

# Policy Handbook

for

Building Owners and Managers Association of  
Mississippi, Incorporated  
(BOMA Mississippi)



**BOMA Mississippi, Incorporated  
PO Box 3077  
Jackson, Mississippi**

**November 16, 2010**

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## **BOMA Mississippi, Incorporated Alcohol Policy**

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### **Alcohol Policy**

Recognizing the emphasis on networking receptions and events, and the potential for alcohol abuse, the Building Owners and Managers Association of Mississippi encourages responsible drinking. This policy is to protect individual members and the Association overall.

Non-alcoholic beverages will be provided at all BOMA Mississippi sponsored receptions and events as an alternative to alcoholic beverages.

No alcohol will be served to anyone under the age of 21. BOMA Mississippi reserves the right to request valid picture identification indicating the date of birth for any individual requesting an alcoholic beverage.

If an event has alcohol being served, the alcohol must be served by an entity that hold an appropriate liquor permit, as issued by the State of Mississippi, and must adhere to specific service guidelines, laws, and regulations required by the State of Mississippi.

No Association member can serve alcohol at any time due to liability issues. In addition, drink tickets or a cash bar will be the only means of distributing alcoholic beverages. Open bar situations will be permitted based on the BOMA Mississippi's Board of Directors' approval for specific events with specific restrictions, such as hours.

While attending BOMA Mississippi social functions, please be aware that we are in a professional environment and need to conduct ourselves accordingly. If, at anytime, someone appears intoxicated, he or she will be denied further consumption.

Committee and Board meetings are to refrain from providing alcohol until after the meeting agenda items have been covered, and the meeting is adjourned.

## **BOMA Mississippi, Incorporated Antitrust Policy**

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### **Antitrust Policy**

It is the undeviating policy of the Association to comply strictly with the letter and spirit of all federal, state, and applicable international trade regulations and antitrust laws. Any activities of the Association or Association-related actions of its staff, officers, directors, or members that violate these regulations and laws are detrimental to the interest of the Association and are unequivocally contrary to Association policy.

### **Antitrust Policy Statement**

Association activities are under the jurisdiction of federal and state antitrust laws. These laws regulate trade and commerce to prohibit unlawful restraints and to promote competition. Members of associations are prohibited from reaching any understanding that affects the price of a product, regardless of the purpose of the understanding.

The Building Owners and Managers Association of Mississippi requires that all its activities be conducted strictly in accordance with these laws. Each company representative bears a serious responsibility to comply with the Association's Antitrust Policy at all times, both at formal Association meetings and in informal discussions in any other place. Any discussions among competitors concerning prices, warranties, terms and conditions of sales, allocation of markets to customers, production costs and plans, or persons or companies with whom your company will or will not do business could be interpreted as signaling or tacit agreement leading to collusion. Such conduct could result in severe civil and criminal penalties including fines and jail sentences for the individual members of the Building Owners and Managers Association of BOMA Mississippi, their companies, and even the Association.

By way of example, a member should never discuss current or future prices, or what constitutes a fair profit level. However, it is permissible to discuss methods by which a company may become more profitable by acquiring better knowledge of its own costs, or summarizing effective methods of marketing or purchasing.

Use your common sense. Think before you speak or write. Consider how your remarks may be interpreted in and out of context. Remember the importance of both actual compliance with the antitrust laws, and avoiding an appearance of non-compliance, including creating any situation that could be misinterpreted as non-compliance. Whenever any concern arises, inform the Association's management executives and/or seek legal counsel immediately.

## **BOMA Mississippi, Incorporated Business Etiquette Policy**

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### **Business Etiquette Policy**

The BOMA Mississippi Officers and Board of Directors firmly believe that BOMA is a vehicle for business networking and the manner in which this is done must be on a professional level. The following guidelines should be followed when attending BOMA sponsored events. These guidelines should enhance the individual member's experience, as well as assist in providing an effective environment for BOMA Mississippi meetings and events.

Feel free to introduce yourself to other members, whether they are Principal Members, Allied Members, or Building Engineer Members. Anyone can be a good professional resource for you regardless of his/her title.

Building relationships with other members is important for our individual professions, as well as for the overall well being of the Association. Asking good questions and *listening* is imperative to cultivating these relationships. Regularly attending functions also makes this connection process easier, since establishing a relationship does not necessarily happen in one meeting.

Networking is a two-way street. Principal Members and Building Engineer Members should be receptive to Allied Members. Principal Members and Principal Engineer Members can gain helpful information from Allied Members, and vice versa.

Handing out business cards is not necessarily effective networking. After you have met someone, and it is appropriate, ask him or her if they would like your card. If the situation warrants or he/she wants you to send something, you can ask for his/her card with the assurance that it is for *your use only*.

Take the initiative to make BOMA Mississippi a welcoming Association. Greet new members/guests at functions and make a point of meeting someone new by sitting with him/her at an event. These gestures increase your networking base and also represent the Association in a very favorable way.

Educational sessions are not just for Principal Members and Principal Engineer Members, and Allied Members should consider attending periodically to keep up to date on current issues affecting the property management industry.

All cell phones should be silenced, or on vibrate, during luncheon/seminar programs. To avoid distracting the presenter, if possible, return calls during a break or when the presentation has concluded.

Avoid having excessive side conversations and/or comments during the program. This may distract the others from effectively hearing the material being presented. Also, if you know you

can not stay for the entire program, take a seat towards the back of the room and/or let the speaker know that you will need to slip out early.

## **BOMA Mississippi, Incorporated Code of Professional Ethics**

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*To provide an ongoing value to our membership, the Building Owners and Managers Association of Mississippi (BOMA Mississippi) must maintain public confidence in the honesty, integrity, professionalism, and ability of our individual members. To achieve this confidence, we, the constituency subscribes to the following CODE OF ETHICS, and pledge:*

We shall be honest, fair, and exhibit the utmost business loyalty to BOMA Mississippi and our clients. We shall not engage in any activity, which could be construed as a conflict of interest, or not in the best interests of BOMA Mississippi and/or our clients and members. We shall not accept, directly, or indirectly, any rebate, fee, commission, discount, or other benefit, whether monetary or otherwise, to which we are not lawfully and ethically entitled.

We shall not disclose any confidential information which could be injurious or damaging, either professionally or personally, with respect to BOMA Mississippi, a BOMA Mississippi member, or any client without their written permission, except as required by applicable laws or regulations.

We shall at all times exercise our best efforts in protecting our clients' property against any and all reasonable foreseeable losses and/or claims to the extent that we can reasonably do so. We shall at all times strive to do our best to ensure that all safety procedures, for which we are responsible, are adhered to in order to maintain work areas in a safe, clean, and orderly manner, and we shall perform all services required to be provided by us in a timely and efficient manner, and to the best of our abilities.

We shall at all times perform our duties, whereby our members' and/or customers' rights are acknowledged, respected, and upheld, thus causing as little inconvenience as is reasonably possible.

We shall at all times comply with all applicable federal, state, and local laws and regulations, and maintain the highest moral and ethical standards, such as to avoid even the appearance of impropriety.

We acknowledge the need for and shall promote continuing education, so that our members and peers shall have the opportunity to become knowledgeable as to the services, products, and laws pertaining to their professions.

We acknowledge that this CODE OF ETHICS applies to all of our members, and we commit ourselves to an obligation to not only share this CODE OF ETHICS with our members, but also to take reasonable steps to ensure that our members abide by this CODE.

# **BOMA Mississippi, Incorporated Communication Policy**

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## **Communication Policy**

In an effort to respect the privacy of our members, and to maintain the professionalism of our Association, the following Policy is enacted by the Board of Directors.

The communication process for BOMA Mississippi members (email/snail mail) is intended to communicate BOMA-related activities and information that is deemed of value or of interest to the members.

All communications sent to the entire membership shall be sent by a source or sources as specifically directed by the Board of Directors, to ensure that issues of privacy, accuracy/completion, legal compliance, professionalism, and BOMA related information, are being addressed, as noted below.

To maintain members' privacy, all emails are to be sent blind copied to insure that emails are not forwarded to non-BOMA members.

Information in BOMA Mississippi communications shall be accurate and complete.

Required legal language shall be incorporated into BOMA Mississippi communications.

Professionalism in regards to content and presentation of BOMA Mississippi communications shall be maintained.

Only BOMA related information is to be communicated.

Under no circumstances should the BOMA communication process be used to distribute notices regarding activities of other organizations, unless jointly sponsored by BOMA Mississippi or approved by BOMA Mississippi's Board of Directors.

In emergency situations, where a message needs to be sent outside the above stated parameters, the President will make a decision on a case by case basis.

Members are permitted to use the membership directory, *as you choose*, provided that the MEMBERS are the only ones accessing the list. This is a member benefit, and is not to be abused.



## **BOMA Mississippi, Incorporated Document Retention and Destruction Policy**

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### **Document Retention and Destruction Policy**

BOMA Mississippi shall retain records for the period of their 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 regardless of where the document is stored, including desktop or laptop computers or handheld computers, and other wireless devices with text messaging capabilities. Any member, employee or subcontractor of BOMA Mississippi, or any other person who is in possession or records belonging to BOMA Mississippi who is uncertain as to what records to retain or destroy, when to do so, or how to destroy them, may seek assistance from BOMA Mississippi's Document Retention Policy manager who is the Secretary-Treasurer.

In accordance with 18 U.S.C. 1519 and the Sarbanes Oxley Act, BOMA Mississippi shall not knowingly destroy a document with the intent to obstruct or influence an "investigation or proper administration of any matter within the jurisdiction of any department agency of the United States or in relation to or contemplation of such matter or case". If an official investigation is under way or even suspected, document purging must stop in order to avoid criminal obstruction. In order to eliminate accidental or innocent destruction, BOMA Mississippi has the following document retention policy:

<b>Type of Document</b>	<b>Minimum Requirement</b>
Accounts Payable and Receivable ledgers and Schedules	7 years
Audit Reports	Permanently
Bank Reconciliations	2 years
Bank Statements	3 years
Checks (for important transactions)	Permanently
Contracts (Expired)	7 years
Correspondence (General)	2 years
Correspondence (with customers and vendors)	2 years
Depreciation Schedules	Permanently
Duplicate Deposit Slips	2 years
Year End Financial Statements	Permanently
Insurance Policies (Expired)	3 years
Insurance Records, current accident reports, claims, policies, etc)	Permanently
Internal Audit Reports	3 years
Invoices (to customers, from vendors)	7 years
Minute Books, By-Laws, and Charter	Permanently
Tax Returns and Worksheets	Permanently

Annual Financial Statements	Permanently
Monthly Financial Statements	3 years
Cancelled Checks	8 years
Credit Card Receipts	3 years
Chart of Accounts	Permanently

The retention guidelines described herein are guidelines. There are circumstances under which a record or document may have to be maintained longer than the guidelines. This will be a decision made by the Document Retention Policy Manager and the Board of Directors.

## **BOMA Mississippi, Incorporated Harassment Policy**

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### **Harassment Policy**

BOMA Mississippi believes that each individual has the right to be free from harassment because of age, race, religion, creed, national origin, or gender.

Sexual harassment is defined as including unwelcomed physical contact; sexually explicit language or gestures; uninvited or unwanted sexual advances; offensive overall environment, including the use of vulgar language; the presence of sexually explicit photographs or other materials; and the telling of sexual stories. BOMA Mississippi will not tolerate any form of sexual harassment.

## **BOMA Mississippi, Incorporated**

### **Use of BOMA Mississippi Logo Policy**

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#### **Use of BOMA Mississippi Logo Policy**

BOMA Mississippi welcomes members to use the Association logo on your marketing materials, business cards, etc. It is imperative that the logo be used within some strict guidelines. These guidelines are not meant to cause extra work for our members but rather to do the following:

- ❖ Prevent jeopardizing the Association's trademark rights
- ❖ Avoid potential liabilities
- ❖ Prevent damaging the Association's brand
- ❖ Avoid creating a false impression of an Association endorsement or guarantee where one does not otherwise exist.

The attached logos are the property of BOMA Mississippi, but may be used only by BOMA Mississippi members in good standing in accordance with the terms and conditions set forth below. Use of one or more of the logos shall constitute consideration for, agreement to, and acceptance of the following terms and conditions of this license by the user:

1. The attached logos are the sole and exclusive property of BOMA Mississippi. These logos may be used only by BOMA Mississippi members in good standing (current member) if and only if such use is made pursuant to the terms and conditions of this limited and revocable license. Any failure by a user to comply with the terms and conditions contained herein may result in the immediate revocation of this license, and in addition to any other sanctions imposed by BOMA Mississippi. The interpretation and enforcement (or lack thereof) of these terms and conditions, and compliance therewith, shall be made by BOMA Mississippi in its sole discretion.
2. The logos are made available to BOMA Mississippi members in good standing in jpeg, tif, gif, printed form in color and/or black (modify accordingly for electronic media). The logos may not be revised or altered in any way, and must be displayed in the same form as produced by BOMA Mississippi. The official color of the logos is Pantone Matching Systems (PMS). The logos must be printed in the official color or in black.
3. The logos may be used in a professional manner on the user's business cards, stationery, literature, advertisements, storefront window, web site, or in any other comparable manner to signify the user's membership in BOMA Mississippi. The logo may never be used independent of the term "MEMBER," as set forth on the Attachment. Notwithstanding the foregoing, the logos may not be used in any manner that, in the sole discretion of BOMA Mississippi discredits BOMA or tarnishes its reputation and good will; is false or misleading; violates the rights of others; violates any law, regulation or

other public policy; or mischaracterizes the relationship between BOMA and the user, including but not limited to any use of the logos that might be reasonably construed as an endorsement, approval, sponsorship, or certification by BOMA of the user, the user's business or organization, or the user's products or services, or that might be reasonably construed as support or encouragement to purchase or utilize the user's products or services.

4. Use of the logos shall create no rights for users in or to the logos or their use beyond the terms and conditions of this limited and revocable license. The logos shall remain at all times the sole and exclusive intellectual property of BOMA Mississippi. BOMA Mississippi shall have the right, from time to time, to request samples of the use of the logos from which it may determine compliance with these terms and conditions. Without further notice, BOMA Mississippi reserves the right to prohibit use of the logos if it determines, in its sole discretion, that a user's logos usage, whether willful or negligent, is not in strict accordance with the terms and conditions of this license, otherwise could discredit BOMA Mississippi or tarnish its reputation and goodwill, or the user is not a BOMA Mississippi member in good standing.
5. BOMA Mississippi requests that any member using the logo, have prior approval, and that BOMA Mississippi shall receive the proof before printing commences or placement of the logo takes place.
6. Any questions concerning use of the logos or the terms and conditions of this license should be directed to the BOMA Mississippi Association Executive (BAE).

**BOMA Mississippi, Incorporated**  
**Use of BOMA Mississippi Logo Policy – Attachment “A”**

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**Attachment “A”**

When using the BOMA Mississippi logo, please post above or below the logo: Member of:

Examples:

Member of:



Or



Member

# **BOMA Mississippi, Incorporated Whistleblower Policy**

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## **Whistleblower Policy**

### **General**

The Building Owners and Managers Association of Mississippi's Code of Ethics, policies and practices require Directors, Officers, and Members to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Members and representatives of the organization are expected to practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations.

### **Reporting Responsibility**

It is the responsibility of all Directors, Officers, and Members to comply with all codes and policies, and to report violations or suspected violations in accordance with this Whistleblower Policy.

### **No Retaliation**

No Director, Officer, or Member who in good faith reports a violation shall suffer harassment, retaliation, or adverse BOMA membership or employment consequence. A member who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment and BOMA membership. This Whistleblower Policy is intended to encourage and enable employees, BOMA members, and others to raise serious concerns within the organization prior to seeking resolution outside the organization.

### **Reporting Violations**

BOMA Mississippi has an open door policy and suggests that members share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, the BOMA Association Executive (BAE) is in the best position to address an area of concern. However, if a member is not comfortable speaking with the BAE or is not satisfied with the response received, they are encouraged to speak with someone in a leadership position with whom they are comfortable in approaching. The BAE is required to report suspected violations of codes and policies to the Association's Compliance Officer (BOMA Mississippi's President), who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when someone is not satisfied or uncomfortable with following the Association's open door policy, individuals should directly contact the Association's Compliance Officer.

### **Compliance Officer (shall be BOMA Mississippi's President)**

The Mississippi BOMA President shall be the Compliance Officer for BOMA Mississippi. The Compliance Officer is responsible for investigating and resolving all reported complaints and allegations concerning violations of the codes and policies, and, at his/her discretion, shall advise the BOMA Association Executive (BAE) and/or the Board of Directors. The Compliance Officer has direct access to the Board of Directors and is required to report to the Board of Directors at least annually on compliance activity.

### **Accounting and Auditing Matters**

The BOMA Mississippi Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Compliance Officer shall immediately notify the Board of Directors of any such complaint and work with the committee until the matter is resolved.

### **Acting in Good Faith**

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

### **Confidentiality**

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

### **Handling of Reported Violations**

The Compliance Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.