

ASHI Policy and Procedure Manual

The new ASHI Policy and Procedures Manual is the instruction manual necessary to allow ASHI to operate on a daily basis. The Policy sections provide guidance on how ASHI is to act and operate each and every day. All policy is set by a majority vote of the ASHI Board of Directors. The Procedure sections are the systems that the ASHI Board and Staff have developed to handle specific Policies passed by the Board. Procedures are written by Staff and subject to review and changes by the ASHI Board and Staff.

The manual is organized in accordance with the ASHI Committee structure. Each Committee is charged annually to review a specific section of the Policy and Procedures manual to assure that the Policies and Procedures are current with ASHI's Goals and Practices, as well as determine if Sections need to be changed as current Industry conditions change. All recommendations for changes are to be submitted to the ASHI Board through the normal Committee Motion process.

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01 STAFF

1.0 *Purpose*

ASHI's Policies and Procedures Manual provides guidance for ASHI staff, volunteer leadership, and membership in the conduct of ASHI's business.

- The purpose of *policy* is to assure compliance with ASHI's Bylaws and Board decisions.
- The purpose of *procedure* is to enhance consistency of operation of the Society over time and across varying volunteer and staff Members.

1.1A *Policy: Definition*

1. Policy - ASHI policies are guides for mandatory actions and are intended to operate as extensions to the Society's Bylaws. Deviation from ASHI's policies requires the presentation of a motion to the Board of Directors and an approving vote in accordance with the Bylaws of the Society. All ASHI Policies will be designated by an A used in the numbering sequence.
2. Procedure - Procedures provide interpretation of ASHI policies and are intended to guide ASHI staff, volunteer leadership, and membership in carrying out the policies to which they refer. Procedures are not mandatory, need not be followed literally, and do not require Board approval for modification. All ASHI Procedures will be designated by a B used in the numbering sequence.

1.2A *Policy: Confidential Information*

Request for any records or information from staff, other than items considered to be day-to-day business, shall be made in writing with the name and Member number of the party requesting the information, and shall be addressed to the Executive Director. The Executive Director has the right to refuse to provide any information request deemed to be inappropriate, or where the amount of data requested is not reasonable, until such request can be reviewed by the Board. A written request must be specific and staff will provide only that specific information. Compliance with these requests will be on an "as soon as possible" basis, but will not supersede daily office operations.

Revised 7/13/95

1.2B

Procedure: ASHI Record Retention Schedule

Document	Retain
Accident Reports and Claims (settled cases)	7 years
Accounts Payable ledgers and schedules	7 years
Accounts Receivable ledgers and schedules	7 years
Audit Reports from Accountants	Permanently
Bank Reconciliations	2 years
Cash Books	Permanently
Chart 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
Complaints (consumer, logo use, ethics)	7 years
Contracts and leases (expired)	7 years
Contracts and leases (still in effect)	Permanently
Correspondence (routine) with members, customers, vendors	1 year
Correspondence (general)	3 years
Correspondence (legal and important matters)	Permanently
Deeds, Mortgages and Bills of Sale	Permanently
Depreciation Schedules	Permanently
Duplicate Deposit Slip	2 years
Employee Personnel Records (after termination)	3 years
Employment Applications	3 years
Expense Analyses and expense distribution schedules	7 years
Felony Background check	7 years
Financial Statements, end of year (other months optional)	Permanently
General and Private ledgers (and end of year Trial Balance)	Permanently
Insurance Policies (expired)	3 years
Insurance Records, current accident reports, claims, policies, etc.	Permanently
Internal Audit reports (longer retention periods may be desired)	3 years
Internal Reports	3 years
Inventories of products, materials and supplies	7 years
Invoices to members and customers	7 years

Invoices from vendors	7 years
Journals	Permanently
Membership Applications	3 years
Minutes of Directors/Committees, including Bylaws and charters	Permanently
CE correspondence/applications (members-companies)	3 years
Notes Receivable ledgers and schedules	7 years
Payroll Records and summaries, including payments to pensioners	7 years
Petty Cash Vouchers	3 years
Physical inventory tags	3 years
Product orders	3 years
Property appraisals by outside appraisers	Permanently
Property records including costs, depreciation reserves, end-of-year trial balances, depreciation schedules, blueprints and plans	Permanently
Purchase Orders (except purchasing department copy)	2 years
Sales Records	7 years
Savings Bond registration records of employees	3 years
Scrap and Salvage records (inventories, sales, etc.)	7 years
Stock and Bond certificates (canceled)	7 years
Subsidiary ledgers	7 years
Tax Returns and worksheets, revenue agents' reports and other documents related to determination of income tax liability	Permanently
Time Books	7 years
Trade Mark registrations	Permanently
Verification records	3 years
Voucher register and schedules	7 years
Vouchers for payments to vendors, employees, etc. (including allowances and reimbursement of employees, officers, etc., for travel and entertainment expenses)	7 years

Revised

4/8/06

1.3A Policy: Volunteer Expenses

1. ASHI shall reimburse reasonable and necessary transportation, lodging and meals and all other reasonable and necessary expenses for:
 - a. Officers while on Society business.
 - b. Directors and Council Speaker or Alternate while attending Board meetings.
 - c. Committee Members attending their authorized committee meetings.

Exception: Transportation to and from meetings held at the Annual Conference will not be paid for committee members.
 - d. In addition, phone and postage expenses only will be reimbursed for all of the above when incurred while conducting official ASHI business.
 - e. Meals will be reimbursed for the actual cost of the meal. Receipts must accompany the request for reimbursement or the expense will not be reimbursed. However, the actual cost for the meal should consider \$20 for breakfast, \$25 for lunch and \$40 for dinner. Actual reimbursement costs may be considered by executive decision by the Executive Director with assistance of his/her assistant, the President or Treasurer. *Revised 04/21/2012*

2. If you are an authorized user for ASHI travel reimbursements, the following policies and guidelines apply to attaining reimbursement from ASHI HQ.
 - a. You may book through any travel agent (including ASHI's official travel agent Traveline), website, or third party vendor and will receive full reimbursement as long as the ticketing price is under \$450.00.
 - b. If tickets exceed \$450.00 then an executive decision will need to be made on whether or not the sum above the \$450.00 will be reimbursed. The executive decision will be made by the Executive Director with the assistance of his/her assistant.
 - c. Some guidelines the Executive Director will use to make his/her decision will be;
 - i. Did the individual purchase the ticket more than 21 days prior to travel?
 - ii. Were the travel dates known and published to the individual traveling more than 21 days prior to travel?
 - iii. The location the individual is traveling from/to and restrictions on departure/arrival times.

- iv. Does the travel precede or exceed official ASHI business?
 - v. Could the individual have reasonably taken an earlier/later departure?
- d. Other extenuating circumstances will be evaluated on an individual basis. If you have any questions or concerns or you would like to receive authorization prior to ticket purchase please call Executive Assistant to the Executive Director at 847-954-3177.

Revised 10/17/09

3. The expenses of the Members of the Council of Representatives are the responsibility of Chapters and affiliated groups.

Exception: ASHI will pay for one night's lodging for Council Members for one additional meeting (other than the Annual Meeting) of the Council if duly called and authorized. "Authorized" is defined as having been approved by the President or the Board of Directors.

Revised 9/26/96

4. All expenses incurred by Members of the Board of Directors or any other individuals must be submitted no later 90 days from the date they are incurred or they will not be paid

Revised 1/8/97

1.4A Policy: Member Database File

Staff shall maintain an up to date Member database file on the web site that can be searched by the public to locate ASHI members eligible to display the logo.

1.4B Procedure: Member Database File

The ASHI member database should be updated on a weekly basis.

1.5A Policy: Mailing List

1. The ASHI membership list is rented to various vendors for advertising/ mailing list purposes and is distributed to chapters at no cost for their use in chapter development or for seminar promotion.
2. Any local advertisement, pamphlet, flyer, or any similar type of document distributed by any group permitted to use the ASHI logo (except ASHI National) must include the statement: "All ASHI members or others permitted to use the ASHI logo may not be listed in this document."
3. Members will have the option of having their name removed from mailing lists that ASHI sells for direct mail promotion of inspector-related products and services.

4. The mailing list is understood to include sufficient information for physical mailings (name, company, address, city, state, zip). The mailing list DOES NOT include telephone, fax or email.

1.5B Procedure: Obtaining and Using the List

Request is mailed to ASHI along with a sample of the document to be mailed using the list. Approval is made in writing by ASHI staff or the President.

1.6A Policy: Acceptance of Financial and In Kind Donations and Gifts

1. This policy includes inter vivos and testamentary financial and in kind donations and gifts to ASHI.
2. All such donations and gifts are subject to the approval of the Board of Directors.
3. The appropriate ASHI committee, with the assistance of staff, will offer the Board a recommendation, with their rationale, on whether or not to accept any donation or gift. ASHI's counsel will review legal aspects; ASHI's CPA will review tax-related matters, as needed.
4. Among those considerations on determining whether or not to accept such gifts and donations are the following:
 - a. The identity of the benefactor;
 - b. The stated purpose and use and whether it is consistent with ASHI's mission and goals;
 - c. Any attached conditions of the benefactor and whether they are consistent with ASHI's mission and goals; and
 - d. Such other factors which the Board considers relevant.
5. In the case of an in kind donation or gift, the Board shall consider the feasibility of receiving, maintaining and/or selling the asset.
6. The ASHI staff person responsible for financial administration, in consultation with the finance committee, will determine and implement how to appropriately receive, maintain and/or sell the donation or gift (i.e. escrow, restricted account, general funds, etc.).
7. The Board may at its discretion terminate and/or refund a donation or gift based upon the criteria listed in paragraphs 4 and 5 above.
8. The Executive Director will correspond with the prospective benefactor consistent with this policy.

1.7A *Policy: Advertising*

1. Advertising may be accepted on the ASHI Website subject to approval of ASHI staff in accordance with advertising policies and procedures of other ASHI publications and activities. *Revised* 4/12/03
2. ASHI Affiliates may be permitted free advertising, within guidelines established by the staff. *Revised* 4/12/03
3. Rates for advertising will be established by ASHI staff. *Revised* 4/12/03
4. Advertising should be limited to web site areas and sizes that maintain the professional image and credibility of the Society. *Revised* 4/12/03
5. Advertisements should be formatted to have a different appearance than the editorial pages.
6. Criteria for approval of advertising:
 - a. Must be of interest to ASHI members and related to the home inspection profession or the operation of a home inspection business.
 - b. Advertising must meet community standards and be in good taste.
 - c. Advertising links shall not be on the ‘home page’, the ‘Find-An-Inspector’ page, or ‘Homebuyers/Sellers’ page. *Revised* 4/12/03

1.7B *Procedure: Advertising*

1. Staff is responsible for administration of advertising.
2. Advertising policies should be consistent with advertising policies of other ASHI publications and activities.
3. Educational offerings (such as chapter or other seminars) may be listed for free. Educational providers such as training schools should be charged a fee for a listing.

1.8A *Policy: Endorsement of Product and Services*

1. In an effort to increase non-dues revenue and to identify quality products and services as a benefit to ASHI membership, ASHI may endorse certain vendor’s products and services for use by the ASHI membership. These endorsements may include the licensed use of ASHI’s intellectual property (i.e., name, logo, mailing list, etc.). Such endorsements may be exclusive or non-exclusive (whenever preferable), meaning that one or more vendors can be endorsed for the same or similar products or services.
2. Association endorsements of private products and services can increase the risk of tax and legal liability. ASHI will only endorse products and services after an appropriate review by staff and upon approval by the Board of Directors. ASHI will approve contracts that provide passive income, i.e., royalties, to minimize the tax liability. ASHI can assist in certain marketing,

but will do no administrative duties for the products or services. However, there may be opportunities for ASHI to earn non-passive income that will benefit its members. These opportunities will be endorsed using the same criteria.

3. Products and services offered by a vendor to the membership should:
 - a. Add to the value of ASHI membership, by calling attention to a quality product or service
 - b. Relate to the professional activity of the membership
 - c. Support the mission, vision, values, and goals of ASHI and its membership
 - d. Must be win-win-win - benefiting the member, ASHI and the vendor
 - e. Add a positive revenue stream for ASHI or be of such value to membership that it provides value to ASHI aside from revenue
 - f. Pose a minimal risk to the member/user
 - g. Promote trust in ASHI and its membership
4. Review of a product or service being considered for endorsement shall include ASHI's request to the company to provide evidence of the following:
 - a. Benefit to the membership
 - b. Minimal risk of any kind to the user
 - c. Expected benefit to ASHI
 - d. Compliance with any applicable standards for use of the products or services when appropriate
 - e. Where applicable, appropriate quality control provisions on the product or service
 - f. The company's competence, track record, financial soundness, and claims about the product or service
 - g. Compliance with all applicable legal requirements
 - h. A review of the Product's or service's quality and efficacy
5. Evaluation/review of the vendor and products shall include:
 - a. Demand for the product or service
 - b. Added value to the membership
 - c. Potential for financial or other gain to ASHI
 - d. Commitment of the vendor to ASHI's mission and its members
 - e. Reputation of the vendor
 - f. Willingness of the vendor to advertise or exhibit with ASHI
 - g. Vendor's longevity and financial strength
6. The review shall be performed by ASHI staff and reviewed by the Director of Finance and Executive Director. Approved endorsements shall be forwarded to the Finance Committee for review and comment. Once finalized, the endorsement including a summary of the criteria review, review of the product or

service, and review of the company shall be presented to the Board for consideration. ASHI legal counsel will be involved in the creation of any contracts/agreements with vendors prior to presentation to the Board.

Revised 7/16/05

1.9A Policy: ASHI Endorsed Education Program

All ASHI Endorsed education programs shall be delivered under the umbrella title of “ASHI Education Inc.”

Revised 7/18/09

1.10A Policy: ASHI Recommendation for Home Owners

The following recommendation shall be made to home owners “ASHI recommends the installation of smoke detectors and carbon monoxide alarms in all homes.”

Revised 10/22/05

1.11 A Policy: Legal Policies Positions

1. ALLEGATIONS AGAINST NON-ASHI MEMBERS

ASHI Staff and ASHI legal counsel shall process allegations against non-ASHI members for Infringement or misuse of the ASHI name, acronym, logo or misuse of other ASHI rights.

Revised 7/15/06

2. Complaints about Outside Contracted Party

Any person in membership who has a complaint about an outside contracted party (ex. Executive Director, Staff, Legal Counsel, Public Relations providers, Consultants, etc.) should do the following:

- a. Notify the Vice President in writing, with a copy to the President and Legal Counsel. However if the complaint is against Legal Counsel, then Legal Counsel will not receive a copy.
- b. If the Vice President deems this a relatively serious matter, forward the complaint to the President and the appropriate committee chair for follow up.
- c. Complaints of a less serious nature should be forwarded by the Vice President to the appropriate committee or the Executive Director if a staff member is the subject of the complaint.
- d. Nothing in this policy precludes action by the President or the Board of Directors in response to a complaint.

Revised 1/11/06

3. Friend of the Court Briefs

ASHI accepts in principle submitting Friend of the Court briefs on a case-by-case basis, upon approval of guidelines to determine ASHI's interest, with the Board of Directors authorized to make the decision. *Revised*

1/15/92

4. Subpoenas

ASHI will respond to all enforceable court orders for Member information.

Revised 10/16/99

1.12A Policy: Guidelines for General Counsel Referral of Legal Matters to Outside Legal Counsel

1. Referral of legal matters to outside counsel;
 - a. Should be decided on a situation-by-situation basis.
 - b. Is to be decided jointly by General Counsel, Executive Director and President. Any of these parties can initiate the suggestion to seek outside counsel.
2. The Board of Directors shall always have this option available; however, it is suggested that General Counsel and the Executive Director be consulted.
3. All "routine" legal matters are to be handled by the General Counsel. This includes but is not limited to review and interpretation of bylaws, standard contracts, policy interpretation and development, committee consultations, employment contracts, attendance at board meetings, chapter matters, litigation management, staff consultations, etc. Specialized matters may go to outside counsel.
4. General Counsel acts as an intermediary and may monitor specialized outside counsel; General Counsel is to be kept fully informed. General Counsel shall select outside counsel, in close consultation with the Executive Director and President. Any actual or the appearance of conflict of interest of outside counsel is to be avoided.
5. In the event of a serious disagreement, the Board has the final say.

Revised 10/23/04

1.13A Policy: Anti Trust Laws

1. Prelude

The American Society of Home Inspectors (ASHI) is a not-for-profit organization. The association is not organized to and may not play any role in the competitive decisions of its members or their employees, nor in any way restrict

competition among members or potential members. Rather it serves as a forum for a free and open discussion of diverse opinions without in any way attempting to encourage or sanction any particular business practice.

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

While recognizing the importance of the principle of competition served by the antitrust laws, ASHI also recognizes the severity of the potential penalties that might be imposed on not only ASHI but its members as well in the event that certain conduct is found to violate the antitrust laws. Should ASHI or its members be involved in any violation of federal/state antitrust laws, such violation can involve both civil and criminal penalties that may include imprisonment for up to 3 years as well as fines up to \$350,000 for individuals and up to \$10,000,000 for ASHI plus attorney fees. In addition, damage claims awarded to private parties in a civil suit are tripled for antitrust violations. Given the severity of such penalties, the Board intends to take all necessary and proper measures to ensure that violations of the antitrust laws do not occur.

2. Policy

In order to ensure that ASHI and its members comply with antitrust laws, the following principles will be observed:

- ASHI or any committee, section, chapter, or activity of the Association shall not be used for the purpose of bringing about or attempting to bring about any understanding or agreement, written or oral, formal or informal, expressed or implied, among two or more members or other competitors with regard to prices or terms and conditions of contracts for services or products. Therefore, discussions and exchanges of information about such topics will not be permitted at Association meetings or other activities.
- There will be no discussions discouraging or withholding patronage or services from, or encouraging exclusive dealing with any supplier or purchaser or group of suppliers or purchasers of products or services, any

actual or potential competitor or group of actual potential competitors, or any private or governmental entity.

- There will be no discussions about allocating or dividing geographic or service markets or customers.
- There will be no discussions about restricting, limiting, prohibiting, or sanctioning advertising or solicitation that is not false, misleading, deceptive, or directly competitive with Association products or services.
- There will be no discussions about discouraging entry into or competition in any segment of the marketplace.
- There will be no discussions about whether the practices of any member, actual or potential competitor, or other person are unethical or anti-competitive, unless the discussions or complaints follow the prescribed due process provisions of the Association's bylaws.
- Certain activities of the Association and its members are deemed protected from antitrust laws under the First Amendment right to petition government. The antitrust exemption for these activities, referred to as the Noerr-Pennington Doctrine, protects ethical and proper actions or discussions by members designed to influence: 1) legislation at the national, state, or local level; 2) regulatory or policy-making activities (as opposed to commercial activities) of a governmental body; or 3) decisions of judicial bodies. However, the exemption does not protect actions constituting a "sham" to cover anticompetitive conduct.
- Speakers at committees, educational meetings, or other business meetings of the Association shall be informed that they must comply with the Association's antitrust policy in the preparation and the presentation of their remarks.
- Meetings will follow a written agenda. Minutes will be prepared after the meeting to provide a concise summary of important matters discussed and actions taken or conclusions reached.
- At informal discussions at the site of any Association meeting all participants are expected to observe the same standards of personal conduct as are required of the Association in its compliance.

3. *Association Antitrust – Taboos*

Be sure to have legal counsel brief organization leadership and staff at least annually, distributing an antitrust compliance statement and recording the action in office meeting minutes. Orientation discussion topics should include:

- Do NOT discuss prices, fees or rates, or features that can impact (raise, lower or stabilize) prices such as discounts, costs, terms and condition of

sale, warranties or profit margins. Note that price fixing may be inferred by involvement in price related discussions – whether or not an agreement was made among competitors.

- Do NOT agree with competitors to uniform terms of sale, warranties or contract provisions.
- Do NOT exchange data concerning fees, prices, production, sales, bids, costs, customers' credit, or other business practices unless the exchange is pursuant to a well-considered plan approved by legal counsel.
- Do NOT agree with competitors to divide up customers, markets or territories.
- Do NOT agree with competitors not to deal with certain suppliers or others.
- Do NOT try to prevent a supplier from selling to your competitor(s).
- Do NOT discuss your customers with your competitors.
- Do NOT agree to any membership restrictions, standard setting, certification, accreditation, or self-regulation programs without the restrictions or programs having been approved by association's legal counsel.
- DO insist that meeting agendas are circulated in advance and that minutes of all meetings properly reflect the actions taken at the meeting.
- DO leave any meeting (formal or informal) where improper discussions are held that might border on antitrust violations. Tell everyone why you are leaving.
- DO ensure that staff sends out all correspondence and those officers, directors, committee members, or other members do not hold themselves out as speaking or acting with the authority when they do not, in fact, have such authority.
- DO ensure that if questions arise about the legal aspects or your individual responsibilities under the antitrust laws, you seek advice and counsel from your own counsel or from the staff and counsel of association.

4. Anti-Competitive Discussions - Taboos

- How much do you charge, I'm trying to firm up my price lists?
- Let's decide to all close at 1 p.m. on Saturdays; that way no one will lose business if we all close our shops.
- What do you think about you taking everything on this side of Main Street and I'll take the business on the other side?

- I don't mind getting government business, but if we make sure we bid at least _____, then it will be more profitable.
- I'm tired of those Internet companies selling to my customers at lower prices than I can buy inventory; let's make sure we don't buy anything from those specific companies.
- You know if we give all of our business to one supplier I think he'll offer us lower prices.
- If we merge our three companies, we'll be able to put that new guy in town out of business.

5. Antitrust Compliance Program

Associations can minimize their risk of violating antitrust laws with these steps.

- a. An antitrust policy statement should be included in the association's documents, used at board meetings and discussed at an annual leadership orientation.
- b. At least annually the leadership should receive a copy of the antitrust policy statement; have it signed and dated. The association and/or the individuals should keep a copy.
- c. Leadership orientation should include a review of topics that should not be discussed at association meetings. These topics may include membership expulsion and denial of services, setting prices, defining territories, boycotting a supplier, setting standards, inventorying and collecting data, and other issues particular to the trade or profession.
- d. Minutes should be carefully drafted so as not to include records of antitrust discussion and reviewed *before* they are approved and distributed.
- e. The publications of the association should be monitored for items that may be perceived or actual antitrust violations. Writers, contributors and staff should be able to recognize items that may trigger antitrust concerns.
- f. Membership standards of acceptance and delivery of services should be consistent. Any deviation from consistent delivery of services, or expulsion from membership, should be considered for antitrust implications.
- g. At meetings, agendas should be carefully set and followed to avoid side bar discussions of potential antitrust violations.
- h. The leadership and staff should be prepared to detach themselves from any discussion or actions that appear to be an antitrust violation.
- i. Legal counsel should be involved in reviewing documents such as minutes and codes of standards, used for leadership orientation and at meetings where antitrust violations could occur.

1.14A Policy: Harassment Laws

1. Membership Against Staff

- a. ASHI prohibits harassment between its membership and staff on the basis of sex, age, race, color, national origin, religion, marital status, citizenship, disability, sexual orientation and other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making “jokes” about ethnic or other groups, and other verbal, physical and visual behavior. It is ASHI’s policy to comply with all applicable law on this subject.
- b. Sexual harassment is also prohibited. Propositions, repeated requests for dates, dirty jokes, sexually provocative pictures, inappropriate emails and other verbal, physical and visual harassment are prohibited. No one in membership shall threaten or insinuate, either expressly or implicitly, that a staff member’s refusal to submit to sexual advances will adversely affect that person’s employment, work status, evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment or career development. Similarly, no staff member shall promise, imply, or grant any preferential treatment in connection with a member/volunteer engaging in sexual conduct. No Member or Associate shall undertake conduct of a sexual nature that unreasonably interferes with a staff member’s work performance or creates an intimidating, hostile or offensive working environment.
- c. Any staff member (the “Complainant”) who believes he or she is a victim of sexual or other harassment by the membership shall file a complaint to the Executive Director. A written complaint is preferred although a verbal complaint is acceptable.
- d. Any staff person who makes a complaint of harassment or provides information related to such complaints will be protected against retaliation.
- e. A complaint shall be investigated by the Executive Director. The investigation shall be handled promptly, thoroughly and impartially. The Executive Director will undertake immediate measures before completing the investigation and thereafter to insure that other harassment does not occur.
- f. The Executive Director has 1 of 3 options:
 1. Find the complaint is of no merit and so inform the complainant, or
 2. Find the complaint is relatively minor and informally remedy the situation but only if with the consent of the complainant, or

3. Contact the President for the appointment of three (3) ASHI members who will serve as a Special Harassment Panel (SHP). The SHP shall hold a hearing in person or by telephone. The accused shall be given written charges and notice of the hearing of at least 15 days in advance of the hearing. Both the complainant and the accused shall have the opportunity to present any testimony or information they wish to the SHP. The Executive Director may also offer his findings as a result of his investigation. Within ten (10) days after the hearing, the SHP shall render a written decision (more than 10 days if there are extenuating circumstances). The SHP decision may include a finding of no harassment; written, private censure; suspension of from 10 days to 18 months from membership; or expulsion from membership. The decision of the SHP can be appealed to the Board of Directors. During the time of pending appeal, the decision of the SHP remains in effect. A Board decision for discipline requires a 2/3rds vote of those present at a Board meeting.
- g. ASHI shall take immediate and appropriate corrective action when it determines that harassment has occurred.
- h. All complaints, investigations, and resulting discipline (if any) shall be and remain confidential to the extent feasible.

Note: If the Executive Director claims harassment of himself by a member, his/her complaint shall go directly to the ASHI President as set forth above. *Revised 1/13/02*

2. Staff against Membership

- a. ASHI prohibits harassment from its staff directed to anyone in the membership on the basis of sex, age, race, color, national origin, religion, marital status, citizenship, disability, sexual orientation and other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making “jokes” about ethnic or other groups, and other verbal, physical and visual behavior. It is ASHI’s policy to comply with all applicable law on this subject.
- b. Sexual harassment is also prohibited. Propositions, repeated requests for dates, dirty jokes, sexually provocative pictures, inappropriate emails and other verbal, physical and visual harassment are prohibited. No ASHI staff person shall threaten or insinuate, either expressly or implicitly, that a person in membership’s refusal to submit to sexual advances will adversely affect that person’s status or position in or with ASHI.

Similarly, no person on ASHI's staff shall promise, imply, or grant any preferential treatment in connection with a person in membership engaging in sexual conduct. No staff person shall undertake conduct of a sexual nature that unreasonably interferes with a relationship, status or position of a person in ASHI membership or creates an intimidating, hostile or offensive working environment.

- c. Any person in membership (the "Complainant") who believes he or she is a victim of sexual or other harassment by an ASHI staff person shall file a complaint to the Executive Director. A written complaint is preferred although a verbal complaint is acceptable.
- d. Any person in membership who makes a complaint of harassment or provides information related to such complaints will be protected against retaliation.
- e. A complaint shall be investigated by the Executive Director. The investigation shall be handled promptly, thoroughly and impartially. The Executive Director will undertake immediate measures before completing the investigation and thereafter to insure that other harassment does not occur.
- f. The Executive Director has 1 of 3 options:
 1. Find the complaint is of no merit and so inform the complainant, or
 2. Find the complaint is relatively minor and informally remedy the situation, or
 3. Undertake disciplinary action against the employee consistent with the requirements of the employer/employee relationship, after the Executive Director's consultation with the President.
- g. ASHI shall take immediate and appropriate corrective action when it determines that harassment has occurred.
- h. All complaints, investigations, and resulting discipline (if any) shall be and remain confidential to the extent feasible.
- i. Any complainant who is unsatisfied with the handling of the complaint by the Executive Director may contact the President. Any complaint regarding the above about the conduct of the Executive Director should be reported to the President for appropriate investigation.

Revised

1/13/02

1.15A Policy: Whistleblower Laws

ASHI is committed to the highest standards of ethical, moral and lawful business practice and conduct. ASHI also has a commitment to open internal communication. This policy provides an avenue for employees and others

associated with ASHI to raise concerns and complaints and be assured that they will be protected from reprisals or retaliation for Whistleblowing in good faith.

The Whistleblower Policy is intended to provide a mechanism for employees to raise good faith concerns, which could have a significant impact on ASHI and its operations. Specifically, Officers, Directors, Committee Members and Staff are encouraged to report a Harmful Violation or potential Harmful Violation (defined below) of any of the following:

1. violations of law including U.S. federal law and Illinois law;
2. violations of ASHI Bylaws, policies and/or procedures;
3. improper accounting entries, violations of internal accounting controls, improper audit matters or any other financial irregularities or improprieties of any kind;
4. any other matter, which in the good faith belief of any Affected Person, could cause harm to the business operation or public position of ASHI or cause undue distress or harm or injury to ASHI staff or the membership;
5. any attempt to conceal a potential Harmful Violation or evidence of a potential Harmful Violation; or
6. Any harassment or retaliation for any report, complaint, allegation or other disclosure made pursuant to this policy.

Definitions

“Whistleblower” is someone who exposes wrongdoing within our organization, the informant.

“Affected Person” is any Officer, Director, Committee Member, Staff, or any other person who would be adversely affected or harmed by any violation on ASHI’s behalf.

“Good Faith” means that the Whistleblower has a reasonably held belief that the disclosure is true and has not been made out of malice, spite, jealousy, for improper personal gain, or for any ulterior motive.

Safeguards

Harassment or retaliation against a Whistleblower is prohibited and will not be tolerated. Any acts of harassment or retaliation against a Whistleblower will be treated as a serious violation of ASHI’s policy and could result in discharge or other discipline from employment or volunteer service within ASHI.

Confidentiality – Every reasonable effort will be made to protect the complainant’s identity. ASHI will exercise particular care to try to keep

confidential the identity of any Whistleblower making a disclosure until a formal investigation is launched. Thereafter, the identity of the Whistleblower making the disclosure may be kept confidential, if requested, unless such confidentiality is incompatible with a fair investigation, unless there is an overriding reason for identifying the Whistleblower or unless the law requires the disclosure of the identity of the Whistleblower.

Anonymous Allegations – ASHI encourages, but does not require, Whistleblowers to put their names to allegations. Appropriate follow-up questions and investigation may not be feasible unless the source of the information is known. Concerns expressed anonymously will be investigated, but consideration will be given to the seriousness of the issue, the credibility of the concern and the likelihood of confirming the allegation from attributable sources.

Malicious allegations, those that prove to be knowingly false or made for malicious or frivolous reasons, may result in disciplinary actions against the maker, including discharge from employment or volunteer service. However, if a Whistleblower makes a disclosure in good faith pursuant to this policy and the charges are unsubstantiated, no action will be taken against the Whistleblower. In making a disclosure, all individuals should exercise due care to ensure the accuracy of the information disclosed.

1.15B Procedures for handling Whistleblower issues

The Whistleblowing procedure is intended to be used for serious and sensitive issues. The earlier a concern is expressed, the easier it is to take action. Concerns should be reported to any one or combination of the below listed persons who are not involved in the complaint:

- The Executive Director;
- The Director of Finance and Administration/Human Resources;
- The President of the Society; or
- A member of the Board of Directors

The complaint will be directed to the Audit Committee for the initial review and investigation. Audit Committee members in conjunction with legal counsel will make initial inquiries to determine whether an investigation is appropriate and how it will be conducted. The Audit Committee may enlist the aid of staff or outside consultants to gather information and assist them in any investigation. If the Audit Committee deems the complaint credible, a special committee may be appointed by the President to investigate further. If the President is involved in

the matter, the Board may appoint the special committee. Every reasonable effort will be made to complete the investigation within as short a period of time as feasible. Recommendations for action or resolution by the special committee will be referred to the Board of Directors. *Revised 10/22/05*

1.15C Procedures for Handling Whistleblower issues against the Executive Director

Three past presidents with no financial ties to ASHI will be vetted and selected by the Board of Directors to serve on a Special Committee (ED Complaint Committee?) as defined in Bylaw 8.4, to receive complaints from staff members and others concerning the Executive Director. The Executive Director Complaints Committee (EDCC) will investigate the complaint and consult with legal counsel and report to the ASHI Board of Directors within two weeks after receiving the complaint, without disclosing the name(s) of the staff. The Board would take whatever follow-up steps it deems necessary or appropriate.

There will be no retaliation or retribution of any kind, direct or indirect, taken against any complainant or anyone who cooperates during the investigation unless their statements are determined to be intentionally false.

2 BOARD OF DIRECTORS

2.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the ASHI Board of Directors. These Policies and Procedures are to be reviewed and updated annually or as needed by the Board of Directors.

2.1A Policy: Meeting Attendance

Officers or Directors who fail to attend three of any five consecutive meetings may be suspended by a two-thirds vote of the Board of Directors. *Revised 1/20/90*

2.1B Procedure: Meeting Notice

1. Adequate notice for each Member meeting shall be 45 days. *Revised 1/18/95*
2. When possible, the Board of Directors meetings shall be scheduled for a Saturday or Sunday. *Revised 7/8/93*
3. The Board books shall be distributed to the Board, Ex-Officio Members of the Board, Speaker of the Council and Legal Counsel only. *Revised 7/19/03*

2.2A Policy: Executive Session

When possible, the President will identify the need for and allocate time for Board Executive Session. This information will be announced publicly. *Revised 10/23/04*

2.3A Policy: Participation in Discussions

1. The Speaker of the Council of Representatives will be allowed to participate in all Board discussions including Executive Sessions, but cannot vote or make motions. *Revised 07/15/06*
2. The Board of Director Alternate shall attend the April Board Orientation and Board Meeting, receive the Board Book and minutes, participate in Web communications and teleconference calls *Revised 01/16/08*

2.4A Policy: Minutes of Board Meetings

1. Draft minutes of all Board meetings shall be distributed to Board members within two weeks of each meeting. Board members will be reminded that these draft minutes are not for distribution.
2. Final minutes of all Board meetings shall be distributed by staff to the Board, the Council of Representatives, Past Presidents and committee chairs, in the Board agenda book prior to the following meeting. *Revised 1/18/95*

2.5A Policy: Governance Philosophy

1. The ASHI Board of Directors will govern with an emphasis on:
 - a. Outward vision rather than internal preoccupation,
 - b. Encouragement of diversity in viewpoints,
 - c. Strategic leadership more than administrative detail,
 - d. Distinction of Board and Chief Staff Executive roles and respect for their interaction,
 - e. Collective rather than individual decisions,
 - f. Future rather than past or present, and
 - g. Pro activity rather than reactivity
2. The three basic functions of the ASHI Board are as follows:
 - a. To approve outcomes to be accomplished
 - b. To ensure that the resources necessary for achieving approved outcomes are available and used efficiently.
 - c. To make sure that desired outcomes are being achieved.

Revised 10/21/00

2.6A Policy: US Flag

A properly displayed US Flag will be present in the Board meeting room.

Revised 7/13/02

2.7A Policy: Strategic Planning

1. When making decisions and when planning and implementing society programs ASHI will consider the impact and implications for members working in the 3 distinct segments of the association: Sole owned companies, Multi-inspector Companies and Franchise Inspector Companies.

Revised 10/25/03
2. There will be no funding, no support, nor any directives relating to governance by any committee, task force or other group unless specifically approved by a majority of the Board of Directors.

Revised 10/23/04

2.8A Policy: Hiring of Business Consultants

The ASHI Board must approve the hiring of business consultants for unbudgeted projects and services.

Revised 4/16/05

2.9A Policy: Proposed Motions Distribution to Council Leaders and Alternate Speaker

Upon signing the Leadership Agreement, all proposed motions contained in the Board book including a concise rationale, and the budget impact shall be distributed to the Council Group Leaders and Alternate Speaker at the same time the Board books are distributed to the Board and the Speaker. However, the Executive Director may withhold distribution at his discretion of any sensitive motions or material

Revised 4/16/05

2.10A Policy: Proposed Motions in Board Books

It is recommended that all proposed motions in the Board book contain a “pro” and a “con” opinion included after the “rationale”. The pro may be the rationale itself.

Revised 4/16/05

2.11A Policy: Conflict of Interest

ASHI recognizes the following legal principles governing ASHI as a not-for-profit corporation:

1. The material facts of a Director’s or Officer’s interest including common directorship, officership or financial interest are disclosed in good faith or known to the Board, and the Board approves a contract by a sufficient vote, excluding the vote of the interested Director or Officer; or
2. ASHI may not void a contract or transaction because of a Director’s or Officer’s interest if good faith disclosure of the material facts as to the Director’s or Officer’s interest including common directorship, officership or financial interest is made to the Directors or known to the Directors authorizing such contract or transaction.
3. If there was no disclosure or knowledge, or if the vote of an interested Director or Officer was necessary for the authorization of a contract, ASHI may void the contract unless the interested Director or Officer establishes affirmatively that the contract or transaction was fair and reasonable to ASHI at the time it was authorized by the Board.

2.11B Procedure: Conflict of Interest

Any ASHI Certified Inspector shall not hold the position of officer or director in ASHI national while simultaneously holding a position of officer or director in any other competing national home inspector association at either the national or local level.

Established 07/14/07

An ASHI National Director or Officer, or any Company, firm, Association or other entity which also has an ASHI Officer or Director serving as an Officer or Director, or has an ASHI Officer or Director with a substantial financial interest in that company, firm, Association or other entity, can enter into a contract or transaction with ASHI under the following circumstances:

1. A Board member or Officer must disclose all material facts, financial or otherwise, in which he or she has a direct or indirect interest in a contract or transaction being considered by the Board.
2. The Board member or Officer must disclose if he or she has a common directorship, officership or financial interest in another company, firm, Association or other entity, which wishes to enter into a contract or transaction with ASHI.
3. The Board member or Officer with such an interest shall not make a motion or vote on the contract or transaction.
4. The Board member or Officer with such an interest may participate in the debate of such motion on the contract or transaction but shall leave the meeting room during debate if so requested by a majority of the rest of the Board.
5. The Board member or Officer having an interest shall leave the room during the vote of the board on the motion approving the contract or transaction if requested to do so by a majority of the rest of the Board
6. All contracts and transactions between ASHI and Board members or Officers having an interest must be fair and reasonable to ASHI at the time it is voted on.

2.12A Policy: Committee Assignments

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

2.12B Procedure: Annual Committee Development Schedule

DEADLINE	TASK
August 1	<ul style="list-style-type: none"> • Send committee evaluation forms to chairs with 21-30 day deadline. • Call for Volunteers in September Reporter • Set early December date and site for Committee Leadership Workshop
October 1	<ul style="list-style-type: none"> • Call for Volunteers sent out via US mail • Post Call on ashi.org • Call for Volunteers in First Thing • Provide last year’s Call for Volunteers, current year’s committee rosters and evaluation responses to President-Elect, as resources for selecting new chairs. • President appoints committee chairs (deadline for Board books)
Late October	<ul style="list-style-type: none"> • Board approves chairs at Board meeting • Chairs receive appointment letter/call, invitation/agenda for Committee Leadership Day and copies of Call responses for review prior to meeting.
November 1	Deadline for Call for Volunteers responses
Early December	Committee Leadership Workshop, work plans developed, committee member selection takes place (President, staff assist)
December	<ul style="list-style-type: none"> • Chairs contact committee member selections, confirm appointments • Workplan document mailed to chairs for final review
December 30	Deadline for chairs to submit committee member rosters
January 15	<ul style="list-style-type: none"> • Deadline for final committee work plans to STAFF • Selection letters with work plan mailed to committees • “Sorry” letters mailed to volunteers not selected

2.13A Policy: Committee Development Recommendations

To maintain continuity in ASHI Committee leadership ASHI recognizes the need for a procedure for the selection and progression of Committee Chairs and Members.

2.13B Procedure: Committee Development Recommendations

1. Chairs

- a. To be appointed, a chair shall have served at least one year on any committee, and that service should have taken place in the past three years.

Revised 10/25/03

- b. National officers and Directors shall not serve as committee chairs, except as mandated by the Bylaws and the following leadership committees: Leadership, Finance, Officer Nominating and Conference Planning. *Revised 10/25/03*
- c. Committee chairs serve one-year terms. It is suggested that they serve for a maximum of three consecutive terms.

2. Members

- a. National officers and directors shall not serve as committee members (except on officer committees), unless appointed Board liaison by the President.

Revised 10/25/03

- b. Committee members shall not serve on more than one committee at a time, unless invited to participate in a special task force or other limited-term group. Exempted are leadership Committees: Leadership, Finance and elected committees (Director and Officer Nomination Committees.) *Revised 10/25/03*
- c. Committee member serve one-year terms. It is suggested that they serve for a maximum of three consecutive terms.

3. Structure

- a. Each committee is assigned a Board liaison as a non-voting member of the committee.
- b. Each committee is assigned a staff liaison, who is a non-voting member of the committee.
- c. The committee size will be sufficient to serve the needs of the committee. If there is to be a face to face meeting there is a guideline of a maximum of eight people including the Chair and Board Liaison? In any event, the face to face meeting will be approved by the Finance committee. The Officer Nominating Committee and any other committee so specified in the Bylaws are exempt from this policy.
- d. At least one quarter of committee members should be new to the committee each year.

2.14A Policy: ASHI Insurance Survey Report

The ASHI Insurance Survey Report (version 2.1) shall be the official ASHI Homeowners Insurance Survey form. Only ASHI Certified Inspectors and Associate Inspectors with Logo Use will be provided link access to the Internet Survey Process Center that generates the ASHI Insurance Survey Reports. The current form in use is attached as Appendices 2A.

2.14B Procedure: Allied Home Inspectors Association

All Allied Home Inspector Organizations (AHIA) that have an agreement with ASHI will be permitted to use the form. The current form in use is attached as Appendices 2B.

O3 MEMBERSHIP

3.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the ASHI Membership Committee. These Policies and Procedures are to be reviewed and updated annually or as needed by the Membership Committee.

ASHI membership has the following membership Categories; Certified Inspector, Associate with Logo Use, Associate, Retired, Affiliate, Allied Professionals and Friends of the Society. The ASHI Membership Committee is charged with establishing policies related to all membership categories with the exception of the ASHI Certified Inspector. The Certification Committee (see 17.0 Certification Committee) is charged with establishing policies related to all aspects of the ASHI Certified Inspector program.

Revised 01/21/09

3.1A Policy: Requirements for Membership

All Home Inspectors join ASHI as an Associate Inspector and then upgrade their membership as they complete the requirements to become an ASHI Certified Inspector

3.2A Policy: Compliance with Standards and Ethics

Passage of an ASHI Standards of Practice and Code of Ethics Education module is mandatory for all new memberships after January 1st 2009. A signed statement on the initial application and on each year's dues statement shall attest to agreement with this policy.

Revised 10/17/09

3.3A Policy: Continuing Education (CE) Requirement

Continued ASHI membership is dependent upon the dedication of the membership investing in their profession by continuing their education regarding the inspection profession.

1. The CE requirement for (ADD) Certified and Associate Inspectors is 20 hours per year. Following an Associate Inspector's application for joining the society, the CE requirement will start after October 1st during their first year.

Revised 10/17/09

2. No more than 10 CE's will be credited to the following year on an annual basis. This will be indicated on the annual Continuing Education Hour Reporting Form. *Revised* 1/13/02

3.3B.1 Procedure: Responsibility of Staff to Audit CE Totals

1. ASHI staff shall immediately begin a random audit based upon a percentage of submissions to verify CE totals claimed by Members on renewal applications.
2. If a member's submitted documentation does not verify the number of CE's claimed, the member will be notified and put on Administrative Suspension until the deficiency is made up. *Revised* 10/26/96

3.3B.2 Procedure: Acceptance of CE's During Dues Renewal Grace Period

1. CE's shall be accepted during the same 60-day grace period that is allowed for dues renewal. CE's obtained during the grace period will apply to the individual's current requirement only. These CE's may not be counted twice. *Revised* 10/26/96
2. Administrative suspension shall be imposed on any individual who has submitted his or her renewal dues but has not submitted the required CE's by the end of a 60-day grace period. As soon as the required CE's are submitted, the Administrative Suspension shall be lifted. *Revised* 10/26/96

3.4A Policy: Report Verification

1. An Associate Inspector must complete a minimum of 50 inspection reports in order to meet the requirements for verification review.
2. A "pre-verification" program offering a courtesy report review is provided to Associate Inspectors on a voluntary basis. "Pre-verification" does not meet the requirement of Associate Inspector report verification. *Revised* 7/11/98
3. A survey of verifier performance is to be routinely completed by Associate Inspectors after their verification, as a way to monitor verifier performance. *Revised* 4/17/99
4. The verification process is to be confidential. All submitted reports, results and discussions related to verification are to be limited to those between the

Associate, their verifier, appropriate staff, and the Membership Committee and Standards Committee Chairs on an as needed basis. No discussions related to verification, passing or failing, are to be permitted between other parties.

Revised 10/17/09

3.5A Policy: Memberships

1. **ASHI Certified Inspectors (ACI)** are individuals who meet all requirements for this membership.
 - a. Membership Requirements:
 1. Complete 250 Inspections
 2. Passed the National Home Inspector's Exam (NHIE)
 3. Have reports verified to meet ASHI Standards of Practice requirements
 4. Completed ASHI Ethics training and agree to follow the ASHI Standards of Practice and Code of Ethics
 5. Current on all dues and payments with ASHI
 - b. Membership benefits:
 1. Access to all areas of the ASHI Web site
 2. A member profile on the ASHI Web site and listing on the "Find an Inspector" search engine
 3. Access and use of the ASHI Service Marks and Style Sheets including the use of the ACI Gold Seal logo, ASHI Certified Inspector name and ACI acronym. *Revision 5/31/11*
 4. A monthly copy of the ASHI Reporter magazine
 5. Participation in ASHI programs and services
 6. Right to vote for ASHI Officers and Bylaws amendments
 7. Ability to serve as directors or hold office in the Society, including the chair of committees and task forces
 8. Use may vote on chapter or regional matters and may hold chapter or regional office, including the chair of committees and task forces, at the discretion of the chapter.
 9. May hold a position on The Council of Representatives
 - c. Membership decline and termination:
 1. ASHI reserves the right to decline or terminate membership to anyone who does not meet the requirements of membership, is convicted of a felony during the period of their membership, is determined to have violated other applicable laws and regulations

governing their profession or has engaged in behavior which may otherwise disparage the Society.

2. Individuals who wish to end their membership may do so by resigning from membership.

2. **ASHI Inspectors** are individuals who meet all requirements for this membership.

a. Membership Requirements:

1. Complete 75 Inspections
2. Passed the National Home Inspector's Exam (NHIE)
3. Have reports verified to meet ASHI Standards of Practice requirements
4. Completed ASHI Standards of Practice and Ethics education module and agree to follow the ASHI Standards of Practice and Code of Ethics. *Revised 01/21/09*
5. Current on all dues and payments with ASHI

b. Membership benefits:

1. Access to all areas of the ASHI Web site
2. A member profile on the ASHI Web site and listing on the "Find an Inspector" search engine
3. Access and use of the ASHI Inspector Service Marks and Style Sheets
4. A monthly copy of the ASHI Reporter magazine
5. Participation in ASHI programs and services
6. Use may vote on chapter or regional matters and may hold chapter or regional office, including the chair of committees and task forces, at the discretion of the chapter.

c. Membership decline and termination:

1. ASHI reserves the right to decline or terminate membership to anyone who does not meet the requirements of membership, is convicted of a felony during the period of their membership, is determined to have violated other applicable laws and regulations governing their profession or has engaged in behavior which may otherwise disparage the Society.
2. Individuals who wish to end their membership may do so by resigning from membership.

3. **ASHI Associates** are individuals who are individuals who meet all requirements for this membership.

a. Membership Requirements:

1. Agree to follow the ASHI Standards of Practice and Code of Ethics
 2. Current on all dues and payments with ASHI
 - b. Membership benefits:
 1. Access to all areas of the ASHI Web site
 2. A monthly copy of the ASHI Reporter magazine
 3. Limited Participation in ASHI programs and services
 - c. Membership decline and termination:
 1. ASHI reserves the right to decline or terminate membership to anyone who does not meet the requirements of membership, is convicted of a felony during the period of their membership, is determined to have violated other applicable laws and regulations governing their profession or has engaged in behavior which may otherwise disparage the Society.
 2. Individuals who wish to end their membership may do so by resigning from membership.
4. **ASHI Retired Members** are individuals who have been ASHI Certified Inspectors in good standing for a minimum of five full years
- a. Membership Requirements:
 1. Have served as a Certified Inspector in good standing for at least five years
 2. Are no longer actively engaged in the home inspection profession including performing inspections or supervision of inspectors
 3. Current on all dues and payments with ASHI
 - b. Membership benefits:
 1. Access to all areas of the ASHI Web site
 2. A member profile on the ASHI Web site and listing on the “Find an Inspector” search engine
 3. Access and use of the ASHI Service Marks and Style Sheets
 4. A monthly copy of the ASHI Reporter magazine
 5. Participation in ASHI programs and services
 6. Right to vote for ASHI Officers and Bylaws amendments
 7. Ability to serve as directors or hold office in the Society, including the chair of committees and task forces
 8. Use may vote on chapter or regional matters and may hold chapter or regional office, including the chair of committees and task forces, at the discretion of the chapter.
 9. May hold a position on The Council of Representatives
 - c. Membership decline and termination:

1. ASHI reserves the right to decline or terminate membership to anyone who does not meet the requirements of membership, is convicted of a felony during the period of their membership, is determined to have violated other applicable laws and regulations governing their profession or has engaged in behavior which may otherwise disparage the Society
2. Individuals who wish to end their membership may do so by resigning from membership.

5. ASHI Affiliate Members are individuals or companies providing products and/or services to home inspectors and the inspection profession

a. Membership Requirements:

1. To join ASHI as Affiliates
2. Affiliates shall designate a specific individual to be the representative to the Society

b. Membership benefits:

1. A membership number and password
2. Access to all areas of the ASHI Web site
3. A listing on the ASHI Web site
4. The ASHI Reporter magazine
5. Use of an ASHI Affiliate logo

c. Membership decline and termination:

- a. ASHI reserves the right to decline or terminate membership to anyone who does not meet the requirements of membership, is convicted of a felony during the period of their membership, is determined to have violated other applicable laws and regulations governing their profession or has engaged in behavior which may otherwise disparage the Society
- b. Individuals who wish to end their membership may do so by resigning from membership.

6. ASHI Allied Members are individuals who have an interest in home inspection and related fields but are not eligible for other membership categories.

a. Membership Requirements:

1. To join ASHI, an ASHI Allied Professional shall complete and return an application for membership along with membership dues.
2. Membership dues for this category shall be as established in the annual budget. Dues may be pro-rated.

3. The membership period is one year, based on the fiscal year of the Society.
 4. Allied professionals who allow their membership to lapse shall be permitted to reinstate by submitting a new application for membership.
- b. Membership benefits:
1. A membership number and password
 2. Access to all areas of the ASHI Web site
 3. A listing on the ASHI Web site
 4. The ASHI Reporter magazine
 5. Opportunity to join a local Chapter as a non-voting member
 6. ASHI Certified Inspector/Associate Inspector rates for ASHI publications and, seminars; special advertising rates and special exhibitor rates; and a listing in the membership directory.
Affiliates are not permitted to use the ASHI logo, but may identify themselves as Affiliate Members of ASHI.
- c. Membership decline and termination:
1. ASHI reserves the right to decline or terminate membership to anyone who does not meet the requirements of membership, is convicted of a felony during the period of their membership, is determined to have violated other applicable laws and regulations governing their profession or has engaged in behavior which may otherwise disparage the Society.
 2. Individuals who wish to end their membership may do so by resigning from membership.
7. **International Subscriber** is a non-membership category. Annual fee for the category is at the direction of the Board and benefits are: subscription to the ASHI Reporter, access to the ASHI Technical Forum on-line, and membership rates to ASHI's *Inspection World* annual conferences.
- a. Home Inspectors living and working outside the U.S. are allowed to participate in ASHI's "International Subscriber" program so long as they do not qualify for any of the ASHI Membership categories (Associate Inspector, ASHI Certified Inspector, Retired, Affiliate). If at some point they do become eligible for a Membership category, they will no longer be able to participate as an "International Subscriber"

3.6A Policy: Membership and Dues

The fiscal year-end is September 30. Collection of dues coincides with the fiscal year.

Revised 01/19/95

1. The minimum age for Membership in the Society shall be 18 years.
Revised 1/11/06
2. The annual fee for all memberships will be approved by the Board of Directors, displayed on the membership application and listed in the current General Information Packet.
3. Membership dues for Past Presidents of ASHI are waived for life.
Revised 1/11/98
4. Non-home home inspector owners/operators of franchise and/or multi-inspector operations are allowed to participate in ASHI's "Company Subscriber" category, so long as they do not qualify for any other of the ASHI Membership categories. If at some point they do become eligible for a Membership category, they will no longer be able to participate as a "Company Subscriber". These multi-inspector firm's inspectors would be granted a discount in membership dues as follows:
 - 3 – 5 members would receive a 5% discount
 - 6 – 10 members would receive a 10% discount
 - 11 – 50 members would receive a 15% discount
 - 51+ members would receive a 20% discount

Revised 4/21/2012
5. There is a late fee imposed when memberships are renewed after a designated date.
Revised 09/26/96
6. The Membership Committee has the authority to waive dues and CE requirements for Certified Inspectors, Associates and Associates with Logo Use for one year, in the case of medical hardships. All cases are re-evaluated on an annual basis to determine if the waiver is still necessary.
Revised 7/11/98
7. A felon may or may not become a member of ASHI based on the type of felony, when it was committed and whether the case has been resolved. ASHI shall ask on applications and renewal forms if an applicant or renewing member had had any felony convictions or is currently charged with a felony. The applicant or renewing member must answer yes or no.

If yes, the applicant or renewing member must disclose the nature of the felony and the status of the charge and/or conviction. If it is determined that an applicant or renewing member did not answer truthfully about a felony conviction or an outstanding charge, the applicant or renewing member will be disqualified from ASHI Membership.

Applications and renewals will be reviewed by ASHI staff whenever this box is marked "Yes." If the applicant or renewing member is from a state that requires this same disclosure and the applicant or renewing member is denied a license from his or her home state because of the disclosure, ASHI will not allow the applicant or renewing member to be a member. If the applicant is from a state without a license, the membership committee will review the felony information to determine the applicant's or renewing member's eligibility for membership.

Revised 7/15/06

3.7A Policy: General Information Packet

A General Information packet shall be provided to home inspectors inquiring about membership. Staff has the authority to modify the packet as it deems necessary, but approval from the Membership Committee is required.

The contents of the packet should include the following:

1. Cover letter from ASHI
2. Associate Inspector (applicant) Application
3. ASHI Publication catalogue
4. ASHI Brochure (your steps to professionalism)
5. One copy of three selected ASHI consumer pamphlets
6. One copy of one selected ASHI marketing pamphlets
7. A booklet containing excerpt from a conference proceedings packet
8. An article or excerpt from the ASHI Technical Journal
9. The most recent conference promotion
10. A recent issue of the ASHI Reporter
11. List of ASHI Chapter meetings and contact information
12. Membership \$35 off coupon
13. Training School list
14. A summary sheet of the additional materials that would be provided should the individual decide to join as an Associate Inspector (applicant).
15. The ASHI Certified Inspector Handbook

Revised 01/21/09

3.8A Policy: Definition of Administrative Suspension

1. Any individual placed on Administrative Suspension will lose all membership benefits provided by ASHI National, excluding the right to vote (if applicable).
2. An individual may remain in Administrative Suspension until the end of his or her current membership year. If administrative suspension is not removed for the individual at that time, his or her ASHI membership will not be renewed.

3. The Membership Committee, Complaints Committee or ASHI Staff will administer Administrative Suspension for all membership categories except Certified Inspectors upon the approval of the ASHI Board of Directors. The Certification Committee, Complaints Committee or ASHI Staff will administer Administrative Suspension for all Certified Inspectors. *Revised 01/21/09*

3.9A Policy: Membership Reinstatement

1. Any individual whose membership has lapsed for up to two years for reasons other than ASHI discipline may reinstate his or her membership provided that:
 - a. All back and current dues and fees are paid;
 - b. Proof of required CE's during the absence (20 CE's per year);
 - c. There have been no ASHI disciplinary actions or complaints about him or her during the absence that would disallow them.
2. Those whose membership has lapsed for more than two years must reapply for membership under the existing application process except that any waiting period will be waived. *Revised 7/11/98*

3.10A Policy: ASHI Logo Use by different Categories

1. Statement of Purpose

The purpose of this policy is to regulate the use of the logo, name and acronym of the American Society of Home Inspectors, Inc. The words "American Society of Home Inspectors" and the acronym "ASHI" shall be collectively referred to as the "name." *Revision 5/31/11*

- a. This policy shall govern the use of ASHI logos and names by ASHI Certified Inspectors and ASHI Inspectors.
- b. The logo and names of the American Society of Home Inspectors, Inc. are the assets of the American Society of Home Inspectors, Inc.
- c. The use of the ASHI logo and name is regulated solely by the policies of the Board of Directors.
- d. No ASHI Certified Inspector, ASHI Inspector, other individual or group has any right to the use of the ASHI logo or name except as stated in this Policy.
- e. Compliance with this policy is mandatory for any individual who accepts the privilege of using ASHI logos or names except as stated in this policy.
- f. This policy shall govern the use of the ASHI logo and name by ASHI Certified Inspectors and ASHI Inspectors.
- g. The restrictions in this policy do not apply to use by the staff of the American Society of Home Inspectors (ASHI National), or official use by

the American Society of Home Inspectors, Inc., or the appropriate use by its approved Chapters.

2. Definitions

- a. **ASSOCIATE Inspectors:** Associate Inspectors of the Society are individuals who meet the requirements determined by the Board, and who may be eligible to become ASHI Certified Inspectors of the Society upon satisfaction of all Certified Inspector requirements. Merely as a convenience in explaining this policy, Associate Inspectors have been broken down into two groups related to how far they have progressed in the membership process:
 1. “ASSOCIATE”: an applicant for Candidacy who has sent in his dues but has not yet attained the requirements of ASSOCIATE WITH LOGO USE below.
 2. “ASSOCIATE WITH LOGO USE”: an Associate Inspector who has successfully passed the ASHI Associate Report Verification program and performed a minimum of 50 fee paid home inspections (ADD) and must have passed the NHIE. Revised 10/17/09
- b. **CERTIFIED INSPECTOR:** ASHI Certified Inspectors (ACI) of the Society are those individuals who themselves perform inspections of residential real estate and who have met the requirements and have been approved for Certified Inspector status as determined by the ASHI Certification Committee.
- c. **ASHI logo:** The official graphic symbol of the American Society of Home Inspectors, Inc.
- d. **CERTIFIED INSPECTOR logo:** The ACI Gold Seal logo with the words “Certified Inspector” and the member’s name and/or membership number listed below or adjacent to it, following the official ad-slick.
- e. **ASHI Inspector logo:** The ASHI logo with the word “Inspector” below it and the Inspector’s name below or adjacent to it, following the official ad slick.
- f. **ASHI name:** Where the term “ASHI name” is used in this policy, it shall mean the “American Society of Home Inspectors, Inc.” and/or the acronym “ASHI” or “A.S.H.I.”
- g. **PRINT ADVERTISING:** Any materials that promote the individual, his/her company or services provided by either. This would include flyers, brochures, letterhead, business cards, print media, electronic media and facsimile.

- h. ORAL COMMUNICATIONS: Advertising or promotion that is verbally transmitted over the phone, or directly to the listener by mouth, answering machine, tape or other electronic voice systems.
- i. FRIENDS OF THE SOCIETY: Friends of the Society are individuals who are not eligible to be ASHI Certified Inspectors, Associate Inspectors or Affiliates and who are nominated by the Board. Friends do not have logo use privileges.
- j. AFFILIATES: Affiliates of the Society are individuals or companies providing products and or services to home inspectors and the home inspection profession. Affiliates may not use the logo, and shall only have name use privileges as specified by the Board.
- k. NON-MEMBER: One who has no affiliation with the American Society of Home Inspectors, Inc.

3. *Who May Use the ASHI Logo and Name*

- a. The privilege to use the ASHI logo or name in advertising, promotional activities, and stationery is granted to “ASHI Certified Inspectors” and “ASHI Inspectors” who comply with the requirements and restrictions set forth in this policy.
- b. This privilege for Associate with Logo Use may be revoked at any time by the Board of Directors, at the Board’s discretion.
- c. This privilege for ASHI Certified Inspectors may be revoked at any time by the Certification Committee, Complaints Committee or ASHI Staff for violation of ASHI policies, code of ethics and standards of practice, or other membership rules.
- d. This policy is subject to Revision at the Board’s discretion.
- e. ASHI Certified Inspectors are permitted to use the ASHI CERTIFIED INSPECTOR logo, “ACI” acronym and/or ASHI name. ASHI Certified Inspectors may use the ACC logo when defining the ACI Program. The ACI logo shall not be used to advertise a business unless the entity is a sole proprietorship. Individuals working in a multi inspector firm may be identified within the firm’s marketing tools as an ACI with the ACI logo. The NCCA logo may not be used in any advertisement. *Revision 5/31/11*
- f. ASHI Inspectors are permitted to use the ASHI Inspector logo, “AI” acronym or ASHI Inspector name. (“Inspector” or “Inspector Member of the American Society of Home Inspectors”).
Revised. 1/11/06
- g. Associates who have not attained “ASHI Inspector” status as defined in this policy are not permitted to use the ASHI logo in any form. They may,

however, accurately identify themselves as Associate Members of ASHI orally and in all written formats. *Revised 1/11/06*

4. How the ASHI Logo and ASHI Name May Be Used

- a. ASHI logos and names may only be used in accordance with this policy. Any use that does not comply with this policy is strictly prohibited.
- b. This policy shall be automatically superseded by any applicable law if and to the extent that it is in conflict with local, state or province, or federal laws.
- c. Any use of the ASHI logo or name (by a certified or an associate member) must not create the impression that the inspection service is being provided by the American Society of Home Inspectors, Inc. Similarly, any use of the ASHI Logo or name (by a certified or an associate member) must not create the impression that the origin or source of any communication is coming from or sponsored by The American Society of Home Inspectors, Inc. (this includes “social media”. Member ownership or an electronic site cannot suggest or imply ownership of such site by ASHI.) The ASHI logo or name shall not be displayed in a manner that would be misleading to the public as to the user’s relationship to the American Society of Home Inspectors, Inc. *Revised 4/21/2012*
- d. A certified or inspector member of ASHI may promote him or herself or his inspection service in the “social media” by identifying himself or herself as a certified member or Inspector member of ASHI. The same requirements in 4c apply. For example, a communication saying: “Ask an ASHI Inspector” should instead read “Ask John Doe, an ASHI Certified Inspector or an ASHI Inspector as appropriate”. In addition, there must be a disclaimer that reads: “John Doe is an ASHI Certified Inspector or an ASHI Inspector, as appropriate, and all opinions expressed or implied are those of this inspector and not of the American Society of Home Inspectors (ASHI)”. *Revised 4/21/2012*
- e. No other use of the ASHI name is permitted, with the single exception that the acronym “ASHI” may be substituted for the words “the American Society of Home Inspectors”. ACI’s may have a link from their *own websites to their profile page on ashi.org.* *Revised 4/21/2012*
- f. ASHI Certified Inspectors and ASHI Inspectors may make reference to the ASHI Code of Ethics and Standards of Practice if done so accurately and if they comply with this policy on logo use.
- g. The following restrictions apply when ASHI logos or names are displayed:
 1. The registered trademark symbol ® should be displayed at the lower right position of the logo. If the logo is used repeatedly in the same

- document, the ® should be at least on the first and the largest of the logos used.
2. The registered trademark symbol ® should be displayed at the end of the name or acronym ASHI. If the name or acronym is used repeatedly in the same document the ® should be at least on the first and the largest of the names or acronym used.
 3. The ASHI Certification Committee (ACC) logo may be used in conjunction with explaining the ASHI Certified Inspector Program.
Revision 5/31/11
 4. The NCCA logo may not be used by ASHI members on any document or advertisement describing the ASHI Certified Inspector Program. The full name “National Commission for Certifying Agencies” and the acronym “NCCA” may be used to define the accredited ACI Certified Inspector program only. *Revision 5/31/11*
 5. The word “Inspector” must be printed immediately below the ASHI logo when used by an “ASHI Inspector”. The name of the Inspector must be printed immediately below or adjacent to it (see ad slick).
Revision 5/31/11
 6. ASHI logos or names shall not be altered, defaced, incorporated into any design or drawing, or be utilized in such a way as to imply that the ASHI logo or name is part of the individual or any company name.
 7. Printing of the logos must follow the restrictions as defined by the official ad slick.
- b.* A company that has an ASHI Certified Inspector at each office location (including branch, franchise and similar type offices) whose home inspectors are all ASHI Certified Inspectors or Associates may use the ASHI logo in promotional activities. Any company wishing to use the ASHI logo must list all home inspectors operating in each office on the ASHI registration form. The ASHI logo shall be used without the words “Certified Inspector” or “ASHI Inspector” when used in company promotional material. The Certified ASHI Logo is an individual logo, not a company or franchise use logo. *Revision 5/31/11*
- i.* Oral Communications (Note: Oral misrepresentation of membership category is a violation of the Code of Ethics and may be grounds for discipline and other remedies):
1. Associates may identify themselves as Associates verbally and in all written formats to the public. Associates promoting their affiliation with ASHI must identify themselves as Associate Members.
Revision 1/11/06
 2. ASHI Certified Inspectors may identify themselves as ASHI Certified Inspectors or as an ACI. *Revision 5/31/11*

3. ASHI-National and Chapters when asked shall identify the membership categories (or ranking of its membership).
4. Affiliates may identify themselves as having Affiliate membership.

5. Logo use by Associates for Yellow Page advertising

The ASHI Inspector may place their own Yellow Page advertising as long as the applicable ASHI logo use policy is adhered to. ASHI Inspectors should not be allowed to participate in the formal ASHI Trade name Yellow Page program utilized by ASHI Certified Inspectors. *Revision 7/21/96*

6. Logo Use and ASHI Merchandise

Any item sold by national ASHI or by ASHI chapters that have a logo should not be used by Associates or non-Members who do not have logo use privileges in instances where they might be construed as being a Certified Inspector.

7. ASHI Affiliate Membership Logo

- a. The purpose of this policy is to regulate the use of the ASHI AFFILIATE MEMBERSHIP LOGO and NAME of the American Society of Home Inspectors, Inc. (the acronym ASHI, or the Society). The ASHI AFFILIATE MEMBERSHIP LOGO and NAME of the American Society of Home Inspectors, Inc. are the assets of the American Society of Home Inspectors, Inc. The use of the ASHI AFFILIATE MEMBERSHIP LOGO and NAME is regulated solely by the policies of the ASHI Board of Directors. No other individual, company or group has any right to the use of the ASHI AFFILIATE MEMBERSHIP LOGO or NAME except as stated in this policy. Compliance with this policy is mandatory for any individual who accepts the privilege of using the ASHI AFFILIATE MEMBERSHIP LOGO or NAME. Note: the ASHI Name and acronym shall be collectively referred to as the NAME.
- b. This policy shall govern the use of the ASHI AFFILIATE MEMBERSHIP LOGO and NAME by ASHI Affiliates. The restrictions in this policy do not apply to use by the staff of the American Society of Home Inspectors (ASHI National), or official use by the American Society of Home Inspectors, Inc.
- c. The privilege to use the ASHI AFFILIATE MEMBERSHIP LOGO or NAME in advertising, promotional activities, and stationary is granted to ASHI Affiliates who comply with the requirements and restrictions set forth in this policy. This privilege can be revoked at any

time, and is subject to Revised by the Board of Directors, at the Board's discretion. This privilege is not transferable, not assignable and is not available to subsidiaries, related interests, clients, customers or anyone outside of the principal ASHI Affiliate organization as identified on their application for membership.

- d. The ASHI AFFILIATE MEMBERSHIP LOGO and NAME can only be used in accordance with this policy. Any use, which does not comply with this policy, is strictly prohibited. This policy shall be automatically superseded by any applicable law if and to the extent that it is in conflict with local, state or province, or federal laws. This privilege of use is only granted for the ASHI AFFILIATE LOGO and does not allow for use of the ASHI LOGO utilized by Members and Associates.
- e. Any use of the ASHI AFFILIATE LOGO or NAME must not create the impression that the company, product or service is being provided by or endorsed by the American Society of Home Inspectors, Inc. The ASHI AFFILIATE LOGO or NAME shall not be displayed in a manner that would be misleading to the public as to the user's relationship to the American Society of Home Inspectors, Inc. For example, no agency or business relationship should be stated or implied.
- f. The NAME may only be used in advertising, promotional activities, and stationary in the form of the following statements. (No other use of the NAME is permitted with the single exception that the acronym "ASHI" may be substituted for words "the American Society of Home Inspectors").
- g. "Our company holds Affiliate Membership in the American Society of Home Inspectors." "Company Name is an ASHI Affiliate"
- h. Placement of the ASHI AFFILIATE MEMBERSHIP LOGO on the Affiliate company main website is permissible provided a link to the ASHI Website Home Page or Affiliate Page is made available either through the AFFILIATE MEMBERSHIP LOGO or a via separate link located in the immediate vicinity of the AFFILIATE MEMBERSHIP LOGO.
- i. Display of the ASHI AFFILIATE MEMBERSHIP LOGO should always be consistent, and can only appear in black, PMS 289 or in reverse. No other color or alteration is permitted.

- j. The trademark symbol TM should be displayed at the lower right hand position of the ASHI AFFILIATE MEMBERSHIP LOGO. If the logo is used repeatedly in the same document the TM should be at least on the first and the largest of the logos used. The trademark symbol TM should be displayed at the end of the NAME or acronym ASHI. If the name or acronym is used repeatedly in the same document the TM should be at least on the first and the largest of the name or acronym used.

Revised 7/13/02

3.10B Procedure: Enforcement of the ASHI Logo by different Categories

- b. Violation of this policy shall be cause for disciplinary action as provided by the ASHI Bylaws.
- c. Misuse of the ASHI trademark is a violation of the United States trademark and service mark laws.
- d. Misuse complaints will be referred to the ASHI Complaints Committee for investigation and handling when in regard to ASHI Certified Inspectors or Associates.
- e. Use of the ASHI name or logo by any non-Member may be referred to ASHI Legal Counsel for action.
- f. Penalties for misuse of the ASHI logo will be referred to the Complaints Committee for appropriate enforcement and or disciplinary action.
- g. Associates who violate the ASHI logo use policy may be expelled.

Revised 10/24/98

3.11A Policy: Parallel Inspections

“Parallel Inspections” are approved for the purpose of an Associate meeting ASHI Membership requirements. The following is the definition of a Parallel Inspection:

A “Parallel Inspection” is a fee paid home inspection conducted by a Certified Inspector of ASHI with no more than two Associates also inspecting the property and generating a full report simultaneously. The full Certified Inspector will be required to review the Associate(s) report, verify that it is in substantial compliance with the ASHI Standards of Practice, and sign forms provided by ASHI attesting to the details of the inspection. “Parallel Inspection” reports that have been revised and

corrected will qualify as completed reports for membership purposes. The Associate(s) will be responsible to submit all appropriate forms to ASHI.

“Parallel Inspections” will qualify as fee paid inspections for credit toward the required number of experience inspections for ASSOCIATE WITH LOGO USE or full Certified Inspector status. “Parallel Inspections” will also qualify for CE’s for ASHI Certified Inspectors and Associates per ASHI guidelines. A fee for this service may be negotiated between the parties but is not required.

Revised 10/22/05

3.12A Policy: Disaster Inspections

All ASHI home inspectors are encouraged to be trained to perform disaster inspections by at least one of the sub contractors approved by Federal Emergency Management Agency (FEMA)

Revised 1/11/06

3.12B Procedure: Disaster Inspection Program

There shall be a disaster inspection training program. The goal of the program is to make disaster training available to all ASHI members with the hope of having 100% participation in the membership. The program will implement education sessions at Inspection World, local seminars and at chapters. Up to eight hours of continuing education credit will be rewarded for approved training sessions. The program will also utilize the ASHI web site to provide information on and links to the FEMA sub contractors, education sessions and general information on disaster inspections. A searchable field will be included in the member extra-net for disaster training so that staff will be able to locate trained inspectors in specific areas.

Revised 1/11/06

4 AWARDS

4.0 *Purpose*

The following ASHI Policies and Procedures are all related to awards designated by the President, ASHI Council of Representatives and other Committees. These Policies and Procedures are to be reviewed and updated annually or as needed by the President, Council of Representatives and the other Committees.

4.1A *Policy: Philip C. Monahon Award*

1. The Philip C. Monahon Award recognizes an individual who has made exceptional and innovative contributions to the ASHI Membership.
2. The recipient must be an ASHI Certified Inspector who is dedicated to the goals and ideals of ASHI as stated in ASHI's Code of Ethics and who has, as a member, rendered outstanding contributions to ASHI for a minimum of five (5) years. Contributions consist of time, talent, or expertise that has been beneficial to the Society, its membership, and the general public, which ASHI ultimately serves.
3. Nomination and notification of the Philip C. Monahon Award will be published in *The ASHI Reporter* a minimum of four months prior to the Annual Conference. All members are encouraged to submit nominations for the Philip C. Monahon Award. The nomination should include how the individual has contributed to ASHI, as well as other vital information as to why the individual should be considered for the award.
4. Submissions received after established deadlines will not be accepted.
5. The Philip C. Monahon Award Committee, composed of three previous recipients of the award, evaluates nominees. The committee is chosen by the ASHI president from the immediate past five living recipients, with the chairman to be chosen by the committee members from among themselves.
6. The recipient of the Philip C. Monahon Award will be announced at the Annual Conference.
7. A cash donation of \$500.00 annually will be made to the Newton-Wellesley Hospital in the name of Philip C. Monahon. The hospital is located at 2014 Washington Street, Newton, Massachusetts 02158.

4.2A

Policy: John E. Cox Member of the Year Award

1. The John E. Cox Award honors individuals who have made exemplary contributions to their chapter. *Revised 7/16/05*
2. The recipient must be an ASHI Certified Inspector who has rendered outstanding service to an ASHI chapter, either over a period of years or under circumstances that are special and may not occur again.
3. The nominee only may be an ASHI Certified Inspector who has not previously been awarded the John E. Cox Award. *Revised 7/16/05*
4. Each chapter may submit one nomination of one individual for the John E. Cox Award. The nomination should include how the individual has contributed to the chapter's development, as well as other vital information of local contributions that benefit the chapter and the home inspection profession as to why the individual should be considered for the award. *Revised 4/8/06*
5. Submissions received after established deadlines will not be accepted.
6. Nominees are submitted by ASHI chapters. ASHI staff forwards the nominees to the Council of Representatives for a vote by secret ballot. The nominee receiving the most votes becomes that year's recipient of the John E. Cox Award.
7. The recipient of the John E. Cox Award will be announced at the Annual Conference.

05 FINANCE

5.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the ASHI Financial policies. These Policies and Procedures are to be reviewed and updated annually or as needed by the Finance Committee.

5.1A Policy: Finance Committee Responsibilities

The charges of the Finance Committee shall include, but are not limited to:

1. The Finance Committee shall always submit a realistic balanced budget that includes a line item for reserves *Revised 7/11/08*
2. Develop financial planning and policies with reports to the Board;
3. Prepare and present financial reports to the Board;
4. Develop appropriate fraud prevention detection and risk management policies for submission and approval by the Board;
5. Oversee the investment of ASHI's reserve funds and other financial accounts in accordance with Board policy;
6. Recommend to the Board the outside accounting company to perform the yearly financial audit, and to offer suggestions and comments to the Board in connection with such audit;
7. Offer recommendations to the board with respect to managing, reducing or eliminating financial conflicts of interest; and Other duties that have been or as may be assigned by the Board *Revised 7/16/05*
8. The Finance Committee has the authority to negotiate and implement contracts and royalty fees regarding the re-sale of ASHI's Intellectual Property. *Revised 4/21/01*
9. The Finance Committee is assigned the responsibility for future Legal Counsel contract review. *Revised 7/16/05*

5.2A Policy: ASHI National Dues

1. Renewal Dues and other administrative fees are payable in full or on a monthly payment option on or before the first day of ASHI's fiscal year or such other date as the Board may designate. Dues and other administrative fees for new Associate members shall be payable in full in advance according to a schedule approved by the Board.

Revised 10/16/07

5.2B *Procedure: ASHI National Dues*

1. New Associates joining ASHI during the year will be charged a prorated amount based on the month in which they join. *Established 07/14/07*

2. a. The \$30 rebate program for joining a local chapter will remain in effect. Payment to the chapter will be made when the inspector joins the national Society. Chapters are encouraged to reimburse the member.
b. The \$50 Find an Inspector program will remain in effect. Payment to member will be made when the inspector joins the national Society.

5.3A *Policy: Affiliate Member Dues*

Affiliate membership, booth space, sponsorships, and/or advertising at any ASHI event or in any ASHI publication is limited to those persons or organizations that are not membership organizations or associations for home inspectors. Deviation from this policy may occur only upon approval by the President and the Executive Director after submission of a written request. *Revised 10/24/98*

5.4A *Policy: Fiscal Year*

The ASHI fiscal year-end is changed from October 1, to September 30. The dues collection date is to coincide with the fiscal year.

Revised 7/12/97

5.5A *Policy: Selection of Banking Institutions*

The Board has authority to approve new banking institutions for the Society's checking, savings, investments, loans and other financial accounts, and all routine banking motions and resolutions required by these institutions are considered approved via this resolution.

Revised 1/16/95

5.6A *Policy: Reserves*

1. The Society should attain a level of reserves equal to one million dollars.
Revised 7/11/08

2. The Reserves will be accumulated over a period of years out of the annual surpluses realized by the Society. The allocation to reserves will be conducted annually by the Finance Committee at the completion of the annual audit. A recommendation will be made to the Board at its January meeting. If the Society sustains a loss during any given year, the Finance Committee will consider whether to reduce the reserves by a corresponding amount.

3. Reserves will be defined as that portion of net assets that is truly substantiated and segregated by funds invested. Within the Net Asset section of the financial statements, there will be a new line item identified as Reserve Funds for Future Contingencies. Real Estate shall not be considered as part of the funds invested in the Reserve account.
4. ASHI has established the following financial targets and policies;
 - a. A reserve target of 100 percent of the annual budgeted expenses.
 - b. A maintenance of a minimum 50 percent of the annual budgeted expenses.
 - c. Unrealized gains on the market value of investments will not be considered when designating reserves; only realized funds will be taken into consideration.
 - d. Unrealized losses on investments' market value will be noted and the Finance Committee will consider whether to reduce the allocation to reserves by an equal amount or portion thereof.
 - e. Funds will not be allocated from reserves unless a specific opportunity arises; the expenditure must be well researched and be approved by the Board. Approval may take place during preparation of the next fiscal year's budget or approved as a budget variance during the current fiscal year but in either event requires a separate Board vote.
 - f. Proposals for use of reserve funds will consider whether the investment will (a) provide a valuable member service; (b) moves ASHI into a new area to generate revenue to replenish the reserve funds; or (c) supports an essential infrastructure need of the organization.

Established 10/23/04

5.7A Policy: Investment of Reserves

1. The financial reserves of ASHI shall be invested at the direction of the Treasurer and the Finance Committee and only into US government-insured vehicles.
2. No withdrawal of ASHI reserve funds is allowed from any financial institution holding ASHI deposits without the express written approval of the Treasurer and either the Executive Director or the President.

Revised 4/27/96

3. In July, 2000, an initial investment of \$100,000 was made in a safe, corporate bond fund (B+ or higher rating) with a target annual investment growth percentage in the 8-14% range.

5.7B

Procedure: Control of ASHI funds

ASHI has established the following procedures to maintain control of ASHI funds:

1. Monthly financial statements will be distributed to the Treasurer, and quarterly reports to the Board of Directors and Council of Representatives.
Revised 1/18/95
2. Checks for approved disbursement of funds may be signed by the Executive Director if for an amount less than \$3,000. Otherwise, two signatures will be required on the check, one of which must be that of the President or Treasurer
Revised 1/18/95
3. Variances between budgeted and actual income and expenses will be published in the financial statements and staff will be prepared to explain significant variances to the Board of Directors. *Revised 4/16/05*
4. At the end of each fiscal year, the Treasurer shall recommend a certified public accountant who shall audit the books of the Society and who shall oversee the filing of the annual tax returns. *Revised 7/12/97*
5. An Audit Committee appointed by the Board will be populated by the members of the Finance Committee plus two sitting Board members as appointed by the President by the July Board meeting. *Revised 4/16/05*
6. ASHI shall not enter into any loan agreement without the approval of the Board of Directors. Agreements and Contracts for any loans must be signed by at least two individuals, the Executive Director and the President or Treasurer.
Revised 10/23/04
5. All renewal contract proposals must include an explanation of all changes made in the proposed contract from the current, approved contract.

O6 BYLAWS

6.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the Bylaws Committee. The ASHI Policies and Procedures are to be reviewed annually and updated by the Bylaws Committee at the request of the ASHI Board.

6.1A Policy: Amending ASHI Bylaws

ASHI Bylaws may be amended by petition of 2/3's of the ASHI Council, recommendation and motion from the ASHI Bylaws Committee or at the direction of the Board. ASHI members may make recommendations directly to the Bylaws Committee for consideration.

6.1B Procedure: Amending ASHI Bylaws

1. The Bylaws Committee will take Bylaws petitions, recommendations or directions and create a motion to be submitted to the Board for approval of all Bylaws changes.
2. Once the motion is approved by the Board, the proposed Bylaws change will be sent to the ASHI Certified and Retired members for approval.
3. All Bylaw changes require 10% of all voting Certified ASHI members.

O7 CHAPTER RELATIONS

7.0 *Purpose*

The following ASHI Policies and Procedures are all related to activities of the ASHI Chapter Relations Committee. These Policies and Procedures are to be reviewed and updated annually or as needed by the Chapter Relations Committee.

7.1A *Policy: Requirements for Chapter Formation*

1. The primary requirement for chapter formation is that there are at least ten (10) ASHI Certified Inspectors and/or Associate members petitioning for Chapter formation, with the expectation that the Chapter will continue to grow after Chapter formation. The initial Members must represent a minimum of five (5) separate inspection businesses. *Revision 1/4/12*
2. A group of Members wishing to become a Chapter can initially be a Local Meeting Group (LMG) while growing their group to a 10 Member threshold and meeting the requirements as set forth in this policy to form a free standing Chapter.
3. At any time that a group of Members meets the 10 dues paying Member thresholds and the viability standards as set forth in this policy the group may petition the Chapter Relations Committee to be designated a Chapter and subsequent approval of the ASHI Board of Directors.
4. The formation of any free standing Chapter **should** be outside a 75 mile radius of an existing Chapters' city geographic Borders. **Any exception will need CRC and Board approval.**
5. If travel distance is the primary reason for Chapter creation, ASHI encourages the creation of a Local Meeting Group of an existing Chapter. The 75 mile restriction should not apply to Local Meeting Group (LMG) created for this reason. If the group is within 75 miles it cannot become a Chapter as previously stated.
6. Recognized Local Meeting Groups will be afforded the same free CE from ASHI as a Chapter now received.

7.1B *Procedure: Chapter Formation*

1. Groups of Certified Inspectors wishing to become chapters shall notify ASHI Headquarters and The Chapter Relations Committee and shall maintain contact as needed for advice and information. The application for Chapter formation shall include a list of the Certified Inspectors and Associates, along with the geographical area the Chapter intends to serve and will also include a brief plan on growing the Chapter. The Group Members shall also

acknowledge the existence of the Chapter Viability and Compliance Program as addressed in 7.6A of the ASHI Policy and Procedure Manual. *Revision 1/04/12*

2. After obtaining 10 Members and meeting all compliance requirements the Chapter Relations Committee will review the request to ensure the application meets the above requirements and to also determine if granting Chapter status is in the best interest of the American Society of Home Inspectors. Upon completion of the review, the Chapter Relations Committee shall make one of the following recommendations to the Board of Directors:
 - a. For its recommendation to remain as a Local Meeting Group (LMG)
 - b. For conditional acceptance and recognition as a Chapter for an additional two year period. Subject to review by the Chapter Relations Committee and approval of the ASHI Board of Directors.
3. If the Board of Directors accepts recommendation for conditional acceptance and recognition, the Committee shall maintain jurisdiction over the chapter application. When, after the two year period the Chapter continues to meet all Chapter viability requirements; the Committee will resubmit the Chapter application to the Board of Directors for full recognition as a Chapter. *Revision 1/4/12*

7.1.C Procedure: Division/Section of a Chapter (Local Meeting Group)

1. A Chapter that has groups of Members in outlying areas of their region are encouraged to support the formation and creation of a Local Meeting Group (LMG) to provide Chapter Level of services to its Chapter Membership that cannot routinely participate in Chapter Meetings due to geographic and travel time limitations. The establishment of an LMG may also be the initial steps at creating a free standing Chapter of ASHI.
2. The creation of a Local Meeting Group should include the following:
 - a. Identification of a Local Meeting Group Leader and Assistant Leader.
 - b. Recognition of the Local Meeting Group by the Establishing Chapter, if associated with an existing Chapter. *Revision 1/4/12*

7.2A Policy: Chapter Incorporation

1. All ASHI chapters must be incorporated to reduce potential liability to ASHI, the ASHI Chapter and Society Leaders which may be incurred by the Chapter officers or others acting on behalf of the Chapter.
2. All Chapters must have an FEIN (Federal ID Number).

3. All Chapters must file the necessary group tax exemption documents or obtain their own 501 (c) (6) to obtain and maintain tax exempt status for both Federal and State authorities.
4. All Chapters must file both Federal and State Tax returns as applicable by current statuses.
5. All Chapters must have these documents. They are to acknowledge to ASHI or provide the documents in accordance with this policy.
 - a. Acknowledge having an Incorporation Certificate
 - b. Acknowledge having IRS & State Tax Exempt Status (if not under group exemption). Chapter tax exempt status 501 (c) (6)
 - c. Or Acknowledge a Group Exempt Status
 - d. Provide Individual Financials. General ledger, Income Statement & Balance Sheet
 - e. Provide Chapter Roster
 - f. Provide Chapter Election Results
 - g. Acknowledge having a separate Chapter Checking Account
 - h. Acknowledge having a FEIN Number
 - i. Acknowledge having filed all State & Federal Tax Returns
 - j. Acknowledge if Chapter has (recommended) Liability Insurance/Treasures Bond

7.3A *Policy: Chapter Operations*

1. Chapter Bylaws and Rules

- a. All chapters, new and existing, shall adopt chapter bylaws and/or maintain a chapter policy manual listing operating rules and procedures.
- b. New chapters shall submit draft bylaws to ASHI staff and legal counsel for review, approval and conformity to ASHI Policy and Bylaws prior to their adoption by the chapter.
- c. Existing chapters, if they have not already done so, shall submit their bylaws to ASHI staff and legal counsel for review, approval and conformity to ASHI Policy and Bylaws.
- d. All amendments to chapter bylaws require approval by ASHI staff and legal counsel to ensure conformance with ASHI state and federal requirements. *Revision 1/4/12*
- e. Chapter business meetings shall be governed according to Robert's Rules of Order, except where inconsistent with the chapter's bylaws.
- f. No chapter bylaw, rule, or procedure shall be in actual or implied conflict with ASHI Bylaws or policies.

- g. All requirements contained in ASHI's Bylaws or Board directives pertaining to chapters shall be included in the chapter's bylaws, rules or procedures. *Revised 1/10/07*
- h. All Chapters shall have an Officer and BOD election (preferably in June with results by July 1st each year). It is desirable that all ASHI Chapters be on the same election cycle. The same election schedule allows for timely and consistent reporting representation at the Leadership Training Conference, identification of all leadership positions prior to LTC and the ASHI National Election Schedule and for future activities as may be deemed necessary by the ASHI Board of Directors. Chapters that do not currently meet this election cycle may have current officers serve longer than 12 month terms to adjust to the new cycle. The Chapters will have until calendar year 2012 to make appropriate changes. *Revision 1/04/12*

2. Chapter Finances

- a. Each chapter may levy dues to its members, and may charge an administrative fee to Associates who choose to associate with the chapter.
- b. Each chapter is solely responsible for meeting its own federal, state, and local tax obligations.
- c. Chapters shall establish and maintain accurate accounting records according to AICPA's (American Institute of Certified Public Accountant) generally accepted accounting procedures (GAAP). *Revision 1/4/12*

3. Chapter Handling of Complaints

- a. Chapters shall not implement separate disciplinary procedures for members, as this is the exclusive jurisdiction of ASHI.
- b. Chapters shall not deny membership to any qualified applicant who is in good standing with ASHI, provided all chapter dues and related fees are paid and current. *Revised 10/16/07*
- c. Chapters shall follow Roberts Rules of Order in conducting meetings and dealing with conversely and disruptive Members during a meeting. *Revision 1/4/12*

7.3B Procedure: Chapter Handling of Complaints

All complaints about violations of the ASHI Code of Ethics must be submitted to ASHI according to the *Guidelines for Processing Complaints Against ASHI members* adopted by the ASHI Board of Directors. *Reference: "ASHI Chapter Operations Manual," Chapter Relations Committee*

7.4A *Policy: Chapter Vitality*

1. The Chapter Relations Committee (CRC) shall review the vitality and compliance with the ASHI Bylaws and Policy and Procedure Manual of all chapters annually. *Revision 1/4/12*
2. In cases where Chapter Membership falls below ten Members and/or (which also) fails to increase Membership for a period of two years, the CRC shall work with the Chapter to assist it in becoming more active and providing more value to its Members. If the Chapter should continue to struggle the CRC may make a recommendation as to the future status of the Chapter to the ASHI Board of Directors, including becoming a Local Meeting Group (LMG)
3. Each Chapter shall annually provide to the CRC a minimum set of criteria to measure ASHI Chapter Viability. The Viability Checklist will help identify those Chapters that need assistance to regain lost interest and viability and to ensure that all other Chapters are in substantial compliance with this policy.
4. The CRC will use the following as their specific guidelines, but is not limited to the following areas:
 - a. Chapter Activity and working toward membership Growth
 - b. Have regularly scheduled meetings
 - c. Provide approved (State & ASHI) CE hours to members
 - d. Associate Development & Mentoring
 - e. Marketing on behalf of chapter members
 - f. Chapter has a web site with members listed
 - g. Leadership Development through participating in LTC & encouragement to attend CoR and IW
 - h. Number of Chapter members serving on national committee. BOD and Officers Compliance
 - i. Incorporated
 - ii. IRS & State Tax Exempt Status. (Group Exemption or 501-(c)-(6)
 - iii. Financials – provide Balance Sheet, Income Statements
 - iv. Chapter Roster
 - v. Chapter Elections
 - vi. Checking Account with dual signatures required over \$1,000
 - vii. FEIN Number
 - viii. State & Federal Tax Returns filed
 - ix. (Recommended) Liability Insurance/Treasurers Bond
5. The CRC will report to the ASHI Board of Directors annually the status of all Chapters.
6. Those Chapters that are not in substantial compliance with this policy will be notified by the CRC to correct any deficiencies. If the Chapter

remains in non-compliance after a period of Six Months the following actions shall apply:

- a. The ASHI Chapter Relations Committee, and the Chapter(s) will develop a plan of action over the next year to bring the Chapter into substantial compliance with the Viability Program.
 - b. Make a recommendation that the nonviable Chapter(s) become a Local Meeting Group – (LMG) of an existing Chapter
 - c. If after one year the Chapter remains nonviable then the Chapter Relations Committee shall report the status of the Chapter(s) to the ASHI Board of Directors for Board action.
7. The Chapter Relations Committee will review all complaints against ASHI Chapters and will provide recommendations to the ASHI Board of Directors for appropriate action. In all cases compliance with Articles of the ASHI Bylaws is required.

7.4B *Procedure: ASHI Experience Style Sheet*

The Board of Directors approved the Policy on use of the ASHI Service Marks and Style Sheets as in attached Appendices 3A. *Revised* 1/14/04

7.5A *Policy: Chapter D & O Insurance*

1. ASHI will make available, at its expense, D&O insurance to all recognized chapters and their directors.
2. Coverage will be included under the limits maintained by ASHI, as approved by the Board of Directors.
3. Coverage will be subject to underwriting criteria established by our authorized carrier.
4. Coverage may not differ among chapters. *Revised* 1/11/98
5. Chapters are to provide financial statements as required by the insurance company to issue D & O insurance coverage. *Revision* 1/4/12

7.6A *Policy: Chapter Use of ASHI Display Booths*

ASHI chapters in good standing may rent the ASHI display booths at cost of shipping with a \$500 damage deposit and shipping insurance.

Revised 10/24/98

7.7A Policy: Chapter Recognition

At each Chapter Leadership Day and/or at the Annual Conference, recognition will be given to those Chapters that have shown the most growth of membership by numerical count, and to those Chapters that have shown the greatest percentage of new members. This recognition shall be in the form of an announcement by the ASHI President or the Chapter Relations Chairman.

Revised 10/26/02

7.10A Policy: Chapter Enterprise Award

The ASHI Chapter Enterprise Award for Participation at InspectionWorld has been established by an ASHI Certified Inspector who attributes his personal success as a home inspector and the prosperity of his multi-inspector firm to the ideas and information acquired by regularly attending InspectionWorld for many years. The ASHI Chapter Enterprise Award has been funded by a donation of \$15,000, to be invested by ASHI's staff, and the proceeds used in accordance with these ASHI Chapter Enterprise Award guidelines:

1. The ASHI Chapter Enterprise Award shall be presented annually at InspectionWorld for ten years or however many years funds remain available, commencing with InspectionWorld 2007. The current ASHI President shall present to each winning ASHI chapter a Certificate of Appreciation and an award in the amount of \$750.00. The awards shall be presented at the Annual Destination Luncheon, Business Meeting and Awards Ceremony of InspectionWorld each year.
2. There shall be awards given in two categories: (i) chapters with 30 members or less, and (ii) chapters with membership of 31 and more. The ASHI chapter in each category with the highest percentage of registration of its members (chapter members shall include ASHI Certified Inspectors full Members and ASHI Associates to attend InspectionWorld, as determined by the ASHI staff, shall each be awarded the ASHI Chapter Enterprise Award. The award shall be presented to the ASHI chapter president, if in attendance, the Council Representative or other representative of the winning chapter
3. The basis for the awards will be the total confirmed reservations for InspectionWorld for each chapter as of close of business the December 31st preceding the date of InspectionWorld. Immediately thereafter, the ASHI staff shall compare the number of registrations for each chapter retrieved from registration forms with the total number of members of that chapter retrieved from the ASHI database to determine the percentage of registration. In case of

a tie, ASHI staff shall extend the calculation to the extent necessary to break a tie. If two chapters have identical percents (e.g., 25 of 100 and 50 of 200), two awards will be given that year.

4. No chapter shall receive the \$750.00 award more than once every three years. If an ASHI chapter that was awarded the ASHI Chapter Enterprise Award during the previous two-year period qualifies to receive the award for the current year, that chapter shall be recognized and given a Certificate of Appreciation. The ASHI chapter in that membership category with the second highest percentage of participation of its members at InspectionWorld shall also receive a Certificate of Appreciation and the \$750.00 award.
5. The ASHI staff and the ASHI InspectionWorld Committee may use this award in pre-convention publicity, the *ASHI Reporter* and other materials to encourage participation by Members and Candidates, and to prompt the Council and the chapters to encourage their members to attend InspectionWorld.

Revised

5/23/06

7.11A Policy: Leadership Training Conference (LTC)

The purpose of the Leadership Training Conference is to provide an opportunity for our existing and incoming Chapter Leadership to receive formal leadership training and Chapter operations training on an annual basis.

1. To ensure a consistent quality event, the Chapter Relations Committee (CRC) is charged with the responsibility for the planning and conduct of LTC.
2. CRC will consult with and utilize every resource within ASHI to carry out LTC, in particular Staff, the Officers, the Council, the Membership Committee and the Education Committee.
3. The Council may plan and execute an afterhours gathering during LTC as long as it does not interfere with regularly scheduled LTC activities during the day.
4. Other official ASHI committees may plan and execute after hours meetings during LTC (with the President's approval per policy) as long as they don't interfere with regularly scheduled LTC activities during the day and CRC's and staff's efforts regarding LTC.

Revised

1/10/07

08 Public Relations

8.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the ASHI Public Relations Committee. These Policies and Procedures are to be reviewed and updated annually or as needed by the Public Relations Committee.

8.1A Policy: Public Relations Materials

1. PR Consultants will draft all press releases.
2. Press releases will be reviewed and approved by the current president, the executive director, the chair of the PR Committee, as well as by ASHI's legal counsel prior to their release.
3. The ASHI representative quoted in press releases will be either the current President or Executive Director.
4. Promotional and marketing brochures are written and designed by staff.

8.2A Policy: Distribution of PR Materials

ASHI approves the use of these materials as follows:

1. ASHI Certified Inspectors may:
 - a. obtain press kits from Headquarters (provided by the PR Office) and distribute them locally
 - b. obtain ASHI press releases as a Word doc. from Headquarters or the ASHI Web site and customize them for local use.
 - c. Purchase and distribute ASHI's marketing" brochures and "consumer information pamphlets.
 - d. use the ASHI logo as approved in ASHI's official policy
2. ASHI Associates may:
 - a. Obtain and distribute ASHI's consumer information pamphlets without the ASHI logo.
 - b. use the ASHI logo in a manner consistent with the ASHI Logo Use Policy
 - c. NOT obtain or distribute brochures with the ASHI logo.

8.3A Policy: Position Statements

1. The PR Consultants are responsible for developing and updating talking points and official statements representing ASHI's position on a number of issues.
2. The talking points and official statements are subject to review and approval of the current president, executive director, PR committee chair, staff and legal counsel.

3. These statements will be for use by those individuals authorized to speak to the media on ASHI's behalf, namely the designated ASHI spokesperson, president, executive director, and PR consultant.
4. These statements may also be distributed to ASHI Members upon request to assist them in handling their own media interviews. They will be cautioned, however, that they are not authorized to speak for ASHI.

8.3B *Procedure: Media Communications*

1. All inquiries from the media (reporters, producers, writers, researchers, etc.) should be forwarded directly to the office of the PR Consultant, whose job it is to provide all necessary information and to act as spokesperson as needed.
2. When questions of a technical nature arise, callers may be referred by the PR Consultant to ASHI's official Spokesperson, PR Committee chair, President, or Executive Director, depending upon availability and appropriateness at the time.
3. Members of the ASHI National Public Relations Committee are designated as Regional Spokespersons for ASHI, to respond to positive media inquiries directed to them by the PR consultant or STAFF.
4. Other ASHI Certified Inspectors (not members of the PR committee) may be selected by the PR Committee chair to serve as regional spokespersons.
5. Comments on official ASHI policy not covered by the Position Statements will be restricted to the Society President and Executive Director, who will continue to serve as the primary national spokespersons.
6. Calls will be screened by ASHI's public relations consultant and directed to the Society President, Executive Director or regional spokesperson as appropriate.

Revised 10/24/98

09 Legislation

9.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the ASHI Legislative Committee. These Policies and Procedures are to be reviewed and updated annually or as needed by the Legislative Committee.

9.1A Policy: Home Inspector Regulation

ASHI recognizes that state and federal legislation of the home inspection profession has powerful consequences to protecting the public's right and need for inspections on residential and commercial property. ASHI will develop and maintain procedures to help the Membership evaluate legislation in state and federal jurisdiction. This information will be annually updated and included in the ASHI Position Statement on Regulation of Home Inspectors. This document is attached as Appendices 9A.

9.1B.1 Procedure: Adoption of by State Jurisdictions

Any jurisdiction may adopt in full the ASHI Standards of Practice and/or Code of Ethics, provided acknowledgment and full credit to ASHI is included in the document.

9.1B.2 Procedure: Rapid Response Team

There shall be a rapid response team with authority to respond to national and state legislative issues, including Inspect PAC matters, composed of the current President, current Legislative Committee Co-Chairs, the Executive Director and the Assistant Executive Director. The rapid response team may utilize a resource pool including the Legislative Committee, knowledgeable individuals from among the membership, and external resources.

Revised 4/12/03

9.1B.3 Procedure: Endorsement of Membership

ASHI will provide written endorsement to a state or jurisdiction of a Society member who seeks a seat on a Home Inspector regulatory body, if the following terms are met:

1. The individual recommended for an ASHI endorsement and the supporting documents must be from members in good standing.

2. In states with only one recognized ASHI Chapter, a member must acquire five (5) signatures from ASHI members. One of the five signatures must be the current Chapter President in office at the time of the petition request. If the request for endorsement is for the current Chapter President, the signature of the Chapter Vice President or next succeeding officer is required.
3. In states with more than one Chapter, each Chapter of ASHI may submit as many names that adhere to this policy as needed.
4. In states without an ASHI Chapter, a member must acquire five (5) signatures from ASHI members from within the affected state or jurisdiction. A Chapter President signature is not required.
5. The Chapter or the general membership within an affected jurisdiction is responsible for coordinating petition requests to assure qualified individuals are recommended for an ASHI endorsement.
6. The ASHI President shall submit names to the BOD for approval of individuals seeking endorsement for Federal level advisory committees, task forces, etc.
7. ASHI Officers or other Board of Directors shall not use their respective positions to individually endorse an ASHI member. All ASHI endorsement petitions shall follow the outlined procedures contained herein.

9.1B.4 Procedure: Establishment of ASHI PAC

There shall be a PAC (Political Action Committee) called ASHI INSPECTPAC in order to combine the forces of our membership and help support political candidates who are sympathetic or appreciate the views and goals of the Society. Staff will utilize outside management to oversee the financial aspects of the PAC. *Revised 10/26/02*

10 Standards of Practice

10.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the ASHI Standards of Practice policies. These Policies and Procedures are to be reviewed and updated annually or as needed by the Standards Committee.

10.1A Policy: For Changing Existing Standards of Professional Practice

1. The Standards Committee shall prepare a ballot for a vote by the Voting Members as specified in the ASHI By-Laws. This ballot shall contain the proposed changes to existing Standards of Professional Practice (SOP). Existing SOP include The standards of Professional Practice and Code of Ethics of The American Society of Home Inspectors® (HISOP) and any Standards of Professional Practice for Auxiliary Services (SOPA). Revised 10/22/10.
2. Staff shall publish a notice that any interested party may propose changes to existing SOP. Publication shall occur in The ASHI Reporter and on all ASHI website home pages at least annually and shall include submission requirements established by the Standards Committee. Revised 10/22/10
3. Staff shall make proposed changes to existing SOP available for comment by all interested parties. Revised 10/22/10
4. Any three Voting Members may appeal to the Board of Directors any vote of the Standards Committee regarding changes to existing SOP. Revised 10/22/10
5. The Board of Directors must approve by a 2/3 vote any changes to the existing standards from the Standards Committee. Revised 10/22/10
6. The standards Committee may correct errata, if any, in existing SOP without fulfilling these policies/procedures and without a vote by the Voting Members provided such error corrections do not alter substantive meaning as verified by ASHI counsel and as approved by ASHI Board of Directors. Revised 10/22/10

10.1B Procedure: For Changing the Standards of Professional Practice

1. Staff shall publish a notice that any interested party may propose changes to existing ASHI Standards of Professional Practice (SOP), including The Standards of Professional Practice and Code of Ethics of The American Society of Home Inspectors® (HISOP) and Standards of Professional Practice for Auxiliary Services (SOPA). Publication shall occur at least annually in The ASHI Reporter and on all ASHI web site home pages. .

Revised 10/22/10
2. The Standards Committee may receive proposed changes to existing SOP from any ASHI Certified Inspector and any other interested party and may propose changes to existing SOP at any time.

Revised 10/22/10
3. The Standards Committee Chair may delay consideration of proposed changes to existing SOP until he/she determines that there are sufficient changes to warrant the effort and expense of changing existing SOP.

Revised 10/22/10
4. When the Standards Committee considers adoption of a change in an existing standard, a written record shall be kept including: date, method of meeting, who was present, and the voting members. *Revised* 10/22/10
5. Any member of the Standards Committee who has an actual conflict or the appearance of a conflict of interest shall not vote on or participate in the development of a change in an existing standard.

Revised 10/22/10
6. Proposed changes to the SOP shall include the existing section affected, the proposed change, and a rationale supporting the proposed change.

Revised 10/22/10
7. The Standards Committee shall vote to accept, modify, or reject proposed changes to existing SOP. *Revised* 10/22/10
8. Staff shall publish proposed changes to existing SOP in at least two consecutive issues of The ASHI Reporter and shall include a link to the proposed changes on all ASHI web site home page(s) for at least three consecutive months. *Revised* 10/22/10
9. Publication shall include an invitation for public comment for any interested party. The invitation shall include the form, manner, and deadline for receiving public comments. The Standards Committee shall determine the form and manner for receiving public comments. The public comment period shall not be less than three months. *Revised* 10/22/10

10. The Standards Committee may, in addition to receiving public comments by other means, hold a public hearing at the ASHI annual conference to gather comments concerning proposed changes to existing SOP.

Revised 10/22/10

11. The Standards Committee may determine how to address public comments including voting to modify or withdraw proposed changes to existing SOP.

Revised 10/22/10

12. The Standards Committee shall present to the Board of Directors each proposed change to existing SOP that has completed the previous steps. The Board of Directors may vote, by 2/3 vote, send each proposed change to existing SOP to the Voting Members as specified in ASHI Bylaws.

Revised 10/22/10

10.2A Policy: Release of RFI Information

Staff shall make questions and completed answers to requests for interpretation of existing ASHI Standards of Professional Practice (SOP), including The Standards of Professional Practice and Code of Ethics of The American Society of Home Inspectors® (HISOP) and Standards of Professional Practice for Auxiliary services (SOPA), available to ASHI Members by appropriate means. Completed answers are those which have been evaluated and answered by the appropriate ASHI Committee(s) that provide this service and have been reviewed by legal counsel. Staff shall make questions and answers that serve the public interest available to the public by appropriate means.

Revised 10/22/10

10.2B Procedure: Responding to Membership Requests for Interpretations of the Standards of Professional Practice

1. Staff shall provide requesting Members with a Standards Committee-developed form that Members shall use is to be used to request an official interpretation or clarification of the ASHI Standards of Professional Practice (SOP), including The Standards of Professional Practice and Code of Ethics of The American Society of home Inspectors® (HISOP) and Standards of Professional Practice for Auxiliary Services (SOPA).
2. Staff shall forward properly completed request forms to the Standards Committee Chair.
3. The Standards Committee, may at its sole discretion, interpret the SOP and respond in a manner determined by the Standards Committee.

4. Any member of the Standards Committee who has an actual conflict or the appearance of a conflict of interest shall not vote on or participate in the interpretation of an existing standard.
5. When the Standards Committee considers an RFI, a written record shall be kept including: date, method of meeting, who was present, and the voting members.
6. The Standards Committee Chair shall submit the proposed interpretation to ASHI counsel for review. Counsel shall return the proposed interpretation to the Standards Committee Chair indicating approval of the interpretation or with advice for revisions. In the event that the Standards Committee does not agree with counsel's advice, the Board of Directors shall decide the matter.
7. The Standards Committee shall vote to approve or reject the final draft of the interpretation before staff forwards the interpretation to the requesting Member. Standards Committee members shall not send interpretations directly to Members.
8. Standards Committee and staff shall maintain files of interpretations.

Revised 10/22/10

10.3A Policy: For Adopting Standards of Professional Practice for Auxiliary Services

1. Standards of Professional Practice for Auxiliary Services (SOPA) shall address services that support or extend home inspection services not addressed by The Standards of Professional Practice and Code of Ethics of The American Society of Home Inspectors®. Such services may include, but are not limited to, new construction, energy audit, swimming pool, and infrared camera services.
2. When the Standards Committee considers adoption of a new standard or change in an existing standard, a written record shall be kept including: Date, method of meeting, who was present, and the voting members.
3. Staff shall publish a notice that any interested party may propose an SOPA. Publication shall occur in The ASHI Reporter and on all ASHI web site home pages at least annually and shall include submission requirements established by the Standards Committee.
4. Staff shall make a proposed SOPA available for comment by all interested parties.
5. The Board of Directors must approve by a 2/3 vote any proposed changes for new standards from the Standards Committee.
6. Staff shall submit a proposed SOPA for a vote by the Voting Members on a ballot prepared by the Standards Committee.

Revised 10/22/10

10.3B Procedure: For Adopting New Standards of Professional Practice for Auxiliary Services

1. Staff shall publish a notice that any interested party may propose a Standards of Professional Practice for Auxiliary Services (SOPA). Publication shall occur in The ASHI Reporter and on all ASHI web site home pages at least annually and shall include submission requirements established by the Standards Committee.
2. The Standards Committee may receive a proposed SOPA from any ASHI Certified Inspector and any other interested party and may propose a SOPA at any time.
3. The Standards Committee shall vote to accept, modify, or reject a proposed SOPA.
4. When the Standards Committee considers adoption of a new standard or change to an existing standard, a written record shall be kept including: date, method of meeting, who was present; and the voting members.
5. Any member of the Standards Committee who has an actual conflict or the appearance of a conflict of interest shall vote on or participate in the development of a new standard.
6. The ASHI President shall review the proposed SOPA with ASHI counsel and the Board of Directors in a manner deemed appropriate by the President. A simple majority vote by the Board of Directors is required to approve continuation of Standards Committee work on the proposed SOPA.
7. Staff shall publish the proposed SOPA in at least two consecutive issues of The ASHI Reporter and shall include a link to the proposed SOPA on all ASHI web site home pages for at least three consecutive months.
8. Staff shall publish the proposed SOPA to interested parties including, but not limited to, allied professional organizations, related industry organizations, and government agencies.
9. Publication shall include an invitation for public comment from any interested party. The invitation shall include the form, manner, and deadline for receiving public comments. The Standards Committee may determine the form and manner for receiving public comments. The public comment period shall not be less than three months.
10. The Standards Committee may, in addition to receiving public comments by other means, hold a public hearing at the ASHI annual conference to gather comments concerning proposed SOPA.
11. The Standards Committee may determine how to address public comments including voting to modify or withdraw the proposed SOPA.

12. The Standards Committee Chair shall submit the proposed SOPA to ASHI counsel for review. Counsel shall return the proposed SOPA to the Standards Committee indicating approval of the SOPA or with advice for revisions. In the event that the Standards Committee does not agree with counsel's advice, the Board of Directors shall decide the matter.

13. The Standards Committee shall present the proposed SOPA to the Board of Directors. The proposed SOPA shall proceed to a vote by the Voting Members by a 2/3 vote of the Board of Directors.

14. ASHI may not publish a Voting Member approved SOPA without the appropriate insurance in place. *Revised 10/22/10*

11 Ethics

11.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the Ethics Committee. These Policies and Procedures are to be reviewed and updated annually or as needed by the Ethics Committee

11.1A Policy: Establishment of ASHI Code of Ethics Committee

There shall be an ASHI Code of Ethics Committee to handle all of the matters associated with the Code of Ethics other than complaints, which are the jurisdiction of other committees

11.2A Policy: Changing the ASHI Code of Ethics

1. Proposed revisions of the Code of Ethics may be submitted to the Membership for voting on a ballot prepared by the Code of Ethics Committee. *Revised 4/12/03*
2. Proposed revisions to the Code of Ethics shall be made available for comment from ASHI members and the public.
3. The Code of Ethics committee shall hear comments regarding proposed revisions to the Code of Ethics from any interested parties at one or more hearings. *Revised 4/12/03*
4. Any vote of the Code of Ethics Committee regarding revisions to the Code of Ethics may be appealed to the Board of Directors by any group of three voting members. *Revised 4/12/03*
5. The Board of Directors may override any vote of the Code of Ethics Committee regarding revisions to the Code of Ethics by a 3/4 majority. *Revised 4/12/03*
6. The Code of Ethics Committee may correct errata, if any, in Code of Ethics without fulfilling these policies/procedures and without vote to the Membership provided such errata corrections do not alter substantive meaning as verified by ASHI counsel and approved by ASHI Board of Directors. *Revised 4/12/03*

11.2B Procedure for Changing the ASHI Code of Ethics

Notice that Members may propose changes to the Code of Ethics shall be published in the ASHI Reporter and shall include submission requirements established by the Code of Ethics Committee.

Revised 4/12/03

11.3A Policy: ASHI Membership may request Interpretations of the Code of Ethics

ASHI members may request formal interpretations of the Code of Ethics from the Ethics Committee

11.3B Procedure: Responding to Membership Requests for Interpretations of the Code of Ethics

1. Staff shall provide requesting members with a Committee-developed form that is to be used to request an official interpretation or clarification of the ASHI Code of Ethics.
2. Staff shall forward properly completed request forms to each Code of Ethics Committee Member. *Revised 4/12/03*
3. The Code of Ethics Committee may, at its sole discretion, interpret the Code of Ethics with regard to the inquiry and shall respond on a Committee-developed form. See Appendix 13A *Revised 4/12/03*
4. The response shall be forwarded to ASHI counsel for review. Counsel may return the response to the Committee for further review along with advice for revisions. In the event that the Committee does not agree on counsel's advice, the Board of Directors shall decide the matter.
5. The final draft of the response shall be provided to each Code of Ethics Committee Member for review and approval before staff forwards the interpretation to the requesting Member. Committee opinions shall not be sent out directly by any Committee Member. *Revised 4/12/03*
6. The Ethics Committee shall maintain a current, ongoing cross reference of the archived RFI's (as previously published in the August 2010 ASHI Reporter). *Revised 4/21/2012*

11.5A Policy: Release of RFI Information

Questions and completed answers to requests for interpretation of the ASHI Standards of Practice and ASHI Code of Ethics should be made available to the ASHI Membership by appropriate means. Completed answers are those which have been evaluated and answered by the ASHI Committee(s) who provide this service and which have been reviewed and approved by legal counsel. Those questions and answers, which serve the public interest, should also be made available to the public by appropriate means.

12 Complaints

12.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the Ethics Committee, Committee for Logo Use Practice (CLU) and the Committee for Ethical and Professional Practices (CEPP). ASHI will consider complaints against Home Inspectors based on the nature of the complaint. ASHI has a history of advocacy to help consumers and Home Inspectors. This section of the ASHI policy and procedures manual creates a process that is fair to all parties involved and helps address complaints against home inspectors across the nation. These Policies and Procedures are to be reviewed and updated annually or as needed by all three Committees. *Section Revised 10/18/08*

12.1A Policy: ASHI Complaint Policy

There shall be a process and set of procedures to evaluate complaints against Certified Inspectors and Associates (hereafter collectively called “members” unless otherwise indicated) regarding violation of any ASHI By-Law, Policy, Procedure and Code of Ethics.

1. The following matters are subject to ASHI procedural enforcement
 - a. Repairs by an ASHI member within one year of an inspection.
 - b. Inspector conflicts of interest.
 - c. Violation of ASHI intellectual property rights including allegations against ASHI members for infringement or misuse of the ASHI name, acronym or logo,
 - d. Violation of ASHI bylaws and policy
 - e. When and if a governmental agency or authority makes a finding that a violation has occurred, Section 12.3A shall apply and discipline may be imposed by the CEPP based on the governmental finding without additional process.
2. The following complaints are beyond the scope of ASHI procedural enforcement. Those submitting such complaints will be so informed and information provided as to what governmental office or authority the Complainant may contact with their complaints.
 - a. Preferred Provider Programs or similar arrangements;
 - b. Violations related to ASHI’s Code of Ethics (except as noted in Section 12.1A.1);
 - c. Consumer complaints related to the quality or the lack of quality of a home inspection.

3. ASHI's Complaint Procedure will include;
 - a. The CLU and CEPP Complaint committees.
 - b. The administrative procedures for processing and investigating complaints against ASHI members.
 - c. Committee members', staffs', Board of Directors' and ASHI's counsel's roles in the administration, processing, investigation, findings and appeals of complaints.
 - d. The imposition of discipline.
 - e. The audit processes.
 - f. Procedures for closing complaints.

12.2A Policy: Formation of the Complaint Committees

Committees and Staff support shall be established to address complaints against ASHI members.

1. The Complaint Committees' Staff Liaison.
 - a. ASHI shall appoint a staff Liaison to review submitted complaints and shall assist the CLU and CEPP Complaints Committees in the administration of the policies set forth in this section.
 - b. The Staff Liaison shall keep all committee testimony and evidence confidential from all parties except, when applicable, the accused and the CLU and CEPP Complaints committees.
2. The Committee for Logo Use (CLU)

There shall be a CLU Committee which shall be formed in accordance with ASHI bylaws and policies. It shall be composed of a Chairperson and four members who are not current officers or directors of the Society. The Chairperson will be appointed by the ASHI President for a 1 year term.
3. The Committee for Ethical and Professional Practice (CEPP).
 - a. There shall be a CEPP Committee which shall be formed in accordance with ASHI by-laws and policies. It shall be composed of a Chairperson and four members who are not current officers or directors of the Society.
 - b. The Chairperson will be appointed by the ASHI President for a 1 year term and subject to approval of the Board
 - c. The Vice President of the Society shall serve as the Board liaison to the CEPP Complaint committee.

12.3A Policy: CLU and CEPP Committee Jurisdiction

- a. The CLU shall process allegations of the misuse of the ASHI name, acronym, and/or Logo by ASHI members.
- b. The CEPP shall process alleged violations of ASHI Bylaws, Code of Ethics, policies and rules by ASHI members.

- c. Discipline of an ASHI member for failure to pay dues or meet continuing education requirements is not within the scope of this section. This is usually addressed by the Staff Liaison unless a dispute arises.
- d. No chapter or individual ASHI member outside of the Complaints Committees may act on an allegation or complaint that is within the scope of this section.
- e. Matters which come to the attention of the Complaints Committee Chairperson without a third party formal complaint, or without complaint support materials and which are within the scope of this section may or may not be pursued at the discretion the appropriate Complaints Committee Chairperson in accordance with Section 12.3B.
- f. Discipline by a state regulatory home inspection body shall be prima facie violation of ASHI membership criteria and those disciplined by a State are subject to the appropriate Complaints Committee for review and possible discipline.
- g. A member shall be subject to discipline by the appropriate Complaints Committee if such person has been convicted by a court of competent jurisdiction of committing a felony or pleads guilty while holding membership in ASHI
- h. Those members subject to discipline under Bylaw 2.6.3 may be excused by the Complaints Committees for such infractions committed as a result of circumstances within the control of their employer.

12.3B.1 Procedure: Complaint Guidelines

- a. The individuals involved in each complaint shall be treated with absolute impartiality.
- b. A complainant will not be guaranteed anonymity from the accused.
- c. The processing, judging, administration and investigation of allegations and complaints and any subsequent decision or disciplinary action shall remain strictly confidential to the extent feasible. The Society does not release names of persons against whom complaints are made, nor any decisions based on the findings, except as administratively necessary.
- d. Disciplinary results may be published in the *ASHI Reporter* without identifying the names of those disciplined.
- e. Communication with complainant:
 - 1. Receipt of the complaint shall be acknowledged by the committees.
 - 2. In order to maintain confidentiality, neither the results of investigations nor any subsequent decision or disciplinary action based on the investigation will be reported to the complainant.

3. It may be disclosed whether or not a person is currently a member of ASHI.
 4. Additional communications with the complainant are noted in this section (For example, requests for additional information and an explanation of the complaints process).
- f. Because a matter may eventually be brought before the BOD, neither the Staff Liaison, nor any Complaints Committee member shall consult with any member of the BOD about a specific allegation except as may be required as a routine part of an investigation. However, if advised to do so by ASHI counsel, a Complaints Committee Chairperson shall notify the BOD of a particular matter and seek and/or refer over for BOD involvement as advised by ASHI counsel.
 - g. No action taken by the Complaint Committees or Board of Directors in connection with any aspect of an investigation of, or subsequent discipline of an accused member, shall be for the purpose of restraint of trade, or for any illegal purpose.

12.3B.2 Procedure: Administrative Procedures

- a. All correspondence relating to specific complaints sent by or on behalf of the Complaints Committees and which are not a request for additional information, shall be reviewed by ASHI legal counsel before its distribution.
- b. A "letter" may be sent by US First Class mail, by paid courier, hand delivered, sent by facsimile (fax) or may be an e-mail correspondence unless otherwise noted in this section.
- c. A CEPP complaint will be considered complete and submitted when
 1. The complaint is made by letter.
 2. The complainant identifies himself or herself.
 3. It is clear that the complaint is within the scope of this section.
 4. The accused is named.
 5. The accused is an ASHI member.
- f. A CLU complaint will be considered complete and submitted when
 1. It is determined that the complaint is within the scope of this section.
 2. The accused is named.
- g. Complete complaints made by an ASHI member or a non-member shall be processed by the Staff Liaison and by the appropriate Complaints Committee Chairperson.
- h. When the Staff Liaison receives a complaint, he or she will first determine if the ASHI Complaint Committees normally processes the type of complaint submitted. . The Staff Liaison may, at his or her discretion, forward a

complaint to the appropriate Complaints Committee at any time for follow-up or review, even if the complaint is incomplete

1. If the complaint is not about a member or because of the nature of the complaint, the party submitting the complaint will be directed to the ASHI Consumer Advocacy process to help them find the appropriate process to get the matter resolved. The ASHI Consumer Advocacy process will provide the complainant information as to where complaints can be pursued through their local state's jurisdiction. The Staff Liaison must document these complaints for auditing purposes
2. If ASHI does have jurisdiction over the complainant and nature of the complaint, then the Staff Liaison will:
 - a. Assign a unique number to the complaint.
 - b. Review the complaint for completeness according to the provisions in this section.
 - c. Acknowledge the receipt of the complaint and document the acknowledgement for auditing and appeals purposes as described in this section. If the acknowledgement is made by telephone or electronic mail the documentation of the acknowledgment can be a log entry into the files.
 - d. Inform the complainant that he or she will not have anonymity from the accused. If a request for anonymity is made, the will offer the complainant the opportunity to either withdraw the complaint or to proceed without the guarantee of anonymity.
 - e. Inform the complainant that for reasons of ASHI policy regarding confidentiality, the results of the investigation will not be made known to him or her.
 - f. Inform the complainant, in writing, that ASHI has no authority to seek restitution or financial adjustment on his or her behalf, when applicable.
 - g. Forward the complaint to the appropriate Complaints Committee Chairperson for further processing.
3. Incomplete complaints: If the Staff Liaison receives a complaint that is incomplete according to the provisions in this section, the Staff Liaison should:
 - a. Contact the complainant to request that the needed documentations or information be submitted within 30 days.
 - b. Inform the complainant that no further action will take place until the requested information is received.
 - c. Close the file on this complaint if the documentation is not received after 60 days and document the closed complaint for random auditing purposes as described in this section.

4. A Complaint Committees Chairperson may decide not to process a complaint or may decide to close a complaint without bringing it to committee if, after a review of the complaint and/or after informal communications with the complainant and/or the accused, the Chairperson determines
 - a. The complainant does not make clear whether the complaint falls within the scope of this section.
 - b. The complaint is incomplete according to the provisions in this section.
 - c. The matter is not serious.
 - d. The matter can and should be easily and/or informally resolved.
5. Whenever a Complaint Committees Chairperson decides not to process a complaint or decides to dismiss a complaint or decides to close an investigation without consulting the Complaints Committee members because a provision in this section allows him or her to do so, the Chair must forward the complaint to the Staff Liaison who must document the complaint for auditing purposes as described in this section.
6. The Staff Liaison or the Complaints Committees' Chairs may consult ASHI's legal counsel with questions about an incoming complaint or for any other reason.
7. Conflicts of interest:
 - a. Any Complaints Committee member, ASHI member or ASHI employee who has a conflict of interest processing, judging or administering an allegation within the scope of this section must reveal that information to the appropriate Complaints Committee Chairperson and must disqualify himself or herself from working on that particular complaint.
 - b. If it is a Complaints Committee Chairperson who must disqualify himself or herself, the next senior member of the committee shall serve as the Chairperson for that particular allegation.
 - c. A Complaints Committee Chairperson may appeal to the President if he or she has cause to believe that a complainant is falsely or maliciously filing complaints against member(s) of the Complaints Committees in an attempt to subvert the normal committee process. The President may allow the committee and its members to continue to discharge its duties. Such a presidential decision may become part of the evidence used in the appeals processes outlined in this section. ASHI counsel shall be consulted before such a presidential appeal is made.

12.3B.3 Procedure: Investigations

- a. Investigations will be performed on matters which a Complaints Committee's Chairperson decides to pursue under the provision of 12.3B.2 in this section.
- b. Complaints Committee members shall not review any aspect of a member's business other than the particular incident or subject to which the complaint has been addressed.
- c. The Complaints Committee Chairperson may request and must subsequently receive copies of any evidence, documents or correspondence in the possession of the Staff Liaison at any point in the investigation.
- d. Investigations will begin with an initial letter to the accused from the Staff Liaison which has been reviewed or pre-approved by ASHI counsel and which is sent on the day it is dated.
- e. Initial letter to the accused – delivery method: The initial letter to the accused must be sent by US first class mail or delivered by courier in an envelope marked "confidential." This will be done in an attempt to keep the investigation confidential. Alternatively, the Chairperson may contact the accused by telephone, inform the accused of the complaint, summarize the contents of the initial letter, and ask for permission to send the initial letter by fax or e-mail. If the permission is granted, the initial letter to the accused may be sent by the alternative method. This telephone call must be logged into the complaints file for audit and appeals purposes.
- f. The initial letter to the accused must include:
 1. The entire complaint and a copy of the submitted documentation (if any).
 2. Notification that the allegation will be or has been forwarded to the appropriate Complaints Committee Chairperson.
 3. A reference to this section of the Policies and Procedures and instructions on how to obtain a copy of this section.
 4. A request to respond to the allegations addressed to the appropriate Complaints Committee Chairperson in writing within 20 days of the date of the letter.
 5. The mailing address of the appropriate Complaints Committee Chairperson and, depending on the preference of the Complaints Committee Chairperson, his or her fax number or e-mail address.
 6. A summary of the complaints process, possible disciplinary action and the appeals process.
- f. Non-response to the initial letter: If the accused does not respond in writing to the initial letter within 20 days of the date of the initial letter then the Complaints Committee Chairperson will send the accused a second letter and a

copy of the initial letter by a traceable delivery method. For example, a "return receipt requested" letter or other "signature requested" delivery. The second letter should be dated on the day it is sent and should be sent within 40 days of the date of the initial letter.

- g. A Complaints Committee Chairperson may close an investigation without submitting the investigation to the Complaints Committee members when a response to the initial letter convinces the Complaints Committee Chairperson of one of the following
 - 1. That the complaint is not within the scope of this section.
 - 2. That the allegations are false or lack evidence or credibility.
 - 3. That the matter is not serious.
 - 4. That the matter can and should be easily and/or informally resolved.
- h. If an investigation is closed by a Complaints Committee Chairperson without consulting the Complaints Committee members the Staff Liaison must document the complaint for random auditing purposes as described in this section.
- i. A non-response (more than 20 days after the date of the first letter) or a response from the accused which does not convince the Complaints Committee Chairperson to close the investigation will trigger the continuance of the investigation. This will include:
 - 1. Consultation with ASHI legal counsel about the matter.
 - 2. Gathering more evidence at the discretion of the Complaints Committee Chairperson and in consultation with ASHI counsel.
 - 3. The forwarding of the allegation and the evidence to the appropriate Complaints Committee members for review.
- j. It is anticipated that most investigations can be primarily conducted through telephone calls, correspondence and electronic means.
- k. Unusual or extraordinary investigative techniques including limited travel, recording in person interviews or telephone calls may be used only after a consultation with ASHI legal counsel determines that a particular investigative technique is both necessary and legal.

12.3B.4 Procedure: Disposing of an accusation or complaint

- a. The appropriate Complaints committee will dispose of each complaint within sixty (60) days of receipt by the CLU and CEPP Complaints Committee Chair of all of the information he or she deems necessary. At the discretion of the Complaints Committee Chair, and under extenuating circumstances, the period of time between receipt of all of the necessary information and the disposition of the matter may be up to ninety (90) days.

- b. Both Complaints Committees may dispose of an investigation in one of the following ways;
 - 1. Dismiss the complaint because the complaint does not fall within the scope of this section.
 - 2. Dismiss the complaint because of a lack of sufficient evidence.
 - 3. Dismiss the complaint because the evidence does not support a charge of a violation within the scope of this section.
 - 4. Recommend disciplinary action.
 - 5. Dismiss the complaint because it is not serious.
 - 6. Dismiss the complaint because it has been dealt with informally.
- c. Recommended discipline must be commensurate with the nature of the complaint and consider such factors as the severity of the violation, prior violations (if known), explanation offered by the member, extenuating circumstances, and the duration of the violation.
- d. The CLU Committee may recommend the following disciplinary action for an ASHI logo use and name violation:
 - 1. Private letter of censure
 - 2. Suspension from membership for up to one year.
 - 3. Suspension from membership for up to two years if the violation involves an advertisement in a telephone book or similar directory.
 - 4. Expulsion from ASHI.
- e. The CEPP Committee may recommend the following disciplinary actions for all other non-logo use violations:
 - 1. The opportunity to provide a new suitable educational project or program to a chapter or to the Society acceptable to the committee.
 - 2. Private letter of censure.
 - 3. Suspension from membership for up to two years.
 - 4. Expulsion from ASHI.
- f. If the complaint is dismissed:
 - 1. The Complaints Committee Chair shall inform the accused that the complaint has been dismissed.
 - 2. The Staff Liaison will mark the matter closed.
- g. If discipline is recommended the appropriate Complaints Committee Chair shall send the accused a letter, which:
 - 1. Has been approved by ASHI counsel.
 - 2. Will state the Complaints Committee recommendation.
 - 3. Will inform the accused of his or her right to appeal.
- h. If the accused fails to appeal the recommendations in the manner set forth in this section then the recommendation shall automatically be the complaint's final disposition and the discipline shall be imposed and the Staff Liaison will mark the matter closed upon the imposition of the recommended discipline.

12.4A Policy: Suspended Members

1. The following privileges of membership are disallowed during a suspension period.
 - a. ASHI name or logo use.
 - b. Listing on the referral website lists.
 - c. Reference to oneself as an ASHI Certified Inspector or “ASHI Associate”.
 - d. Loss of use of the ASHI website forum.
2. Suspended members must pay ASHI dues during the suspension period. If dues are not paid, the suspension period will begin or continue on re-entry to ASHI.
3. Suspended members must meet applicable CE requirements during suspension.
4. Suspended members lose all rights and privileges and other benefits of chapter membership, except for attending educational events and meetings.
5. Suspended members are entitled to continue receiving the *ASHI Reporter*, may attend ASHI educational events, and may take the ASHI Standards Exam.
6. At the end of the suspension period, ASHI Associates resume the membership process status they carried at the initial date of suspension.

12.5A Policy: Random Audit Process

There shall be a process to provide a random audit of cases that were reviewed by the Complaints Committee and the Staff Liaison.

12.5B.1 Procedure: Random Audit

- a. *Cases dismissed by the Staff Liaison without consultation with the committee:*
 1. Cases dismissed by the Staff Liaison will be logged by the by its unique number and the words "Closed Staff Liaison ".
 2. A complete calendar year of that log will be made available (a list of the unique number and their closing dates only) to the Appropriate Complaints Committee Chairperson.
 3. Each Complaints Committee Chairperson will randomly audit a minimum of two complete files from that list every calendar year prior to end of calendar year.
 4. The Complaints Committee Chairperson may, if he or she deems it appropriate, submit the audited files to his or her committee for review or additional processing.

b. Cases dismissed by the Complaints Committee Chairs without consultation with the committee

1. Cases dismissed by the Complaints Committee Chairs without consultation with the committee will be logged by the Staff Liaison by its unique number and the words "Closed – Chair."
2. A complete calendar year of that log will be made available (a list of the unique number and their closing dates only) to the appropriate CLU or CEEP Committee members.
3. The members of each Complaints Committee (not including the Chairperson) will (individually or as a group) randomly audit a minimum of ten complete files from that list every calendar year, prior to end of calendar year.
4. Individual Complaints Committee members may, if he or she deems it appropriate, submit the audited files to his or her committee for review or additional processing.

12.5B.2 Procedure: Appeals Process

There is a process to appeal any decision rendered by the Complaints Committee.

a. Filing an Appeal

1. A Certified Inspector or Associate's failure to timely appeal will result in an automatic final disposition of the Complaints Committee recommended decision or action, and its implementation. *Revised 7/15/06*
2. In the event a Certified Inspector or Associate wishes to appeal a recommended decision or recommended action of a Complaints Committee he/she may seek a review with a Special Hearing Committee (SHC) for a determination.
3. Appeals must be made by written request to the appropriate Complaints Committee chairperson.
4. All appeals from the accused must be postmarked within 30 days of the date of the accused receiving the letter informing the accused of the Complaints Committee recommendation. *Revised 7/15/06*

b. Establishment of the Special Hearing Committee (SHC)

1. The SHC will be appointed by the President and approved by the BOD at the same time the President appoints other ASHI committee chairpersons, or at any time thereafter.
2. If the SHC has not been appointed before a member appeals a Complaints Committee recommendation, then the President shall select three members to form a Special Hearing Committee ("SHC") to hold a hearing on the

appealed charges. A fourth member shall also be selected as an Alternate in the event that any member selected is unable to attend the hearing.

3. The SHC shall have members who have been ASHI Certified Inspectors for at least five years and have no conflict of interest in the matter. The ASHI member who has held continuous membership in ASHI for the longest period time shall chair the SHC.
4. Selection of the three SHC members and the Alternate shall be subject to the approval of the BOD. The approval of the BOD may be obtained either at their next regular meeting, at a special meeting, by telephone or mail vote. Alternatively, the Board may have previously approved SHC members to hear such cases for a year term.
5. The SHC may hear appeals from any number of ASHI members

c. Preparations for a Special Hearing.

1. Where discipline is recommended and an appeal filed by the accused, the appropriate Complaints Committee chairperson shall prepare the following:
 - a. Formal notice of charges against the accused. The notice of charges should be sufficiently specific to permit the accused to prepare an adequate defense at a hearing.
 - b. A written Report including the following:
 1. The substance of the complaint;
 2. Nature of the investigation;
 3. Summary of the response from the accused;
 4. Results of the investigation;
 5. Recommendations for discipline, and why;
 6. Copies of all evidence in the possession of the appropriate Complaints Committee chairperson.
2. ASHI legal counsel, working closely with the appropriate Complaints Committee chairperson shall prepare a formal notice of charges with the scheduled hearing date, place and time. The Staff Liaison shall send out such notice to the accused by both certified mail, return receipt requested, and by certificate of mailing by his or her last known address. Alternatively, such notice may be served upon the accused personally. The accused shall have at least thirty-five (35) days from receipt of notice of the hearing. Such notice shall include such other information that is deemed legally appropriate by ASHI legal counsel. A copy of the final hearing notice should also be sent by ordinary mail to the following:
 - a. all SHC members,
 - b. the appropriate Complaints Committee chairperson and
 - c. ASHI legal counsel.

3. The accused may offer any documents and materials to the SHC in support of his/her position in advance or at the time of the hearing.
4. Upon selection and approval of the SHC, the appropriate Complaints Committee chairperson will forward copies of the charges and the report of the Complaints Committee to the three members of the SHC for their review. The alternate member of the SHC shall not receive any material unless called upon to serve at a hearing.
5. The SHC shall arrange and clear a convenient time, date, and place for the hearing. At the discretion of the SHC, the hearing may be held by a telephone conference call or in person, or a combination thereof. Any request for a change in location, date or time by an accused must be made to the Chairman of the SHC in writing at least 20 days prior to the scheduled hearing.
6. The Chairman of the SHC shall have the authority to approve or disapprove any request for a change in the location, date or time of a hearing.
7. The SHC hearing provides an opportunity for the accused to present his or her defense and provide any documentation or any other type of evidence to the SHC. No other forum shall be provided for the presentation of evidence by the accused. Attendance at the hearing by the accused is not required. If the accused waives the presentation of a defense, or does not appear on his or her own behalf, the hearing shall be held, evidence presented and a decision reached by the SHC.
8. No tape recording will be allowed at a SHC hearing.

d. Special Hearing Committee and Hearing

1. The hearing may include the following persons:
 - a. accused member and his/her representative (if any);
 - b. Representative(s) of the appropriate Complaints Committee; and
 - c. ASHI legal counsel.
2. The parties may also offer witnesses.
3. The accused has a right to a public hearing upon request. If none is requested, the hearing will be private.
4. The member may, at his or her option, submit a written reply in opposition to the charge.
5. The hearing will proceed notwithstanding unexcused absence of the accused.
6. Members of the SHC should make no prejudgment about the (pending) disciplinary hearing. Members of the SHC should have no conflict of interest with any matters pertaining to the complaint against the accused. Members should not be voting Members of the Board of Directors nor should they have been involved as witnesses in CLU/CEPP's investigation.

If a SHC Member conflict is discovered, he should be replaced by the alternate SHC Member.

7. When feasible, a member of the appropriate Complaints Committee should appear at the SHC hearing to present its Report, to present witnesses (if any), to present the results of the investigation and to state its recommendations. The Report of the appropriate Complaints Committee shall be used by the SHC in lieu of a personal presentation of a Complaints Committee member in support of any action taken by SHC, when a Complaints Committee member does not attend.
8. The accused shall have the right to appear and testify at the hearing, cross-examine witnesses, have his or her attorney present, present his or her own witnesses, and to submit his or her own documents. The hearing shall be full, fair, and conducted by the SHC Chairman. The accused shall have the right to request that the hearing be open but the hearing will otherwise be private. Use of a stenographer is optional, but if requested by the accused, the cost of and responsibility for making arrangements for a stenographer, shall be borne by the accused. The Chairman of SHC must have written notice of the accused's request to use a stenographer at least ten (10) days prior to the hearing. ASHI shall have the right to purchase a copy of the transcript at its own expense. Any stenographer so retained must be a licensed or court recognized professional stenographer acceptable to ASHI legal counsel and the chairman of the SHC.
9. Upon conclusion of the presentation of evidence, documents, and testimony, the hearing shall be ended and all Non-Members of the SHC shall leave the hearing room. In the case of a telephone conference call hearing, all Non-Members of the SHC shall hang up. The SHC shall then deliberate and make an appropriate determination based upon a majority vote, except that the SHC may require more time for deliberation, and shall in any event, make a determination within ten (10) days of the end of the hearing. The decision of the SHC shall be sent by U.S. mail. The vote of each individual Member of the SHC shall be confidential.
10. The SHC's disposition of charges may include the following and may be greater or less than the discipline recommended by the Complaints Committee:
 - a. Remand the matter to the appropriate Complaints Committee for additional investigation.
 - b. Find that the charges are unsubstantiated by the facts and evidence presented; and dismiss the charges.
 - c. Find that the accused be sent a private letter of censure, authored by the SHC and sent from the Executive Director (E.D.)

- d. Find that the accused be suspended as an ASHI member for a definite period of time, but not to be less than a three (3) months nor more than two (2) years.
 - e. Find for the expulsion of the member from ASHI Membership.
 - f. In lieu of Sections 12.5B.2D.10c, d or e the SHC may at its option offer the accused the opportunity to provide a new suitable educational project or program to a chapter or to the Society acceptable to the SHC.
 - g. The imposition of a fine or “restitution” of any kind is unauthorized.
11. The Chairman of SHC shall notify the E.D. in writing of the SHC’s findings and determination. In turn, the Executive Director shall notify the following persons in writing: The accused, ASHI legal counsel and the appropriate Complaints Committee Chairperson. A copy of the notice should also be sent back to the Chairman of SHC, as a crosscheck. Subsequently, if they so wish, the SHC may prepare a follow-up written opinion for distribution as noted above.
12. The accused has thirty (30) days upon receipt of the SCH decision in which to appeal to the Board of Directors. More time to appeal may be granted if there are extenuating circumstances. The accused should be informed of his or her right to appeal to the Board within thirty (30) days in his notice set forth above. In order to be valid, the ASHI Executive Director, at ASHI headquarters must receive the notice of the board appeal in writing.

e. Miscellaneous

- 1. The member shall bear all of his or her own expenses.
- 2. No party shall tape record any proceeding or discussions.
- 3. The matter, including the complaint and appeal, is and shall remain confidential, including the results. However, to the extent administratively necessary, the results may be communicated to, from and within Headquarters and pertinent ASHI parties, and appropriate membership-related records kept at Headquarters.
- 4. An accused has the right to seek higher appeal from a decision of the SHC within 30 days, by way of a letter (with attachments if desired) to the Board if Directors through the Executive Director.
- 5. The appropriate Complaints Committee chairperson may offer a rebuttal letter (with attachments if desired). The Board may invite the Candidate, the appropriate Complaints Committee chairperson or a representative of the Complaints Committee to a Board meeting, at the Board’s sole and total discretion.

6. The public may be informed, upon specific inquiry, only that a person is no longer an ASHI member after he or she is suspended or expelled.
However, the member remains a member in good standing until:
 - a. The SHC rules against him/her (in situations resulting in his/her being suspended or expelled) and,
 - b. He/she fails to file a timely appeal from a recommendation of the SHC.
 - c. The suspension or expulsion begins upon the decision of the SHC and is not postponed during an appeal to the board.
7. A suspended member will not be reinstated after the period of suspension or expulsion if the activity named in the complaint continues during suspension or expulsion, or for other good cause. Members must be provided with an opportunity to respond to a proposed denial of reinstatement. Requests for reinstatement will be reviewed by the appropriate Complaints Committee; its recommendation may be appealed to the SHC; the decision of the SHC may be appealed to the Board.
8. No action taken by the Complaints Committees, the SHC or Board of Directors in connection with any aspect of an investigation, or subsequent discipline of an accused individual shall be for the purpose of restraint of trade, or for any other illegal purpose.

f. Post SHC Procedures

1. If NO appeal is taken by the accused, the Executive Director shall attend to the mechanics of effectuating any disciplinary determination made by the SHC. If appropriate, the accused shall be notified in writing that a suspension period has started and ended, providing all other requirements for Membership are satisfied.
2. If an appeal is taken by the accused (appellant), the Board of Directors may review the SHC determination at the next regular scheduled Board meeting in executive session. The Board review shall be based upon the preceding record from the SHC hearing; however, the appellant may attend and briefly address the Board of Directors (at his own expense) if he so chooses.
3. At least ten days prior to the date of the appeal, the Board Members may be provided by the Executive Director with the record from the SHC Hearing including the decision of the SHC, its written opinion (if any), a copy of the Section 12.7B.2c.1b report of the Complaints Committee, copies of any documents and evidence presented at the hearing, and the transcript (if any), all of which is the record and will be the record on which the appeal will be based. No documents other than the preceding record will be distributed to the Board.

4. The Complaints Committee representative will have fifteen (15) minutes to present the position and to provide rebuttal, if necessary. The appellant shall have fifteen (15) minutes to present his appeal to the Board. There shall be a final period of up to twenty (20) minutes for questions and answers by the Board to both the appellant and the Complaints Committee representative. The hearing shall be chaired by the ASHI President and all questions by the Board to either party shall be addressed through the Chair. The appellant may elect not to answer board questions. Neither the appellant nor the Complaints Committee representative is required to be present at the Board appeal for the Board to consider the appeal.
5. If the disciplined Member appeals the SHC decision to the Board, the discipline imposed by the SHC remains in effect beginning from the issuance of the SHC decision and during the pendency of the appeal to the Board.
6. No tape recording, videotaping, or stenographic recording will be allowed at an appeal before the Board of Directors.

g. Miscellaneous

1. All documents, reports, records, information, evidence or any other material produced in the investigation of a complaint, at a hearing or at an appeal, shall be the exclusive possession of the Complaints Committee and ASHI. No reproduction or publication or any of the above material or the results of any action taken by Complaints Committee, SHC or the Board of Directors is allowed except as may be needed to effectuate these guidelines, by the Complaints Committee, SHC, Board of Directors, or the accused. The Staff Liaison may submit the statistical outcome of all complaints, hearings and appeals to the Board of directors and yearly in the ASHI Reporter - but without the names of the accused. All records of Complaints Committee complaints shall be retained by the Staff Liaison and shall be as CONFIDENTIAL MATERIAL.
2. The record may be consulted by the Complaints Committees from time to time to assist in consistency of action and serve as a history of complaint dispositions. After the passage of two (2) years, any member who was accused of an offense by a complainant which was either never recommended by the Complaints Committees for disciplinary action or was found unsubstantiated by the SHC or upon appeal to the Board of Directors, may request in writing that the record be permanently expunged. Any other ASHI member (except for one expelled from membership) accused of a disciplinary violation may after the passage of five (5) years from the completion of any disciplinary action which may have been taken,

request that his record be permanently expunged. ASHI may also at its sole option expunge such material herein.

12.7B.3 Procedure: Reinstatement of Membership Privileges

- a. Any member suspended for a period of time shall be able to apply to reinstate his Membership at the termination of the suspension period under the following conditions:
 1. A letter requesting reinstatement shall be sent by the suspended member to the Executive Director with a copy sent to the appropriate Complaints Committee chairperson requesting that full rights and privileges of membership be restored. Alternatively, ASHI may develop a form for that purpose. The Executive may consult with the appropriate Complaints Committee chairperson to discuss if there are any complaints or other information regarding the suspended individual, which would have a bearing on his reinstatement.
 2. If there are no complaints or other information, which would adversely affect reinstatement, the Executive Director shall collect a payment for one year's dues for the following year from the applicant and upon receipt of that payment Membership privileges shall be restored. The applicant shall then receive all rights and privileges of Membership as a Member in good standing.
 3. Should any complaints or other information be known, which might affect reinstatement, the Executive Director and the appropriate Complaints Committee chairperson shall forward all such complaints and information to a current Chairman of the SHC. The Chairman and his or her panel shall make a determination whether or not the application for reinstatement should be granted. In doing so, the SHC may seek any materials and documents, as well as the positions of the appropriate Complaints Committee chairperson and the suspended Member. The SHC may call for a hearing if it deems necessary. The suspended member remains suspended until his request for reinstatement is decided.
 4. If the applicant is denied reinstatement by the SHC, the applicant shall be notified by certified mail. The decision to deny reinstatement may be appealed in writing to the Executive Director, within thirty (30) days of receipt of notice of such denial. The Executive Director shall forward the appeal to the Board of Directors for consideration. The suspension shall remain in effect during the reinstatement appeals process. Any appeal for reinstatement of Membership sent to the Board of Directors shall be handled in accordance with Section 12.7B.2 Paragraph f. Post SHC Procedures.

Revised 7/15/06

13 Education

13.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the ASHI Education Committee. The ASHI Education Committee is charged with reviewing and maintaining continuing education approval guidelines. The ASHI Certification Committee is responsible for determining renewal/continuing education requirements for the Certified Inspector designation.

These Policies and Procedures are to be reviewed and updated annually or as needed by the Education Committee.

13.1A Policy: ASHI Membership Continuing Education requirements

The ASHI continuing education requirements shall be in accordance with the ASHI Continuing Education Guidelines. The term Membership Renewal Credits (CEs) shall be changed to Continuing Education Hours (CE). These new guidelines be made effective for the 2006-2007 membership filing year

Established 4/14/2007

13.1B.1 Procedure: ASHI Home Inspector Training Curriculum

- a. The ASHI Home Inspector Training Curriculum is available to all at a cost of \$35.00. *Revised 10/16/99*
- b. The waiting period between retakes of the ASHI Standards and Ethics Examination is 30 days.
- c. Passing the Illinois Home Inspector Licensing exam shall meet the NHIE requirement for ASHI Membership. *Revised 10/26/02*

13.1B.2 Procedure: CE Approval

- a. The CE Approval Guide sets the educational equivalency of different classes, events and activities. See attached Appendix 13A. *Revised 7/13/02*
- b. The ASHI Board approves awarding Associates one (1) CE per parallel inspection they conduct with a maximum of 10 CEs per year. *Revised 7/15/06*
- c. The ASHI Board approves awarding Certified Inspectors two (2) CEs per parallel inspection when they host with a maximum of 10 CEs per year. *Revised 7/15/06*

- d. The ASHI Board approved awarding up to 8 CEs for a non-core home inspection curriculum course as long as it is an ASHI Chapter approved event.
Revised 7/15/06
- e. ASHI will accept educational programs from members, individuals, associations and business to be credited towards the ASHI CE requirement. The program must be submitted to ASHI on the CE Approval Application. The verification fee is waived for ASHI Chapters. Members, individuals, associations and business will be charged a rate determined by the Board. CE approvals in these instances are valid for three years. *Revised 7/15/06*
- f. An ASHI Certified Inspector or Associate may appeal for approval of additional Continuing Education to the Membership Committee.
Established 4/14/2007

13.2A Policy: Examination Requirements Met

All current ASHI Certified Inspectors meet all membership requirements for that membership, regardless of the change of requirements since their membership as an ASHI Certified Inspector was approved.

14 ANNUAL CONFERENCE

14.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the Annual Conference Committee. These Policies and Procedures are to be reviewed and updated annually or as needed by the Annual Conference Committee.

14.1A Policy: Registration

1. All attendees must register to attend *InspectionWorld*.
2. Conference badges shall be distinctly different from conference to conference.
3. There shall be no complimentary conference registrations for ASHI membership who serve as presenters, speakers, moderators, roundtable leaders or conference committee Members.
4. Affiliate membership of the Society shall be charged the discounted rate established by the conference chairman. *Revised 7/12/97*
5. Retired Certified Inspectors are allowed to attend *InspectionWorld* at 50% of the Member fee. A separate ribbon/badge will be prepared for Retired Certified Inspectors attending *InspectionWorld* and they will be recognized in some way during the business meeting portion of the conference. *Revised 7/13/02*
6. Exhibitors are not allowed to attend conference sessions by paying only the exhibitor fee.

14.1B Procedure: Registration Exemptions:

1. All Past Presidents shall be allowed to attend the ASHI Annual Conference at no registration fee. *Revised 10/26/96*
2. There shall be a reciprocal agreement between ASHI and Canadian Association of Home and Property Inspectors (CAHPI) to invite the President and/or appropriate Liaison of CAHPI to attend *InspectionWorld* as long as the President and/or appropriate Liaison of ASHI is invited to attend CAHPI's annual conference. Conference fees will be waived by each organization but all travel and per diem expenses will be borne by the sending organization *Revised 07/12/08*

14.2A Policy: Speakers and programs

1. All presenters, speakers and round table leaders shall be required to sign the ASHI speakers' contracts.
2. As much as is practical, all conference presenters and speakers shall be previewed by a Member of the conference committee. *Revised 7/12/97*

14.3A Policy: Exhibitor qualification

Annual Conference booth space, sponsorship and advertisement is limited to those persons or organizations that are not Member organizations or societies for home inspectors. Deviation from this policy may occur only upon approval by the President and the Executive Director upon submission of a written request.

Affiliate membership, booth space, sponsorships, and/or advertisement at any ASHI event or in any ASHI publication is limited to those persons or organizations that are not Member organizations or societies for home inspectors. Deviation from this policy may occur only upon approval by the President and the Executive Director upon submission of a written request. *Revised 10/24/98*

15 Officer Nominations

15.0 Purpose

The objective of the Nominating Committee (Committee) is to identify and name candidates who meet ASHI's leadership requirements for the offices of President-Elect, Vice President, Secretary and Treasurer. They will also identify and name candidates to fill the vacancies for the Certification Committee as per the requirements set out by the Certification Committee and approved by the Board. These Policies and Procedures are to be reviewed and updated annually or as needed by the Officer Nominating Committee.

15.1A Policy: Election of Officers

1. All officers shall be elected prior to the Annual Meeting.
2. Installation of officers shall be the last item of business at the Annual Meeting of the Society, at which time their terms shall commence.

15.2A Policy: Compensation

1. No officers or directors shall, by reasons of their office, be entitled to receive any salary or compensation for the performance of duties other than as officer or director, and may receive reimbursement of expenses determined by the Board of Directors.
2. A \$25,000 per year stipend shall be paid to the ASHI President, and a \$15,000 per year stipend to the ASHI President-Elect. These stipends do not affect any other expense reimbursements. *Revised 10/21/00*

15.3A Policy: Society Property

1. The Secretary shall deliver to his/her successor within one month after the Annual Meeting all Society property in his/her possession.
2. All officers except the Secretary and Treasurer shall, on expiration of their terms, surrender all property in their possession belonging to their respective offices to the newly elected President.

15.4A Policy: Spokesperson Training

ASHI funds may be used to prepare the ASHI President and other Society officers to become proper public speakers and spokespeople for the Society.

15.5A Policy: Nominating Committee Composition

1. The chair is a past officer, appointed by the President and approved by the Board.
2. The remainder of the Committee Members are to be selected by the Council of Representatives from among themselves by election, by March 30th.
Revised 10/27/01
3. An alternate shall be appointed by the Speaker to serve if another Member is unavailable.

15.5B.1 Procedure: Nominating Committee Meetings

Neither the Executive Director nor staff shall be present when the Nominating Committee(s) are deliberating either in person, by telephone, or otherwise.

Revised 10/21/06

15.5B.2 Procedure: Nominating Committee Consulting Staff

The nominating committees may consult with the Executive Director or ASHI Legal Counsel during committee deliberations. The Executive Director will not be in the meeting during the voting.

Revised 7/30/2011

15.6A Policy: Confidentiality of Meetings

All contents, discussions, and documents of the meetings and their results are strictly confidential. The committee chair will verify that all members understand the nature of the confidentiality.

Revised 7/30/2011

15.7A Policy: Nominating Committee Operations

1. The Committee may interview candidates, Officers, COR Speaker and Staff at its discretion.
2. The Chair votes only to break a tie.

15.7B.1 Procedure: Matrix Form for Evaluating Nominees

The ASHI Nomination will use a Matrix Form (Attached Appendix 15A). That form will contain:

- a. Number of years as a Member of ASHI.
- b. Chapter leadership positions held.
- c. Prior and current ASHI involvement (committees, leadership, etc.).
- d. Leadership positions held in other organizations.

- e. A declaration that the nominee will study ASHI governance and issues responsibly and participate fully.
- f. Information that shows whether the nominee is respected and trusted by ASHI Members.
- g. Information that shows whether the nominee is concerned about ASHI and the community it serves.
- h. Current photograph of nominee. *Revised 10/27/01*
- i. Answer to the question: Why are you the best candidate for this position? *Revised 10/27/01*
- j. List all nominees' business affiliations, financial or otherwise, in the home inspection industry." *Revised 10/26/02*

15.8A Policy: Nominating Process

ASHI Members may be placed on the ASHI Officer and the Certification Committee ballot by Nomination or by Petition under the following rules

1. Nominees

- a. Any ASHI Certified Inspector may nominate another ASHI Certified Inspector or him/herself using the Matrix form to be obtained from Headquarters.
- b. The Committee may contact individuals to inquire about their interest in serving.
- c. The Officer Nominating Committee shall use an approved Nomination Form which is attached as Appendix 15A. *Revised 1/11/06*
- d. Any candidate for an Officer position must disclose whether or not he or she has been admonished by the Board of Directors or found guilty of an ASHI complaint violation. *Revised 10/26/02*
- e. A Member may not hold more than one office (except as noted in Bylaws Article 7.6.1).
- f. Members of the Nominating Committee who are proposed as nominees and accept shall resign from the Committee immediately.
- g. Staff will verify that all prospective nominees:
 - 1. have agreed to serve, in writing
 - 2. have completed a response to the matrix; and
 - 3. are Members of ASHI in good standing.
- h. The proposed slate shall be forwarded to all nominees and Candidates for office; with a letter thanking them for their willingness to serve within 5 business days following establishment of slate. *Revised 10/27/01*
- i. Staff will provide each Candidate for office with a copy of the Policies and procedures concerning campaigning and elections. *Revised 10/27/01*

- j. The matrices of Officer Candidates shall be made available on the members area of the ASHI Website, within ten days of announcement of the Officer Nomination Committee slatings.

Petition candidate matrices shall be similarly made available upon their acceptance as candidates. *Revised October, 2012*

2. Petitions

- a. All Petition Candidates are to complete and submit the official Nomination Matrix Form prior to the official election. ASHI will provide the official petition to the member requesting the petition. ASHI will notify the ASHI membership by email of the member who is requesting the petition. The notice will be sent out 2 times by ASHI (the last week of September and the 2nd (second) week of October) and shall include the names of those candidates chosen by the nomination committees. If the official petition form is changed in any manner, the petition will NOT be accepted with the exception of a change to the fax or phone number and email of the candidates. The candidate will be allowed to only purchase the ASHI mailing list of addresses. Email addresses and fax numbers will NOT be provided to nominated or petition candidates. The mailing list may only be used for the current election cycle.

Revised 7/30/2011

- b. A valid petition containing the names of a minimum of 10% of the then in good standing ASHI Certified Inspectors submitted to ASHI headquarters shall cause the name of the qualified Member to be added to the ballot as a Candidate for a specified (named) office.
- c. Petitions must be presented upon a special form available only from ASHI Headquarters and requires the name (printed) and the signature of each petitioner, as well as the office in which the petitioner would serve, if elected.
- d. The form must be received by mail or fax at headquarters at least 10 days prior to the distribution of the ballots.
- e. Staff will verify the validity of the petition prior to placing the name of a Candidate for office on the ballot.

This was a motion to change policy passed at the October 2011 ASHI Board Meeting. Harry Rosenthal will help determine where in the Policy this goes.

“Any qualified member wishing to run as a petition candidate for an officer position must do the following:

- 1. Obtain official petition forms from headquarters; and**
- 2. Complete a matrix obtained from headquarters; and**
- 3. Submit the petitions and the completed matrix to headquarters by October 21.**

Additional requirements for petition candidates can be found in ASHI Policy 15.8A and should be consulted.”

3. Official Instructions for Those Obtaining Petitions for the Officer Elections

- a. All petitions must be received on or before October 21, 2011 at noon (CT) at ASHI Headquarters, 932 Lee Street, Des Plaines, Illinois 60016 by physical delivery, U. S. mail, email or FAX at 847-759-1620 directly from the candidate. Postmark dates or mail "stored" at the post office will not be counted.
- b. An ASHI Certified Member may sign more than one candidate's petition for the same position- but only one signature per individual candidate.
- c. If the Official Petition Form is changed or altered in any manner, the petition will not be accepted - with the exception of the insertion of the fax to phone number or the email to the prospective candidate.
- d. The signer of the petitions must personally fill out all empty spaces himself/herself. Ditto marks will be disallowed for dates and is grounds for rejecting a petition signature.
- e. All fields on the petition shall be filled in. The signature and printed name of the signor must be original.
- f. All petitions **must be submitted** directly from the prospective petitioning candidate to Headquarters, not from signers. Petitions faxed, emailed sent by US mail or delivered by anyone other than the petition candidate **will not** be counted.
- g. Qualified ASHI voting members (ACIs and retired members) members may also sign petitions.
- h. ASHI will inform members twice by email that you have requested a blank Official Petition Form.
- i. You may purchase and use mailing labels from ASHI. You may not purchase email, fax or telephone number lists from ASHI. ASHI will not sponsor or send email blasts for any prospective or actual candidate.
(revised 7/30/2011)

15.9A Policy: Campaigning

1. Campaigning positively by or about any candidate is permissible, as long as no ASHI assets are used.
2. Staff, Nominating committee, ASHI Legal Counsel, and Election Committee Members shall not participate in campaigning.
3. Nominees or Petition Candidates for an Officer or Board of Director position may purchase mailing labels or lists of qualified voting's member's contact information from Headquarters at cost. The mailing list will only have the USPS address of the member. Email addresses and fax numbers will not be provided to anyone, petition candidate or nominated candidate.

Revised 7/30/2011
4. Negative campaigning (against candidates or nominees) is not permitted. The Election Committee should preview campaign statements or materials in advance if there is any uncertainty about the appropriateness of their contents.
5. Election and Campaign policies shall be published in the Reporter for 3 consecutive months prior to the formation of a slate for an election.

15.10A Policy: Election Committee

1. There shall be an Election Committee per ASHI bylaw 8.4. The Committee will serve until dissolved by the Board or established as a permanent Committee in the bylaws
2. The committee will consist of 3 Past Presidents and 3 past Board Members willing to serve. The President Elect shall recommend to the Board a new Past President Committee member each year. The Speaker of the CoR shall recommend to the Board a new past Board member committee member each year.

(During the Transition Period: The first year there will be 3 recommended, one to serve full 3 year term, one to serve 2 year term, and one to serve 1 year term. 7/30/2011)

Terms of the six (6) Committee members will be 3 years. One Past President and one past Board member will rotate off each year. The member of the Election Committee will be free from any conflicts of interest, such as, for profit vendor or other contractual relationships or partners of a for profit relationship with The ASHI School, ASHI Education Inc or the ASHI Foundation. The chairman will be a past president member in the 3rd year of his/her term on the committee. If a member resigns from the committee, the ASHI President or Speaker will appoint a replacement to fill the remaining term.

Revised 07/30/11

3. The Committee shall oversee and supervise elections and campaigns and take appropriate action to insure that they are run in a fair and impartial manner
4. The Committee will immediately notify a candidate about a complaint lodged against him or her. Candidates will be allowed sufficient opportunity to present their positions and any other materials to the committee on any controversy before a decision is made, if feasible.
5. The Committee shall investigate complaints from candidates in an election regarding campaign practices.
6. The Committee may report its findings and recommendations to Committee for Ethical and Professional Practices (CEPP), if appropriate.
7. Any candidate or campaigner shall provide to the Committee, upon request and within 24 hours, supporting documentation of campaign statements.
8. The Committee shall investigate challenges to the outcome of an election and report its findings to the Board of Directors.

15.11A Policy: Calendar for Election Operations

1. January. The president selects a past officer as chair of the Nominating Committee.
 2. February 1st. The chair asks the Speaker of the Council of Representatives to work with headquarters to select eight council Members for the Nominating Committee, in accordance with the appropriate policy.
- Revised* 10/27/01
3. February 15th. A notice is submitted by the chair to the ASHI Reporter staff for inclusion in the April, May, June, and July *Reporter*. The notice will contain the calendar and an invitation to submit nominees. The matrix requirements will be included. Each notice should include the advice that self-nominations are possible and that nominees must submit (in writing) a willingness to serve. The notice should also contain the advice that nominations are closed as of August 31st.
 4. By March 30th. Committee make-up is finalized. *Revised* 10/27/01
 5. By April 30th. Committee meets (via teleconference) to discuss the Guidelines and any changes needed. Any proposed changes are submitted to the Board for their consideration. *Revised* 10/27/01
 6. May, June, July, and August. Committee Members submit names of possible nominees. Any ASHI Member may submit his or any names as nominees. *Revised* 10/27/01
 7. As nominations are received at Headquarters, staff will verify that all nominees have agreed to serve, and have submitted the background information

including a response to the matrix issues. Headquarters will verify the status as Members in good standing.

8. August 15th. Nominations are closed and all nomination information is distributed to the Committee Members. *Revised* 10/22/05
9. By September 15th, the Committee meets to select slate. *Revised* 7/30/11
10. October 31st. Ballots are mailed.
11. December 5th. Election is closed. *Revised* 10/27/01
12. December, immediately following election deadline. Ballots are counted, Candidates are notified of results. Election results provided to the ASHI Reporter for publication in the January issue. *Revised* 10/27/01

15.11B.1 Procedure: Election Process

- a. All candidates for nomination must agree to serve and provide requested matrix information on the official form obtained from Headquarters.
- b. All Nominees are to sign the ASHI Acknowledgement Form indicating they understand and agree to perform the duties required if they are elected. *Revised* 10/26/02
- c. The terms “ballot” “ballots” or “balloting” refer to both ballots submitted on paper and by electronic means. *Revised* 7/13/02
- d. The deadline for ballot return shall be 35 days after mailing unless otherwise specified by the Board of Directors. Ballots must be received where designated by the defined deadline. Postmark dates will not be considered.
- e. Balloting shall be conducted in such a manner as to maintain the confidentiality of the ballots.

15.11B.2 Procedure: Balloting

- a. Ballots shall be prepared by staff and approved by the Secretary.
 1. The Executive Director has the authority to hire an independent outside vendor, subject to the approval of the board to handle all balloting to send, receive, calculate and tabulate the results of the electronic/paper ballots. The Secretary “or replacement overseer” may personally verify the count of the mailed ballots, or may choose to accept the written report of the Executive Director as verification.
 2. Ballots shall be prepared by staff and approved by the Secretary or “replacement overseer”. The Official Ballot of nominated candidates and valid petition candidates for each office shall be listed in alphabetical order by name. Each candidate shall be identified as to nomination type beside their name.

3. In the event of a contested election in which the current secretary is a contested candidate, the current Secretary will remove himself or herself from the counting or oversight of the balloting process and a replacement will be named by the President. That “replacement overseer” may be an ASHI Certified Inspector (provided that person is not on the ballot), or an outside firm. *Revised 07/14/07*
- b. Ballots are made available to all voting Certified Inspectors in good standing as of the date the election begins. *Revised 07/13/02*
- c. Certified Inspectors shall be provided the option to return their vote either electronically or by mail, when the electronic option is available. *Revised 07/13/02*
- d. Only one method of voting can be used by the member. In cases of a double vote, only the ballot submitted by mail will be counted. *Revised 07/13/02*
- e. Mailed ballots shall include an addressed return envelope to be signed by the Member with space for the Member’s name and membership number to be clearly written. Instructions for completion should be included. *Revised 07/13/02*
- f. Online ballots shall be provided in such a manner as to allow only the eligible voting Members secure and confidential access.
- i. First view is a description of the nomination policy with an explanation of both the nominating committee function and the petition function.
 - ii. This is followed by the matrixes of the candidates divided by category requiring the Member to view the matrixes before voting.
 - iii. This page will be followed by the ballot which will also be divided by positions (President Elect, Vice-President, etc)
 - iv. Next to the title word will be a button saying (click here to view job description).
 - v. Clicking this button will open a smaller window containing a description of the requirements of that office without leaving the ballot page.
 - vi. Next to each candidate’s name will be a button stating click here to view matrix. A drop down box or small window will open containing that candidate’s matrix.
 - vii. At the bottom of each ballot page there will also be a back to matrix button that will open up side by side matrixes of that positions candidates. *Revised 07/14/07*
- g. A determination shall be made that the number of ballots meets the 30% minimum response requirement in the bylaws.

- h. Ballots shall be tabulated under the direction of the Executive Director and/or the Secretary. In cases where the ballots are received and tabulated at Headquarters, any Member may unofficially observe.
Revised 7/13/02
- i. The Executive Director has the authority to hire an outside vendor to send, receive, calculate and tabulate the results of the electronic/paper ballots. If the vote is conducted by an outside vendor the Secretary will oversee all balloting procedures.
Revised 7/13/02
- j. Prior to opening mailed ballots, the Certified Inspector's name as presented on the outside of the envelope shall be marked off on a printed list of Members.
Revised 7/13/02
- k. Ballots submitted electronically must be checked to verify the eligibility of the voter.
Revised 7/13/02
- l. Upon conclusion of the voting deadline, a final check will be made between the lists of Members voting electronically and those voting by mail for multiple votes or other discrepancies.
Revised 7/13/02
- m. Ballots returned by mail shall be separated by vote into groups of 20 and counted a minimum of two times.
Revised 7/13/02
- n. A final tabulation report of both electronic and mailed ballots must be provided to the Executive Director by the designated vendor or staff no later than 48 hours after the published closes of the voting period.
Revised
7/13/02
- o. Envelopes, ballots, electronic ballot tabulation and the list of Members shall be retained in headquarters for 90 days after the deadline for return, and then destroyed. In the event of a challenge, materials shall be retained until the Board directs their disposal.
Revised 7/13/02
- p. In the event of minor technical flaws on a ballot, A Member's right to vote shall be given the benefit of the doubt. For example, a ballot envelope with no name or signature on the outside should be accepted if the Member's name and signature are written on the ballot itself. Ballots without Member numbers should be accepted.
- q. Envelopes with no name shall be opened to determine if the ballot can be determined to be valid or if the envelope contains materials unrelated to the election.
- r. Ballots without names or signatures shall be marked as invalid and retained with envelopes. They shall be destroyed along with the other material listed above.
Revised 7/13/02
- s. Faxed ballots shall not be accepted.

- t. Ballots delivered by the designated date (in the supplied envelope) by other means such as by hand or courier or other delivery service shall be accepted. *Revised 7/13/02*
- u. The Secretary may personally verify the count of the mailed ballots, or may choose to accept the written report of the Executive Director as verification. *Revised 7/13/02*

15.11B.3 Procedure: Announcement of Results

- a. Results of any ballot voting shall be kept confidential by staff and others until declared official by the Secretary who shall notify the President of the Results. The President or Executive Director shall notify all Candidates of the results.
- b. In the event of questionable or uncertain circumstances surrounding the election, balloting, or counting of ballots; the results shall be kept unofficial and confidential. The Secretary shall consult ASHI's legal counsel for guidance and, as appropriate, seek direction from the Election Committee.
- c. Balloting results shall be published in the ASHI Reporter and may be announced by any other means such as letter, membership newsletter or electronic media by the President.
- d. Election candidates shall not be notified of the count, unless a formal challenge is submitted and the Board of Directors approves the count to be released.

16 EXECUTIVE DIRECTOR EVALUATION

16.0 *Purpose*

The following ASHI Policies and Procedures are all related to activities of the annual evaluation of the ASHI Executive Director. These Policies and Procedures are to be reviewed and updated annually or as needed by the EDE Committee.

16.1A *Policy: Annual Evaluation of the ASHI Executive Director*

The performance of the ASHI Executive Director shall be evaluated annually by the Executive Director Evaluation Committee. The EDE Committee will generate a report that will be reviewed and approved at an ASHI Board meeting.

1. The Board will appoint an Executive Director Evaluation Committee on an annual basis and in accordance with the Executive Director's Employment Contract and will ensure their meetings are scheduled in compliance of the contract.
2. The Committee shall consist of the Immediate Past President, President, President-Elect, Treasurer and one senior non-officer director to be selected by the Board.
3. The Immediate Past President will serve as Chair and Board Liaison.
4. The primary purpose of the Executive Director Evaluation Committee is to:
 - a. Set mutually agreed to goals and set realistic expectations of the Executive Director for the following year on the ASHI Executive Director Evaluation and Survey Forms.
 - b. Monitor the performance of the Executive Director.
 - c. Evaluate the performance of the Executive Director using established benchmarks and criteria on the current ASHI Executive Director Evaluation and Survey Form. The Committee may seek input from Officers and Board Members.
 - d. Provide guidance or assistance to the Executive Director in implementation of the Strategic Plan and Work Plan.
 - e. Negotiate the Executive Director's Employment Contract including job description, contract terms and salary and annual bonus recommendations. These recommendations will be presented to the ASHI Board for approval.
 - f. Make appropriate oral and written presentations to the ASHI Board on an annual basis.

Revised 10/17/09

16.1B Procedure: Annual Evaluation of the ASHI Executive Director

The Executive Director Evaluation Committee shall meet annually, and face-to-face, with the Executive Director or as addressed in the ED Employment contract.

1. The Executive Director Evaluation process shall invite the Executive Director to submit a self-evaluation to the Executive Directors Evaluation Committee using the same tools as used and developed by the current Executive Directors Evaluation Committee.
2. The Evaluation process shall include mutually understood expectations that are clearly articulated at the beginning of the evaluation period (based on job description, strategic plan, performance criteria, etc.). The establishment of these expectations and goals are not mutually exclusive, but rather expectations and goals that are set and agreed to by both the Committee and the Executive Director.
3. The Executive Director Evaluation Committee shall provide a written evaluation to the Executive Director, and will also hold an evaluation meeting with the Executive Director to discuss the evaluation to ensure a full understanding of the evaluation and any future expectations.
4. The Executive Director Evaluation Committee shall conduct an oral presentation to the Officers and the Board of Directors on an annual basis and at any other time, as may be required, to ensure compliance with the written employment contract, between ASHI and the Executive Director.
5. The formal evaluation will be based on the current ASHI Executive Director Evaluation and Survey Form.
6. The Executive Director Evaluation Committee and the Board should, to the extent feasible, maintain strict confidentiality. Performance issues should not become public information.
7. The Executive Directors Evaluation Committee and the Board shall ensure the process positively impacts the Executive Director. Focus should be on the positive as well as areas needing improvement.
8. The Executive Director Evaluation Committee shall keep the evaluation process separate from salary negotiations.
9. The Executive Director Evaluation Committee shall use benchmarks of organizational success as indicators of the Executive Director's performance. The Committee should keep in mind that situations beyond the control of the Executive Director can negatively impact goal attainment and shall be considered in the evaluation process.

10. Executive Director Evaluation Committee and the Board shall take into account the Executive Director's personal goals and needs regarding future leadership.
11. The Executive Director Evaluation Committee shall evaluate the process and make it an objective to improve the process each year.
12. All written evaluations, transcripts, and other associated employment related documents and materials shall be held by the Society's Legal Counsel.
13. Failure by ASHI or the Executive Evaluation Committee to meet these requirements shall not be deemed to create or expand any legal rights on behalf of the Executive Director.

17 CERTIFICATION

17.0 *Purpose:*

The ASHI Certification Committee has been established by the ASHI Board of Directors as a Standing Committee as defined in Article 8, Section 8.2.7 of the ASHI Bylaws. The Certification Committee operates as an independent and autonomous governing committee for the ASHI Certified Inspector program.

Section Established 01/21/2009

17.1A *Policy: ASHI Certified Inspector Program*

The ASHI Certified Inspector program promotes excellence within the home inspector profession as well as continual improvement of Certified Inspector's services to the public. The ASHI Certified Inspector program establishes a minimum and uniform standard of practice for home inspectors.

17.2A *Policy: Certification Committee Charge*

The Certification Committee is charged with upholding the established purpose of the Certified Inspector credential and with making decisions regarding all essential components of the ASHI Certified Inspector certification program, including:

1. Development, evaluation, and administration of all certification program policies and procedures. Including responsibility for certification eligibility and recertification standards.
2. Examinations required for certification
3. Budget development for the certification program
4. Oversight of certification program operations, program planning, and staff selection and supervision (as related to the certification program)

The Certification Committee's primary purpose is the development, maintenance, and ongoing evaluation of the Certified Inspector certification program.

17.2B *Procedure: Certification Committee Policy Development*

All policies and procedures for the ASHI Certified Inspector program will be developed, evaluated and administered by the Certification Committee. Policies and procedures will be reported to the ASHI Board of Directors.

17.3A Policy: Certification Committee Authority

The ASHI Board of Directors has general oversight of the Certification Committee within the scope of the organization's Bylaws. The Certification Committee has authority over all essential certification program decisions as described in section 17.0 Certification Committee Purpose. The authority of the Certification Committee is limited to the charge outlined above (*see 17.2A Policy: Certification Committee Charge*).

The Certification Committee has adopted the following Policies and Procedures that are related to activities of the ASHI Certification Committee.

The Certification Committee may establish and appoint members to sub-committees or task forces as needed to fulfill its purpose. These sub-committees or task forces will function in an advisory capacity.

17.4A Policy: Limitations on Certification Committee Authority

The Certification Committee, unless otherwise authorized by the ASHI Board of Directors, does not have the authority to:

1. Create additional certification programs
2. Terminate or change the purpose of the ASHI Certified Inspector program
3. Create a deficit budget
4. Develop or administer educational or training courses

17.5A Policy: Certification Committee Composition and Terms

The Certification Committee shall consist of 7 voting members; 6 members will be ASHI Certified Inspectors in good standing and 1 will be a public member. The ASHI Executive Director will serve as a nonvoting member. Individuals currently serving on the ASHI Board of Directors or the ASHI Education Committee are not eligible for Certification Committee service.

The initial Certification Committee will be appointed by the ASHI Board of Directors. Following the one-term initial appointments, Certification Committee members representing ASHI Certified Inspectors will be elected to serve staggered terms of two years. The public member will be appointed by the Certification Committee to serve a two-year term. All terms will begin at the conclusion of the ASHI Annual Meeting and all committee members are limited to two consecutive terms.

Each year, two ASHI Certified members will be nominated by the Officers Nomination Committee and elected by the membership to serve on the Certification Committee. . Petition candidates are eligible in the manner stated in 7.2.4. and elections will take place with the Officer elections each year. One ASHI Certified member will be appointed by the President Elect each year before the Annual meeting. One public member shall be appointed for a two (2) year term by the six (6) ASHI Certified members.

17.6A Policy: Nominations and Elections

A slate of candidates for scheduled Certification Committee vacancies will be developed by the ASHI Officer Nominating Committee. Certification Committee members will be elected by the ASHI membership using established election procedures.

17.7A Policy: Certification Committee Chairperson

Voting members of the Certification Committee will elect a Chair from the current ASHI Certified Inspector representatives on the committee. A new Chair will be elected annually by the members of the incoming Certification Committee.

17.8A Policy: Public Member

The Certification Committee will appoint a public member that is either a consumer of the services of home inspectors or has a background in public advocacy. The public member will NOT:

1. Be a current or previous ASHI Certified Inspector or home inspector
2. Be an employer of home inspectors
3. Be an employee of home inspectors or an employee of a company that provides home inspection services
4. Currently, or in the previous 5 years, derive a significant amount of his or her income (more than 5%) from the home inspector profession
5. Have provided any services to ASHI at any time in the five years preceding appointment to the Certification Committee
6. Have any familial or supervisory relationship with any other Certification Committee representative

17.9A Policy: Vacancy, Resignation and Removal

An unplanned vacancy of the Certification Committee will be filled for the balance of the term by a qualified individual appointed by the Certification Committee.

Any Committee members may resign at any time by providing written notice to the Committee Chair.

Any Committee member may be removed from the Committee by a two-thirds vote of the Certification Committee at any meeting at which a quorum is present. Cause for removal may include a consistent pattern of missed meetings, lack of timely response to committee communications, lack of participation in committee meetings, loss of the Certified Inspector credential, violation of the ASHI Standards of Practice or Code of Ethics, change of employment that involves leaving the home inspection profession, or violation of confidentiality or conflict of interest policies. The Committee members' name must be submitted to the Chair and then removal by a majority vote of the Committee members.

17.10A Policy: Meetings

The Certification Committee will meet quarterly or as necessary. Additional meetings will be called by the Chair, or a majority of the voting Committee members, as needed. Appropriate notice will be provided prior to all meetings. Committee meetings may be held by telephone conference call or other similar communications method by which all individuals participating can hear one another. A written record will be made of all Committee meetings.

17.11 A Policy: Quorum and Voting

A quorum will consist of participation of a majority of the voting members of the Certification Committee.

A two-thirds vote is required to enact or revise Certification Committee policies and procedures and to remove a Committee member. All other actions require a majority vote. Action taken by voice vote during a telephone conference call, mail, e-mail, or fax ballot will be deemed a valid action of the Committee and reported at the next regular meeting.

Proxy voting is not permitted.

17.12 A Policy: Confidentiality

Certification Committee members will not disclose confidential information related to or discussed during Committee meetings. Committee members will keep secure any confidential materials sent to them until these materials are returned to ASHI or destroyed as directed by ASHI.

All member information, other than information included in the membership directory, is considered confidential and will not be disclosed unless required by law.

17.13 B Policy: Conflicts of Interest

Each Certification Committee member will fully and promptly disclose to the committee any existing or potential conflict of interest of a personal, professional, business, or financial nature and will refrain from discussion on any such matter.

17.14 A Policy: Compensation

Certification Committee members will not be compensated for their services. Reasonable travel expenses for attendance at committee meetings will be reimbursed.

17.15A Policy: Quality Assurance

The Certification Committee will review all key committee policies and procedures at least annually and update or revise policies and procedures as needed to ensure that the policies continue to reflect the needs of the certification program.

17.15B Procedure: Published Materials Review

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

17.16A Policy: Requirements for Certified Inspector Status

All Home Inspectors join ASHI as an Associate Inspector and then may upgrade their membership as they complete the requirements to become an ASHI Certified Inspector. ASHI Certified Inspectors must meet all of the eligibility requirements in effect at the time of application for Certified Inspector status. Certified Inspectors who continually maintain their certification in good standing, including compliance with all continuing education requirements, are considered

ASHI Certified Inspectors regardless of any change in eligibility requirements that have been or may be later implemented. Individuals with lapsed certification must meet the requirements of policy 17.26 Membership Reinstatement.

17.16B Procedure: Notification and Verification of Certification Status

Members who complete the Eligibility Requirements and submit a complete membership application for ASHI Certified Inspector Status (*see 17.10 A Procedure: Eligibility Requirements for ASHI Certified Inspector Status*) will be notified of their status as an ASHI Certified Inspector.

The current status of an ASHI Certified Inspector can be verified by contacting ASHI headquarters. ASHI also lists all members in a web site directory. Members with “Associate” status are clearly marked in the directory. (*See 1.4A and 1.4B*)

17.17A Policy: Security

All other confidential documents will be handled and stored in a secure manner.

17.17B.1 Procedure: Examination

The National Home Inspector Examination (NHIE), which is developed and administered by the independent Examination Board of Professional Home Inspectors (EBPHI), has been selected by the ASHI Certification Committee as the required examination for the ASHI Certified Inspector program. The NHIE was selected because of the EBPHI’s ongoing commitment to develop, maintain, and administer the examination according to accepted psychometric standards.

The EBPHI is an independent non-profit organization. The sole purpose of the EBPHI is the development, maintenance, and administration of a valid, reliable, and legally defensible home inspector competence assessment test. (Source EBPHI’s *Home Inspector Licensing and the National Home Inspector Examination* publication.)

17.17 B.2 Procedure: ASHI Security

1. Documents related to the development, administration and maintenance of the NHIE are securely retained by the EBPHI.
2. EBPHI is responsible for the secure administration of the NHIE.
3. Copies of NHIE score reports submitted to ASHI will be retained in members’ files.

4. Copies of the NHIE role delineation study or other exam development documentation will be considered confidential and handled in a secure manner.
5. Confidential documents, including membership files, will be stored in locked file cabinets or password protected electronic files.
6. Transmission of documents between EBPHI and ASHI or other vendors will include password protection for electronic files and traceable shipments for printed documents.
7. Access to confidential documents will be limited to authorized personnel.
8. Any violations of security procedures will be reported to the ASHI Executive Director for investigation.

17.18A Policy: Eligibility Requirements for ASHI Certified Inspector Status

Following acceptance as an Associate Inspector, the inspector must complete the following steps to become an ASHI Certified Inspector.

1. Complete at least 30 days as an ASHI Associate Inspector. *Revised 4/17/99*
2. Perform a minimum of 250 fee paid inspections and provide a notarized affidavit attesting to their performance. ASHI reserves the right to request physical evidence of the 250 inspections as outlined in the Report Verification Policy (See Policy 03 Membership Committee). Fee paid inspections that count toward the membership requirements include inspections of a one to four unit property that substantially comply with the ASHI Standards of Practice and for which only one ASHI Associate Inspector is claiming towards the membership requirement or Parallel Inspections as defined in 3.14A Policy: Parallel Inspections. *Revised 1/11/06*
3. Successfully pass the National Home Inspector Examination
4. Complete membership application in full and return with payment. *Revised 10/21/06*
5. Are in good standing with ASHI and have no complaints filed against them.
6. Individuals who are notified that they do not meet the eligibility requirements may appeal the decision by sending a written notice of appeal to ASHI within 30 days of receipt of the eligibility decision. The Certification Committee will review the appeal notice and will make a final determination regarding eligibility.
7. Certification Committee will receive a list of all inspectors moved to Certified Inspector status not less than monthly. *Revised 10/21/06*

17.19 Ac Policy: Recognition of membership in other Home Inspector Associations

The ASHI Certification Committee recognizes the value of experienced Home Inspectors in other Home Inspector Associations or licensed states that have been integrated through the bylaws of the American Society of Home Inspectors prior to the date of NCCA accreditation (1/1/10). These membership requirements will be reviewed by the Certification Committee annually. *Revision 5/31/11*

1. Certified CREIA Inspector (CCI) Members of CREIA (The California Real Estate Inspectors Association) are welcomed as ASHI Certified Inspectors with the following provisions: CCI Members must pass report verification, must document 250 fee paid inspections and must provide evidence of passing the CREIA membership examination. *Revised 7/17/04*
2. Inspector level members of the Texas Association of Real Estate Inspectors (TAREI) who hold a Professional Inspectors' License, via the sponsorship program, with the Texas Real Estate Commission (TREC) are welcomed as ASHI Certified Inspectors with the following provisions: They must pass report verification and must pass TAREI membership verification. *Revised 1/12/05*
3. Full members of the Georgia Association of Home Inspectors (GAHI) are welcomed as ASHI Certified Inspectors with the following provisions: GAHI members must pass the National Home Inspectors Examination, must pass report verification, must pay an application fee, must pay annual dues and must meet annual CE requirements. *Revised 1/12/05*
4. Any inspector who holds the CAHPI RHI designation in British Columbia, Alberta, Ontario, or Quebec, and is in good standing in their Canadian chapter shall move straight to ASHI Certified Inspector status, for as long as the RHI requirements continue to be equal or exceed ASHI's requirements for top level membership status. This policy will apply to RHIs in other Provinces when they become qualified, as determined by the Certification Committee. Annual dues for all RHI level designees and/or full Canadian ASHI Certified Inspectors are set at a rate determined by the Board. Canadian inspectors without RHI status will still have to begin their membership in ASHI as an Associate Inspector and go through the verification and exam process. CAHPI Certified Inspectors and Associate Inspector dues shall be set at a rate determined by the Board. *Revised 04/14/07*
5. New Jersey licensed inspectors are welcomed as ASHI Certified Inspectors with the following provisions: They must pass the National Home Inspector Examination (NHIE); they must pass report verification and must have performed 250 fee-paid home inspections. *Revised 4/8/06*

17.20A Policy: Use of the phrase: “Certified Inspector”

ASHI Certified Inspectors are allowed to use the words “Certified Inspector” or not to use the words “Certified Inspector” as they individually choose.

Revised 04/19/97

17.21 A Policy: Compliance with Standards and Ethics

Compliance with the ASHI Standards of Practice and Code of Ethics is mandatory for all Certified Inspectors. A signed statement on the initial application and on each year’s dues statement shall attest to agreement with this policy.

Revised 1/1/96

17.22A Policy: Continuing Education (CE) Requirement

Continued Certified Inspector status is dependent upon the dedication of the membership investing in their profession by continuing their education regarding the inspection profession. The continuing education requirement was developed to ensure Certified Inspectors invest in ongoing education throughout their careers to enhance their professional development and contribute to improved public safety.

The Certification Committee, after evaluating the home inspector profession and the frequency of changes in the profession, has determined that an annual continuing education requirement will best serve the needs of Certified Inspectors for ongoing education.

1. The CE requirement for ASHI Certified Inspectors is 20 hours per year. Following a Certified Inspector’s completion of all eligibility requirements, the CE requirement will start after October 1st during their first year.

Revised 10/01/00

2. No more than 10 CE’s will be credited to the following year on an annual basis.

Revised 1/13/02

3. ASHI’s Certification Committee will implement successive improvements to the program, culminating in acceptance of only CEU-approved courses.

Revised 4/17/99

17.22B.1 Procedure: Responsibility of Staff to Audit CE Totals

1. ASHI staff shall immediately begin a random audit based upon a percentage of submissions to verify CE totals claimed by Members on renewal applications.

2. If a member's submitted documentation does not verify the number of CE's claimed, the member will be notified and placed on Administrative Suspension until the deficiency is made up. *Revised 10/26/96*

17.22B.2 Procedure: Acceptance of CE's During Dues Renewal Grace Period

1. CE's shall be accepted during the same 60-day grace period that is allowed for dues renewal. CE's obtained during the grace period will apply to the individual's current requirement only. These CE's may not be counted twice. *Revised 10/26/96*
2. Administrative suspension shall be imposed on any individual who has submitted his or her renewal dues but has not submitted the required CE's by the end of a 60-day grace period. As soon as the required CE's are submitted, the Administrative Suspension shall be lifted. *Revised 10/26/96*

17.23A Policy: Report Verification

1. All Certified Inspectors will be required to perform inspections and produce reports in substantial conformity with the ASHI Standards and provide proof that a minimum of 250 inspections has been performed as required by Section 17.12A (*Policy: Continuing Education Requirement*). All reports submitted for verification must be written in English. *Revised 4/17/04*
2. The verification process is to be confidential with all reports, results and discussions related to verification limited to those between the Associate Inspector and his/her verifier; appropriate ASHI staff and the ASHI Certification Committee and Standards chairs. No discussions related to verification, passing or failing, are to be permitted between other parties. *Revised 10/21/06*

17.24A Policy: Definition of Administrative Suspension

1. Any Certified Inspector placed on Administrative Suspension will lose all membership benefits provided by ASHI National, excluding the right to vote (if applicable).
2. An individual may remain in Administrative Suspension until the end of his or her current membership year. If administrative suspension is not removed for the individual at that time, his or her ASHI membership will not be renewed until the reason(s) have been corrected and accepted by the committee.
3. The Certification Committee, Complaints Committee or ASHI Staff will administer Administrative Suspension for Certified Inspectors upon the approval of the ASHI Certification Committee.

17.25A Policy: Membership Reinstatement

1. Any individual whose certification has lapsed for up to two years for reasons other than ASHI discipline may reinstate his or her membership provided that:
 - a. All back and current dues and fees are paid;
 - b. Proof of required CE's during the absence (20 CE's per year);
 - c. There have been no ASHI disciplinary actions or complaints about him or her during the absence.
2. Those whose certification has lapsed for more than two years must reapply for certification under the existing application process except that any waiting period will be waived.

17.28A Policy: Nondiscrimination

ASHI and the ASHI Certification Committee do not discriminate on the basis of age, sex, race, color, creed, or geographic area of origin or employment.

18 ASHI WEBSITE

18.0 Purpose

The following ASHI Policies and Procedures are all related to activities of the ASHI Website. ASHI staff develops and manages ASHI's Internet presence to ensure it advances the society, serves the members' needs and reflects advances in design and technology. These Policies and Procedures are to be reviewed and updated annually or as needed by ASHI staff.

Section Established 10/17/09

18.1A Policy: Website Committee

The upkeep of the website is now a staff function.

Revised 10/17/09

18.1B Procedure: Website Operation

Web site content should be chosen to provide support and services to ASHI members, to attract potential members, and to develop and support public awareness of ASHI in a manner consistent with ASHI's mission.

1. General Operation

- a. ASHI staff shall be responsible for operation of the Society web sites.
Revised 01/16/08
- b. Staff shall be responsible for maintaining an up to date back up of the entire site at all times.
Revised 04/12/08
- c. Issues regarding policy shall be decided by the Board.
Revised 4/12/03
- d. The staff shall develop, maintain and update website pages that have technical topics with assistance from the appropriate committees or workgroups as necessary.
Revised 4/12/03

2. Member Links

- a. Links to individual ASHI Member's web sites may be listed on the ASHI web site free of charge, as a Member benefit.
- b. Links are subject to approval by staff. Criteria for approval shall be:
 1. Membership in ASHI.
 2. Members must have ASHI logo use privileges.
 3. Affiliate membership in ASHI.

3. Links to Other Websites

The staff may place free links to other web sites on the ASHI web sites after approval. Criteria for approval shall be: *Revised 4/12/03*

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

4. Reciprocal Links

- a. Reciprocal links should be requested, but are not required if the link is of benefit to ASHI members.
- b. The staff should not approve and may remove links to pages that are incomplete or under construction. *Revised 4/12/03*

5. ASHI Membership Forum (AMF) Moderators

- a. The ASHI staff shall have the means and opportunity to remove without warning any posted message by a USER that does not comply with the approved AMF Rules.
- b. An AMF USER found in non-compliance of AMF Rules shall be warned by the ASHI staff and:
 1. A warning will be sent via email without the request for the offender to remove their offending posts; the ASHI staff will remove the offending posts.
 2. After a 2nd warning, the offender will be put on probation.
 3. Upon a 3rd warning, they will be removed for a period of 30 days.
 4. After returning, if they offend again, a 90 day suspension will be imposed.
 5. Any further transgressions will earn a year-long suspension.
 6. All users of the forum are required to have a valid email address to send warnings to.
 7. The decisions of the ASHI staff are final and binding.

Revised 10/17/09

6. ASHI Membership Forum Rules

Access to the ASHI membership Forum requires acceptance of the terms that are attached Appendix 18A.

- a. All subject matter is restricted to real estate inspections and related issues, or of relevance to ASHI Members. *Revised 4/21/2012*
- b. Respect other USERS on the ASHI Membership Forum. You may express yourself, but not to injure, harm or damage others. Users are expected to

- exercise professionalism, common sense and courtesy in the messages transmitted over the ASHI Membership Forum.
- c. Anonymous posts are not permitted on ASHI Membership Forum. All postings must include the sender's name.
 - d. ASHI Membership Forum shall not be used to libel, slander, defame or disparage a Member or Associate of ASHI or any other person, company or organization. Defamatory, obscene, and other offensive communications are not acceptable and could lead to legal liability for those engaging in such improper communication. Personal attacks are not acceptable behavior.
 - e. Posts advertising or promoting any product or service, or Inspector Membership Association besides ASHI directly or indirectly, are not permitted on the ASHI Membership Forum, and will be removed promptly.
 - f. Use of AMF for illegal activities is prohibited, including illegal drugs, gambling, pornography, prostitution, child pornography, robbery, spreading computer viruses, entering private computer discussion boards, software infringement, trafficking in credit card codes, or other crimes.
 - g. ASHI Membership Forum may not be used to communicate with others about prices, terms of service or other competitive information, as this is a violation of anti-trust laws. ASHI Membership Forum constitutes an ongoing "meeting" of participants. Such meetings may involve competitors. The same rules against illegal agreements in restraint of trade that apply at member meetings apply to ASHI Membership Forum communications. Further, since ASHI Membership Forum communications may be downloaded without the knowledge of the sender(s):
 - a. users should be both fully informed about antitrust law regarding communication and agreements among competitors and
 - b. act in strict conformity with those rules.
 - h. Do not upload or distribute files subject to trademark, copyright, or other proprietary rights except with the express consent of the owner of the rights.
 - i. ASHI Membership Forum may not be used to violate any rules of membership in ASHI, the ASHI By-laws, or the ASHI Code of Ethics. The ASHI Code of Ethics professional conduct rules apply to your use of the ASHI Membership Forum.
 - j. ASHI reserves the right without prior notice to modify or change these rules as it determines from time-to-time in the best interests of ASHI.
 - k. ASHI Membership Forum is a benefit for ASHI membership only. Others are not permitted on ASHI Membership Forum unless special permission is granted by ASHI.

- l. Posted items may be published in The ASHI Reporter or other ASHI National communication vehicles if the topic is deemed to be of interest to the general membership. The name of the person posting the information will not be published without permission.
- m. In accordance with ASHI's Code of Ethics, an inspector shall make every effort to uphold, maintain, and improve the professional integrity, reputation, and practice of the home inspection profession. He or she will report all such relevant information, including violations of this Code by other members, to the Association for possible remedial action.
- n. All electronic messages may be copied as a routine matter and may be destroyed on a regular basis. ASHI disclaims responsibility to maintain copies of any such communications or to assure that such information is deleted.

7. "Find an Inspector" Search Mechanism

ASHI website "Find an Inspector" will use the following guidelines:

- a. The "Find an Inspector" search mechanism will list Associates, Associates with Logo Use and ASHI Certified Inspectors.
- b. When the "Find an Inspector" search results are returned, the program will pull up inspectors within a search radius based on a zip code search. It is suggested that staff explore ways to establish options of searching for an inspector in a tighter search area (5-, 10-, 20- or 30-mile radius of zip code for example).
- c. When the "Find an Inspector" search results are returned, the results will be listed in the following order: ASHI Certified Inspectors and Associates with Logo Use listed closest to selection criteria. Associates will be listed below the list of Members and Associates with Logo Use listed closest to selection criteria. *Revised 4/21/2012*
- d. All Associate records returned in the "Find an Inspector" search will note the inspector's membership category as an ASHI Certified Inspectors Associates with Logo Use and Associate will not have their membership categories listed.
- e. Descriptions of each membership category will be included in the "Find an Inspector" area clearly telling the consumer the qualifications of the inspectors listed. *Revised 1/11/06*