

NHSCA Major Adopted Policies and Procedures

Actual documents and history maintained by staff and available upon request.

Sept. 29, 2005 Membership Dues and Legislative Assessments

Maintains the current policy of establishing membership dues based on the number of states a member is currently selling contracts in and including any state a member *intends to sell within one year* for legislative assessments.

June 22, 2006 Media Inquiries

Voted to continue the current policy regarding media inquiries to the Association. The NHSCA will respond to media on the theory that it is better to engage the media and educate them rather than to ignore them. NHSCA will not seek media attention but will respond when the opportunity arises.

June 22, 2006 State Reserve Fund

The NHSCA members voted unanimously to assess each NHSCA member an additional \$5000 to fund a reserve in the state account fund.

Sept. 27, 2007 State Chapter Concept Approved

Concept of a NHSCA State Association Network approved.

Jan. 15, 2008 State Reserve Fund Rules

Defines how reserves are determined and paid in as well as refunded if a member leaves the Association.

Jan. 20, 2009 Conflict of Interest Policy

Adopted due to new IRS rules.

Jan. 20, 2009 Whistleblowers Policy

Adopted due to new IRS rules.

Jan. 20, 2009 Record Retention Policy

Adopted due to new IRS rules.

March 3, 2009 Policy on Unauthorized Activity

Standard correspondence letter formats devised to send to state regulators to report unauthorized entities.

April 3, 2009 Comparison Chart Advertising

Amendment to Code of Ethics Policy. Not prohibited but fairness and great caution urged.

June 18, 2009 Market Data Collection & Data Disclosure

Member market data collection and dissemination data.

Sept. 23, 2009 Membership Definition and Data Collection Guidelines

Defines member/sub affiliate for dues and data collection
See minutes of meeting of that date, page 3.

June 10, 2010 New Member Classification & Reserve Amendment

See San Diego annual membership minutes and email clarification of June 15, 2010. A local member is now 1-5, Regional remains 6-30, and National 31 or more. For a Local member *now*, the reserve is waived. The full reserve would be due upon reaching the Regional Membership level.

June 18, 2014 New Quarterly Dues structure approved

National (16 states or more) \$ 5500; Regional, (6-15 states) \$ 4000;
Local, (1-5 states) \$1200.00

Oct. 21, 2014 100 contract threshold

For purposes of NHSCA member type (national, regional or local) and state assessments (approved lobbying assessments), the classification threshold is having **100 or more** contracts in force in a state. This vote shall be retroactive to June 1, 2014 and shall require a super majority (2/3rds) affirmative vote of all current members.

June 10, 2016 State v Gen Fund Allocation

The State Fund is for lobbying fees. It was decided that other direct state activity in states will also be expensed out of the state fund when feasible to account and separate. Administrative fees and Chartrand's travel expenses in the various states where he provides legislative support on the behalf of the Association are expensed out of the general fund.

June 21, 2018 Membership Policy on Acquisition of Another Company

If a member company acquires another member company, they may continue to pay for each individual brand as a separate member company. At the point at which they discontinue paying a separate membership fee, they will instruct the NHSCA on how they wish the separate brands to be listed. Per prior NHSCA policy, there is only one vote per dues paying member. The NHSCA will not delist the brand names and will continue to offer links on the website until instructed by the member.

August 1, 2018 Officer and Exec. Director Protocol on Official NHSCA Communication, Priorities or Positions

The President of the NHSCA and Executive Director, or those they designate, (such as hired PR or spokespersons), are authorized to speak and lobby on behalf of the NHSCA. In the event an NHSCA position must be communicated to outside parties, President and Executive Director should first agree the position is accurate and determine if it should be distributed to full membership before distribution.

May 30, 2019 Reverse Policy adopted June 10, 2016

The State Fund is for lobbying fees only. All other charges and expenses out of the general fund.

September 5, 2019 – Accreditation Audit Program

The program is voluntary for current members. Current members who have already gone through the essential audit by the law firm of CLM, Inc. will be accredited. Current members who apply by year end 2019 and do the self-audit by May 1, 2020* will be accredited. Accreditation is good for 5 years. A current member who does not meet the above- mentioned deadlines will need to do an onsite audit and pay the applicable fees.

** Date amended to September 1, 2020 by vote on April 2, 2020 for NHSCA current members deadline.*

November 15, 2019 - NHSCA Resolution of Membership Dues

Resolved that the NHSCA recognizes that local or regional members may be acquired or merge with national members or any combination of existing companies and membership levels. Once the companies formally merge or only one due and assessment is paid for the group of affiliated companies, the NHSCA will continue to recognize the separate brand names (if continued) but only the paying member will be recognized for voting or any other purpose. In any event, the size and class of the largest member in the company group shall control for payment of dues and assessment.

June 11, 2020 – Accreditation

It was voted at the national meeting that accreditation remain voluntary for all members and for all new applicants. No change was made in the requirement for an onsite audit if the deadlines are not met.

June 11, 2020 - Advisory Council

A motion was made by Martin and seconded by Mello to approve the proposal to form the NHSCA Advisory Council charged with identifying and studying important issues facing the industry and recommending appropriate response action. The initial chair of the Council will be Randy Whitehead with the National Service Alliance.

June 17, 2021 – New Bylaw Amendment

New bylaw amendments were unanimously voted to:

1. Establish an eleven (11) member voting Board of Directors;
2. Establish an affiliate member classification.
Proposed fee for annual affiliate members is \$2500.

June 17, 2021- -New Executive Director, Pierce Haley was hired effectively July 1, 2021.

June 17, 2021- New market data collection form

New market data collection forms accepted which include one for whole **home (3 or more systems/appliances)** and one for **limited part home (2 or fewer systems/appliances)**. **Beginning collection will be Q2 YTD 2021.**