legality of action contemplated to be taken or that has been taken by an Officer, Director, staff, /MetroTex MLS participant/subscriber, committee member or any contract or vendor as the action relates to MetroTex MLS activities, or if an action needs to be taken in order for MetroTex MLS to be in compliance with law or appropriate ethical standards you can address the issue directly by going to the President & Chief Executive Officer or Chair as needed until matters are satisfactorily resolved.

Alternatively, if you are not comfortable speaking to the President & Chief Executive Officer about the matter or do not feel your issue has been properly addressed; you may contact the MetroTex MLS Chair about the matter. If you do not believe that direct channels of communication can/should be used to express your concerns, you can send an anonymous letter or mail utilizing the U.S. mail or any internet hosted email service (using an anonymous name) to the President & Chief Executive Officer or Chair.

4.4eARTIFICIAL INTELLIGENCE USE POLICY. MetroTex MLS's Artificial Intelligence Use Policy, set forth in Appendix D, establishes standards governing the responsible, secure, and ethical use of AI tools in Association operations. The Policy applies to staff, contractors, consultants, and volunteer leadership using AI tools in connection with Association business and addresses permitted and prohibited uses, data confidentiality and security requirements, human review and oversight obligations, and compliance with MetroTex MLS's document retention and litigation hold policies. The Policy is intended to promote operational efficiency while mitigating legal, regulatory, reputational, and ethical risks associated with AI-generated content and to ensure that AI tools are used in a manner consistent with MetroTex MLS's governance and fiduciary obligations.

4.4fMESSAGING PLATFORMS & UNOFFICIAL COMMUNICATION CHANNELS POLICY. MetroTex MLS's Messaging Platforms & Unofficial Communication Channels Policy, set forth in Appendix E, governs the use of informal messaging platforms and unofficial communication tools by staff, officers, directors, volunteers, committee members, and contractors engaged in Association business. The Policy establishes that substantive Association business, including board and committee deliberations, governance discussions, and confidential matters, must be conducted through official Association communication channels. Messaging applications such as WhatsApp, GroupMe, Signal, and similar platforms are limited to logistical and supplemental purposes only. The Policy further addresses record preservation obligations applicable to communications conducted through unofficial channels, including obligations arising under applicable litigation holds.

4.5 Harassment Policies

Sanctions. Any Subscriber of the MetroTex MLS may be reprimanded, fined, placed on probation, suspended, or expelled by the Board of Directors for (1) a violation of these Bylaws, (2) a violation of the MetroTex MLS's Policy Manual (the "Policy Manual") not inconsistent with these Bylaws, (3) harassment of a

Subscriber, employee, officer, or director of the MetroTex MLS, or (4) any act or conduct which, in the opinion of the Board of Directors and applied on a nondiscriminatory basis, may cause disrespect for or lack of public confidence in the real estate profession, the MetroTex MLS, its services, or the integrity of the MLS system.

For purposes of the foregoing, harassment includes, but is not limited to, a range of verbal, visual, physical, and sexual behaviors that create an intimidating, offensive, or hostile environment. Verbal harassment may involve derogatory remarks, slurs, negative stereotyping, threats, bullying, intimidation, or offensive jokes. Visual harassment includes the distribution or display of inappropriate images, videos, or gestures, including offensive emails, messages, or social media content. Physical harassment involves unwelcome touching, physical intimidation, assault, or other threatening actions. Sexual harassment encompasses a variety of behaviors, including verbal comments such as sexual innuendos, suggestive remarks, inappropriate jokes, propositions, or threats; non-verbal conduct such as sexually suggestive visuals, inappropriate gestures, leering, whistling, or graphic commentaries; and physical actions such as unwanted touching, pinching, coercion, or assault. It also includes quid pro quo harassment, where employment decisions or benefits are conditioned on submission to sexual advances, as well as conduct that creates a hostile work environment.

Disciplinary action may be imposed following an investigation or a hearing in accordance with the procedures established by the MetroTex MLS governing documents and policies. The decision regarding the appropriate disciplinary action shall be made by an investigatory team comprised of the Chair, the Chief Executive Officer and legal counsel any other persons deemed appropriate by the Chair. If the complaint names the Chair they shall be replaced by the Treasurer or another member of the Board of Directors selected by the highest-ranking officer not named in the complaint.

Discipline may also be imposed upon recommendation of the Executive Committee or a designated hearing panel, subject to final approval by the Board of Directors, for any act or conduct which, in the opinion of the Board of Directors, applied on a nondiscriminatory basis, may cause disrespect for or lack of public confidence in the real estate profession or undermines the integrity, reputation, or proper operation of the MetroTex MLS.

Although Subscribers other than REALTOR® Subscribers are not subject to the Code of Ethics nor its enforcement by the MetroTex MLS, such Subscribers are encouraged to abide by the principles established in the Code of Ethics and conduct their business and professional practices accordingly.

Authorized Discipline. The Board of Directors may impose disciplinary action for violations of the MetroTex MLS Bylaws, Rules, Policies, or other obligations of MLS participation following investigation or hearing in accordance with procedures established by the MetroTex MLS. Authorized disciplinary actions may include, but are not limited to letter of reprimand, mandatory education or corrective action, probationary status, suspension of MLS access and termination of MLS participation or subscriber privileges. Disciplinary measures shall be applied in a fair, consistent, and nondiscriminatory manner.

4.6 Communication Policies

4.6a ROSTER AND INFORMATION DISTRIBUTION*. MetroTex MLS does not sell or distribute member information. * See Appendix B, MetroTex MLS Privacy Policy.

4.6b USE OF OFFICIAL TITLE. Officers and/or Directors may use the title bestowed upon them by the MetroTex MLS as a statement of fact.

4.6cOFFICIAL SPOKESPERSON. The Chair and President & Chief Executive Officer of MetroTex are the only official spokespersons for MetroTex MLS. The Chair may also appoint an official spokesperson on behalf of the MLS.

4.6dSOCIAL MEDIA, PHOTOGRAPHY & MEDIA RELEASE POLICY.

Purpose

This Policy governs the use of photography, audio, and video recording at MetroTex MLS events and establishes standards for social media communications conducted by or on behalf of MetroTex MLS ("MetroTex"). It also addresses the rights of members with respect to event photography in which they appear.

Event Photography and Recording — Consent and Release

When you attend any course, educational seminar, program, or other event ("Event") sponsored by or held in connection with MetroTex, you enter an area where photography, audio recording, and video recording may occur. By entering the Event premises, you consent to photography, audio recording, and video recording of your likeness, image, and voice, and to the use, release, publication, exhibition, and reproduction of such recordings for any purpose deemed appropriate by MetroTex, including but not limited to social media, promotional and advertising materials, webcasts, simulcasts, news coverage, websites, and other digital or print media.

You hereby release MetroTex, its officers, directors, employees, volunteers, and authorized representatives from any and all liability arising out of or related to the capture, recording, digitization, or publication of your image, likeness, or voice in connection with any Event.

By entering the Event or MetroTex MLS premises, you waive any right to inspect or approve photography, audio, or video recordings taken at an Event by MetroTex or its authorized representatives, and waive all claims to payment or royalties in connection with any exhibition, streaming, broadcast, or other publication of such recordings, whether or not an admission fee or sponsorship is charged.

Member Photo Requests

A member who appears in event photography taken by MetroTex may submit a written request to receive a copy of such photograph. Requests will be fulfilled on a courtesy basis, subject to the following:

All event photography remains the sole property of MetroTex. Providing a copy to a requesting member does not transfer any ownership or intellectual property rights in the image.

A member who receives a copy of an event photograph may use it for personal or professional purposes but may not use it in any manner that misrepresents the MetroTex MLS, any individual depicted, or the context in which it was taken, and may not commercially exploit the image without prior written consent from MetroTex.

Where a requested photograph prominently features other identifiable individuals, MetroTex reserves the right in its discretion to provide a cropped version, fulfill the request as submitted, or take such other action as is appropriate under the circumstances.

MetroTex is under no obligation to retain event photography for any specified period and cannot guarantee the availability of any particular image upon request.

Social Media Disclaimer

MetroTex maintains social media platforms as a service to its members and the public. MetroTex is not responsible for opinions, statements, or information posted on social media by members or third parties and disclaims all warranties, express or implied, with respect to such content, including implied warranties of merchantability and fitness for a particular purpose. MetroTex shall not be liable for any special, indirect, or consequential damages arising out of or in connection with the use of or reliance on any content posted on its social media platforms by any party other than MetroTex.

Acknowledgment

Your presence at a MetroTex Event constitutes your acknowledgment of and agreement to this Policy. Where required, a separate written acknowledgment may be requested at the time of registration.

METROTEX MLS SOCIAL MEDIA USE POLICY

Overview. MetroTex MLS recognizes social media as a powerful communication tool that encourages interaction, transparency, and outreach. Both personally and professionally, members, staff, and leadership use social platforms to engage with peers and the public. As such, MetroTex is committed to ensuring that online conduct reflects MetroTex MLS's values, promotes a positive image, and limits liability.

This policy outlines expectations for all individuals associated with MetroTex MLS including but not limited to executive leadership, volunteer leaders, Committee members, officers, directors, Area Realtor Meeting Representatives, and staff regarding their use of social media, both personally and on behalf of MetroTex MLS.

Scope and Application. This policy applies to all forms of social media, including but not limited to Facebook, X (formerly Twitter), Instagram, LinkedIn, YouTube, TikTok, blogs, and other digital platforms. It applies to both personal and professional social media use, as they often overlap. All individuals governed by this policy must adhere to the following standards:

Guidelines for Responsible Social Media Use.

- Use social media to share MetroTex MLS' mission, policy positions, , events, and updates.
- Repost and share official MetroTex MLS communications and positions accurately and without distortion.
- Avoid posting content that could negatively impact MetroTex's reputation or that of its members, staff, partners, or affiliated organizations (e.g., NAR, TR).
- Always maintain professionalism and refrain from posting language or content that could be perceived as offensive, harmful, or disparaging.
- When acting in a MetroTex leadership capacity, avoid contradicting NAR or TR's public positions.
- Where appropriate, use disclaimers clarifying that views expressed are personal and do not represent MetroTex.
- Do not disclose confidential or sensitive information.
- Do not advocate for boycotts of products, companies, or services.
- Avoid linking personal accounts to MetroTex unless the shared content is appropriate and in line with this policy.
- Do not use MetroTex's name or leadership titles in personal account usernames or handles.
- Refrain from posting endorsements or opposition to individuals, services, or companies in a way that suggests MetroTex affiliation.
- Remove or avoid content that may create unnecessary controversy or conflict.
- Do not post discriminatory, harassing, defamatory, or inappropriate content, including offensive photos or remarks.

- Respect copyrights, trademarks, and other intellectual property rights, including proper use of the REALTOR® mark in accordance with NAR's Membership Marks Manual.
- Present yourself professionally online in a way that reflects your role with MetroTex.
- Respect privacy settings and confidentiality requirements. Contact MetroTex's Marketing and Communications Department for help with social media privacy settings, if needed.

Confidentiality and Sensitive Information. Confidential matters, including but not limited to strategic discussions, personnel matters, project details, financials, or member information, must not be shared on social media. Even with disclaimers, public commentary on MetroTex challenges or sensitive topics is discouraged. When uncertain, members should consult with the CEO, Chair, or Communications Department before posting.

Logo Usage. MetroTex MLS logos may not be used in external materials (e.g., websites, business cards, advertisements) without written approval. Requests for logo use must be directed to the Marketing & Communications Department, which will provide approved logos and usage guidelines.

Oversight of Communication Materials. Any communications including emails, flyers, social media posts, etc. produced by or for MetroTex-affiliated groups (e.g., Committees or task forces) that reference MetroTex programs, services, or initiatives must be reviewed by MetroTex staff. Submissions should be sent to the Marketing & Communications Department or CEO for review before distribution through official channels.

Content Standards and Restrictions. MetroTex will not publish or promote any content that, without limitation, includes personal opinions presented as fact, unverified or speculative claims, defamatory or harmful language, commentary on criminal activity, or any material that could damage the reputation of individuals, businesses, or the REALTOR® brand.

MetroTex is not a reporting agency for criminal allegations; such matters should be referred to the appropriate law enforcement authorities or media outlets.

Social Media Disclaimer. While MetroTex provides social media platforms for public engagement, it is not responsible for content posted by users. MetroTex disclaims liability for damages arising from third-party posts or shared information.

Violations. Violations of this policy, including inappropriate posts, comments, or photos may lead to intervention by the Chair and/or CEO. Actions may include requiring retraction, correction, or revision of content. Further disciplinary measures, include but are not limited to removal from leadership roles, may be imposed following an investigation in consultation with legal counsel. MetroTex will also consider social media conduct in evaluating an individual's suitability for Board, Committee and/or leadership positions.

Acknowledgment. By reviewing this policy, individuals acknowledge that they understand its provisions and agree to comply. Failure to follow the guidelines may result in dismissal from MetroTex governance positions.

Policy Updates. This policy may be revised periodically. Any changes will be communicated through appropriate channels prior to taking effect.

APPENDIX A

MLS Hearings Procedural Guide

(Provided in part by Texas REALTORS®)

[Click here to access the MLS Hearings Procedure Guide](#)

APPENDIX B

METROTEX ASSOCIATION OF REALTORS, INC./ MetroTex MLS Privacy Policy

MetroTex Association of REALTORS® Inc, and North Texas Real Estate Information Network, Inc (referred to as “MetroTex” “we” or “us” or “our”) respect the privacy of our member, users, employees, website visitors, and other stakeholders, affiliates and service providers (“user” or “you”) and we understand your concern about your information shared by you with us. As such, we ensure we safeguard the information provided by you and honor your requests for confidentiality when you interact with us through various channels including but not limited to our website, apps, third party social networks etcetera (“**Platforms**”).

This Privacy Policy (“**Policy**”) is intended to comply with applicable privacy laws, including the Texas Data Privacy and Security Act (TDPSA), where applicable. It explains how we collect, use, store, (under certain conditions) disclose and safeguard your information. By interacting with us through any of the Platforms directly or through any other media form, media channel, mobile website, or mobile application related or connected thereto, you accept the terms and conditions described in this Policy. Please read this Policy carefully.

We reserve the right to make changes to this Policy at any time and for any reason. We will alert you about any changes by updating the “Last Updated” date of this Policy. Any changes or modifications will be effective immediately upon posting the updated Policy on our Platforms, and you waive the right to receive specific notice of each such change or modification. If the changes are significant, we may, at our sole discretion, provide a more prominent notice (including, for certain services, email notification of Policy changes). We will also keep prior versions of this Policy in an archive for your review.

What information do we collect?

We gather the following types of information needed to process your transactions, fulfill your requests, and maintain our membership records. Where required, we will obtain your affirmative consent before collecting or processing sensitive personal data, in accordance with the TDPSA.

- **Personal Information:** birth date; social security number or other government issued identification number; mother’s maiden name; unique biometric data (fingerprint, voice print, retina image); unique electronic identification number or routing code;
- **Financial Information:** Payment details for membership dues, tele-communication access devices including debit or credit card information, event registrations, and other transactions.
- **Website Usage Information:** IP addresses, domain name browser type, pages visited, and cookies for site optimization.
- **Event & Training Data:** Attendance records, certifications, and feedback from association-sponsored events.
- **Communication Data:** Emails, inquiries, and interactions with our association.
- **Information you volunteer,** via applications or surveys (for example, education, designations, specialties, affiliations with other real estate organizations and general demographic data).

Minors. Our services are not directed at children under the age of 13. We do not knowingly collect personal data from children. If we learn that a child under 13 has provided us with personal information, we will delete it immediately.

How do we collect your information?

You directly provide us with most of your information that we collect. We collect information through:

User submissions via membership applications submitted in person, by mail, fax, email or any other method, dues payment, event sign-ups, inquiries and questionnaires or surveys; Keycard lease agreements and equipment issue forms; letters, emails, faxes, phone calls or other correspondence with you.

Automated collection via cookies, tracking tools, and website analytics.

Third-party sources, including business partners, social media platforms, and research organizations.

Secondly, some information may be collected automatically when you visit or use our Platforms (and those of our third-party service providers acting on our behalf), such as information collected by cookies and other technologies (such as web analytic tools and pixel tags) on our Platforms.

Lastly, we may also collect information about you from other sources. These other sources may include:

- our trusted business partners;
- social media sites and apps;
- research organizations; and
- intermediaries that facilitate data portability.

How we use your information?

Having accurate information about you permits us to provide you with a smooth, efficient, and customized experience. Specifically, we may use information collected about you via the Platforms including but not limited to:

- Create and manage your membership account.
- Fulfill and manage payments, and other transactions.
- To obtain credit checks on designated REALTOR applicants.
- Monitor and analyze usage and trends to improve your experience with our Platforms.
- Improve and customize the content and layout of our sites and other communications tools, such as our online eNewsletters.
- Provide and improve our services, events, and programs
- Notify you of updates to our sites.
- Notify you of relevant products, member benefits and services.
- Notify you of upcoming events and programs, newsletters or announcements.
- Notify you of billings posted on our website or to your account, processing payments and event registrations.
- Complying with legal or regulatory requirements.
- Track usage of our sites
- Compile directories about which you will be made aware
- Assist state and national REALTOR® associations and affiliated Institutes, Societies and Councils in membership tracking and for their use for purposes similar to those listed above.

We may further anonymize data about users of the Platforms generally and use it for various purposes, including or a link contained in an email to those registered to receive them, and supply that anonymized data to third parties such as publishers. However, that anonymized data will not be capable of identifying you personally.

We collect and process your personal data solely for the purposes stated in this policy, ensuring compliance with the TDPSA and other applicable laws.

Information Sharing & Disclosure. We do not sell or rent personal information. We also do not share personal data for targeted advertising purposes. If this changes, we will provide an opt-out option as required by law. However, we may share information in the following circumstances:

- **With Staff:** Association staff who work directly with membership data entry, billing, or accounts receivable.
- **With Service Providers:** Third-party vendors assisting with payment processing, email distribution, IT services, and event management.
- **With Affiliates & Partners:** National and state Realtor® associations, MLS providers, and affiliate partners in connection with sponsored events and other professional activities.
- **Safety and Risk Management:** To prevent harm to our tangible or intangible property, ensure the safety of individuals, or facilitate the recovery of amounts owed to us.
- **Business Transitions:** In connection with mergers, acquisitions, reorganizations, financing, or the sale of assets, or in the event of insolvency, bankruptcy, or receivership, personal information may be transferred as part of our business assets. We are not obligated to provide notice of such transfers.
- **As Required by Law:** When necessary to comply with legal obligations, respond to regulatory requests, or protect our rights and members.
- **With Your Consent,** if you explicitly agree to additional sharing.

Data Security. We implement reasonable administrative, technical, and physical safeguards, including [encryption, multi-factor authentication, etc.], to protect your data in compliance with Texas privacy laws.

Data Retention. We retain personal data for as long as necessary to fulfill the purposes outlined in this policy or as required by law. When no longer needed, we securely delete or anonymize information.

Your Rights & Choices. Depending on applicable laws, including the TDPSA, you may have the following rights regarding your personal data:

- **Right to Know:** You have the right to know whether we are processing your personal data and to obtain the personal data in a readable format
- **Right to Correct:** You may request that we correct inaccurate personal data about you, taking into account the nature of the data and the purposes for processing the data by emailing us atmembership@dfwre.com.
- **Right to Delete:** You may request the deletion of personal data we have collected about you, subject to certain exceptions.
- **Right to Opt Out:** You may opt out of the processing of your personal data for targeted advertising, the sale of personal data, or profiling in furtherance of decisions that produce legal or similarly significant effects.
- **Right to Not Face Retaliation:** You will not face retaliation or discrimination for exercising these rights.

If we deny your request regarding your personal data, you have the right to appeal our decision. To appeal, please contact us at the details provided below within 30 days of receiving our response
To exercise these rights, contact us at [Insert Contact Information].

Cookies & Tracking Technologies. Our website may use cookies and similar technologies to enhance user experience and analyze site traffic. You can manage cookie preferences through browser settings.

Third-Party Links. Our website may contain links to third-party sites. We are not responsible for their privacy practices, and we encourage you to review their policies.

Updates to This Policy. We may update this Privacy Policy periodically. Changes will be posted on our website with the effective date. Continued use of our services indicates acceptance of the updated policy.

Contact Us

For questions or concerns regarding this Privacy Policy, contact:

MetroTex Association of REALTORS®,
1701 Kinwest Pkwy, Irving, TX 75063

[Email]

[Phone Number]

You are advised to obtain independent legal advice in relation to your data protection rights under applicable laws.

APPENDIX C

LITIGATION HOLD & RECORD PRESERVATION POLICY

1. Why This Policy Exists

From time to time, MetroTex MLS may become subject to a litigation hold requiring the preservation of documents and Electronically Stored Information ("ESI") that are relevant or potentially relevant to the claims, defenses, parties, or subject matter of pending or reasonably anticipated litigation, regulatory inquiry, or other legal proceeding.

2. What Records Must Be Preserved

"Association Records" include all documents, communications, and data created, received, maintained, or transmitted in connection with Association business, regardless of format, device, or storage location.

This includes, but is not limited to:

- Emails (including personal email used for Association work)
- Text messages
- Messaging apps (WhatsApp, GroupMe, Signal, Slack, etc.)
- Voicemails
- Meeting notes or minutes
- Contracts and agreements
- Financial documents or spreadsheets
- Committee materials
- Draft documents
- Files stored in cloud systems (Google Drive, OneDrive, Dropbox, etc.)
- AI prompts or outputs used for Association work
- Calendars and scheduling records
- Metadata and audit trails associated with the above

Association Records may exist on Association-issued devices or personal devices used for Association business. All such records fall within the scope of this Policy.

3. Suspension Of Routine Retention Policies

MetroTex MLS maintains a records retention schedule in its Policy Manual. During the pendency of this litigation hold, compliance with any destruction provisions of that schedule is suspended for documents and ESI that may be relevant.

4. What You Must Do

- Do not delete any potentially relevant records
- Disable auto-delete functions, including email deletion rules, message expiration settings and text cleanup features
- Preserve all drafts and working documents
- Preserve records stored in cloud systems
- Contact Legal if you are unsure whether something should be preserved

When in doubt: preserve it.

5. What You Must NOT Do

While the litigation hold is active, you may not:

- Delete or destroy relevant records
- Edit, alter, or backdate documents
- Move records to personal systems to avoid retention
- Enable disappearing messages
- Reset or wipe devices used for Association work
- Destroy paper originals after scanning
- Use unofficial channels to avoid preservation

No one may destroy potentially relevant evidence, even if the evidence appears unfavorable.

6. What Can Still Be Deleted

The following may still be deleted only if they are clearly unrelated to Association business or the litigation:

Personal Content

- Personal emails
- Personal photos
- Personal messages unrelated to work

Spam / Junk

- Spam emails
- Malware or phishing messages
- System error notifications
- Marketing newsletters unrelated to Association business

Clearly Unrelated Work Records

Examples include:

- Scheduling emails unrelated to the issue
- Committee discussions on unrelated topics
- Vendor communications unrelated to the dispute

Again, if you are unsure, do not delete it.

7. Devices & IT Systems

Before any device used for Association business is:

- Replaced
- Reset
- Reassigned
- Destroyed

All relevant data must first be preserved.

IT vendors and cloud providers may also be required to preserve Association data.

8. Third-Party Vendors & Controlled Data

MetroTex MLS must preserve information within its possession, custody, or control.

If a third party (such as an IT vendor, cloud provider, or outside consultant) maintains potentially relevant information on behalf of MetroTex MLS, MetroTex MLS must notify that party and direct preservation of relevant ESI. All IT vendors must be directed to:

- Suspend automatic deletion programs
- Preserve server data

- Preserve backup media
- Prevent overwriting of relevant data

9. Devices & Departing Personnel.

Before any computer, server, or device (including Association-issued or personal devices used for Association business) is replaced, updated, reset, destroyed or reassigned any potentially relevant ESI must first be identified and preserved.

10. Importance of Original Documents

Original documents must be preserved, even if electronic copies exist. Courts have imposed sanctions where parties destroyed original documents after scanning them, even though electronic copies were retained. Courts recognize that original documents may contain relevant physical or forensic characteristics not captured in scanned copies. Accordingly, no original documents shall be destroyed while this litigation hold remains in effect.

11. Consequences of Non-Compliance

Courts evaluating document destruction consider:

- Whether deletion was intentional
- Whether deletion was negligent
- Whether litigation was anticipated
- Whether policies were suspended

Failure to preserve relevant records can lead to court sanctions, financial penalties, and legal risk for both MetroTex MLS and individuals.

12. Duration of the Hold

This litigation hold remains in effect until legal counsel formally lifts it in writing. Until that happens, records covered by this policy must not be deleted or altered.

13. Questions

If you have any questions about whether something should be preserved, contact Legal immediately. Staff and leadership may be required to acknowledge receipt of this policy.

APPENDIX D

ARTIFICIAL INTELLIGENCE (AI) USE POLICY

1. PURPOSE

The purpose of this Policy is to establish standards governing the responsible, secure, and ethical use of Artificial Intelligence (“AI”) tools in MetroTex Association of REALTORS®’ (“Association”) operations. This Policy is intended to:

- Promote operational efficiency while safeguarding confidentiality and data security
- Preserve appropriate human governance oversight and fiduciary responsibility
- Mitigate legal, regulatory, reputational, and ethical risks
- Ensure compliance with MetroTex MLS’s confidentiality, document retention, and litigation hold obligations

2. SCOPE

This Policy applies to Association staff, contractors or consultants acting on behalf of MetroTex MLS and volunteer members or leadership using AI tools in connection with Association Business. The Policy governs the use of publicly available AI platforms and any AI-enabled software used in connection with Association operations, governance, communications, or strategic activities.

3. DEFINITIONS

Artificial Intelligence (AI):

Software systems capable of generating text, analysis, images, summaries, recommendations, or other outputs based on user input, including generative AI platforms and machine-learning tools.

AI-Generated Content:

Any text, image, analysis, document, recommendation, summary, or other output created in whole or in part using AI tools.

Association Business:

Any activity conducted on behalf of MetroTex MLS, including governance, committee work, communications, operations, or decision-making.

4. POLICY ACKNOWLEDGMENT AND USE REQUIREMENT

Employees, contractors, consultants, and volunteers using AI tools in connection with Association business may be required to review and acknowledge this Policy and confirm their understanding of its requirements prior to continuing to use AI tools for Association-related work.

Such acknowledgment is intended to ensure that individuals understand:

- the capabilities and limitations of AI tools;
- the risks associated with data input and AI-generated outputs;
- the governance, confidentiality, and compliance obligations applicable to MetroTex MLS; and
- the responsibility of complying with this Policy and all related Association policies.

5. PERMITTED USES

AI tools may be used as assistive tools for operational efficiency and administrative support; however, any AI-Generated Content representing official Association positions, policies, or communications must be reviewed and approved in accordance with applicable governance or leadership procedures prior to distribution. Permitted uses include:

- Drafting preliminary documents, outlines, or templates
- Summarizing materials, reports, or meeting notes
- Generating agendas or discussion frameworks

- Research assistance and issue spotting
- Brainstorming or idea generation
- Administrative workflow support
- Supporting internal HR coaching tools, note-taking, or performance tracking systems like Leadr
- Software development assistance, including code generation, script writing, code review, and technical documentation for the IT department.

MetroTex MLS may, from time to time, implement or approve an enterprise-level AI platform for official use. Where such a platform is designated, it shall be the preferred and approved platform for Association-related AI use, particularly where confidentiality, data security, and compliance considerations are implicated.

6. PROHIBITED USES

AI tools shall not be used to:

1. Upload, input, or process confidential, staff or member data unless the platform has been approved in accordance with Section 8 of this Policy.
2. Input or disclose sensitive information into publicly accessible AI platforms, including but not limited to:
 - Staff or Member financial or personal information
 - Personally identifiable information (PII)
 - Disciplinary or ethics matters
 - Litigation-related materials
 - Confidential contracts or vendor agreements
 - Strategic planning or governance documents not approved for release.
3. Generate or issue final legal advice, compliance determinations, or disciplinary decisions without review by appropriate human authority.
4. Make automated personnel, disciplinary, ethics, or enforcement decisions.
5. Circumvent established governance, review, approval, or confidentiality processes.
6. Replace required human oversight in governance or fiduciary decision-making.

7. HUMAN REVIEW AND ACCOUNTABILITY

All AI-generated content used for official Association purposes must:

- Be reviewed by a qualified individual or by the user through a careful self-review prior to use
- Be verified for factual accuracy
- Be evaluated for bias, tone, and appropriateness
- Be approved in accordance with applicable governance or operational procedures prior to distribution.

AI-generated materials are considered draft or assistive outputs only. MetroTex MLS retains full responsibility for all final communications, decisions, and materials regardless of AI involvement. Individuals remain responsible for the accuracy, legality, and appropriateness of any content generated using AI tools in connection with Association business.

8. DATA SECURITY AND CONFIDENTIALITY

Preservation of Association data security, intellectual property, and confidentiality is essential when using AI tools. Before entering any information into an AI platform, users must:

1. Confirm whether the platform stores, retains, or trains on submitted data
2. Review the platform's privacy and data protection practices

3. Consult leadership or legal counsel and obtain appropriate approval if confidential or sensitive information may be implicated.

Absent explicit approval, confidential or protected Association data shall not be entered into public AI platforms. Users must ensure compliance with:

- MetroTex MLS's Confidentiality Policy
- The Document Retention Policy
- Applicable data protection laws.

9. AI USE DURING LITIGATION HOLD

When a litigation hold is in effect:

- AI-generated drafts, prompts, summaries, and outputs relating to the subject matter of the hold must be preserved.
- AI prompts used in governance, disciplinary, investigative, or strategic decision-making may constitute discoverable materials.
- No AI-generated materials related to the subject matter of the hold may be deleted or altered.

Routine deletion practices are suspended for any AI-generated materials falling within the scope of the litigation hold.

10. TRAINING AND OVERSIGHT

MetroTex MLS may:

- Provide training regarding responsible AI use
- Restrict or approve specific AI tools for authorized use
- Periodically review AI usage as part of its broader risk and governance oversight framework.

MetroTex MLS reserves the right, to the extent permitted by law, to monitor or audit AI usage on Association systems for compliance with this Policy.

11. VIOLATIONS

Intentional misuse involving confidential or litigation-related materials may expose both the individual and MetroTex MLS to legal liability. Violations of this Policy may result in disciplinary action, including but not limited to:

- Revocation of access privileges
- Disciplinary action
- Employment-related corrective action

12. POLICY COMPLIANCE

Compliance with this Policy will be monitored by Association leadership. Any identified breaches will be addressed promptly and appropriately.

13. REVIEW AND REVISION

This Policy shall be reviewed periodically and may be amended as necessary to reflect changes in technology, legal requirements, governance practices, or operational needs.

APPENDIX E

MESSAGING PLATFORMS & UNOFFICIAL COMMUNICATION CHANNELS POLICY

1. Purpose

To ensure Association business is conducted through appropriate communication channels that support record retention, transparency, and compliance with legal obligations, governance requirements, and MetroTex MLS's document preservation policies.

2. Scope

This policy applies to all individuals conducting Association business, including:

- Association staff
- Officers and Directors
- Volunteer leadership, including committee members and task force members
- Association members when participating in Association governance, committees, or official activities
- Contractors or consultants acting on behalf of MetroTex MLS

The policy governs communications relating to Association operations, governance, committee activities, or other official Association matters, regardless of the device or platform used.

3. General Rule

Association business should be conducted through official communication platforms, including:

- Association email systems
- Official document management systems
- Board and committee meeting platforms
- Other Association-approved collaboration tools

Messaging applications such as WhatsApp, GroupMe, Signal, Slack, iMessage, or similar platforms are considered informal or supplemental communication tools and should not be used for substantive Association business.

4. Prohibited Uses

Unofficial messaging platforms may not be used to:

- Conduct Board or committee deliberations
- Take votes or make decisions
- Discuss confidential Association matters
- Share sensitive staff or member information or disciplinary matters
- Conduct negotiations or contract discussions
- Circumvent official communication channels or recordkeeping requirements
- Avoid documentation of governance discussions or decisions

5. Limited Permitted Uses

Messaging platforms may be used only for limited logistical purposes, such as:

- Scheduling meetings
- Event coordination
- Quick operational updates
- Time-sensitive logistical coordination
- Informal reminders related to meetings or events

If substantive discussion begins in a messaging thread, the conversation must be moved to official Association channels and documented appropriately.

6. Record Preservation

Communications conducted through messaging platforms may still constitute Association records and may be subject to:

- Document retention policies
- Litigation hold obligations
- Legal discovery

Individuals must preserve relevant messages if required by Association policy or legal counsel. Records relating to Association business may exist on personal devices or accounts and remain subject to MetroTex MLS's document retention and preservation requirements in effect at the time.

7. Compliance

Failure to comply with this policy may result in removal from committee or leadership roles, revocation of communication platform access and internal disciplinary action.