

Maine Society of Radiologic Technologists Polices

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ASRT STUDENT LEADERSHIP DEVELOPMENT PROGRAM

POLICY: The MSRT will select a student(s) to represent Maine in the ASRT student development program at the ASRT Educational Symposium and Annual Governance and House of Delegates meeting.

PROCEDURE: Interested students will apply to the REM chair and to the ASRT. The BOD will meet and select a delegate(s) from the eligible applicants. Applications and more information can be found in the MSRT Student Delegate Application Guidelines.

BOARD OF DIRECTORS MEETING AGENDA

POLICY: The President of the MSRT will announce meeting agendas 10 days in advance of the meeting by email and also by posting on the website. The agenda will include any committee reports that need to be voted upon at the meeting. Agenda items and reports will be submitted to the President 15 days prior to the meeting. Items that arise during the meeting which are not on the agenda will be discussed as time allows at the end of the meeting. If there is no time, the item will be placed on the agenda for the next board meeting. Emergent items may be discussed at the discretion of the board.

BOARD OF DIRECTORS MEETING MINUTES

POLICY: It is the policy of the MSRT that all board meeting minutes will be recorded in the same format as the agenda with sections for: Item, Discussion, Action/Follow up, and Resolution.

The meeting minutes will be sent via email within 2 weeks of the meeting to all attendees. At that time attendees will review and submit any corrections. The minutes will be voted on at the next MSRT board meeting.

BOARD OF DIRECTORS MEETING SCHEDULE

POLICY: The MSRT President will announce the Board of Directors meeting schedule by email and by posting it on the website. The President will announce the meetings as early as possible and at least 30 days in advance to allow members the opportunity to submit agenda items and to arrange schedules to attend.

COMPLIANCE CHECKLIST FOR AFFILIATES

POLICY: It is the policy of the MSRT that the President of the MSRT will complete and submit to the ASRT the required Compliance Checklist for Affiliates & forms found on the ASRT website <http://www.asrt.org/main/about-asrt/affiliates/affiliate-society-resources> within 60 days of the close of the MSRT's fiscal year. Compliance is required to maintain active status with the ASRT. Before submitting to the ASRT, the President will have at least one other board member check the forms for accuracy.

Compliance Checklist for Affiliates

1. Election report: please use this link: Election report
2. Financial report, you can use this template: Financial Report Form
3. If your bylaws have changed send new copy otherwise indicate by email that there have been no changes.
4. Copy of good standing certificate or electronic print out that states good standing from the state which can be ordered online: https://www10.informe.org/aro/index_on.html
5. Proof of 990 tax filing
6. Completion of the ASRT GEN (group exemption form) ASRT Group Exemption Form
7. Completion of the attestation/validation report on behalf of your subordinates (districts/chapters), here is a link to the form: Affiliate subordinate attestation form

The documents can be faxed directly to the Governance and Affiliate Relations Department at 505-275-7794 or send to affiliaterelations@asrt.org

CONFERENCE SPEAKER COMPENSATION

POLICY: The MSRT will compensate speakers who speak at a MSRT sponsored conference with either a complimentary room for one night or a \$50 honorarium and mileage reimbursement at the current IRS recommended rate.

CONFIDENTIALITY AND CONFLICT OF INTEREST

POLICY: It is the Policy of the MSRT that no confidential information is discussed at an open MSRT board meeting and that all MSRT board members will sign a Confidentiality and Conflict of Interest Policy and Disclosure Form when installed and annually thereafter. If any MSRT member other than a board member is required to be at a closed MSRT board meeting where confidential information is discussed, they will be required to sign a Confidentiality and Conflict of Interest Policy and Disclosure Form. This form will be kept in accordance to the records retention policy.

Confidentiality

As a member of the Board, I recognize that I owe a fiduciary duty of care to the MSRT. This includes a duty of confidentiality. All information and documentation that I receive from MSRT and others in connection with my service on the Board will be treated with strict confidentiality. Neither the contents nor the existence of this information or documentation will be shared with anyone other than the officers, directors, employees, and authorized agents of MSRT. I will direct any questions regarding my confidentiality obligations to the MSRT chairman of the Board.

Conflicts of Interest

As a member of the Board, I recognize that I owe a fiduciary duty of loyalty to the MSRT. This duty requires me to avoid conflicts of interest and to act at all times in the best interests of the MSRT. The purpose of the conflicts of interest policy (set forth below) is to help inform the Board about what constitutes a conflict of interest, assist the Board in identifying and disclosing actual and potential conflicts, and help ensure the avoidance of conflicts of interest where necessary. This policy may be enforced against individual Board members as described below:

1. Board members have a fiduciary duty to conduct themselves without conflict to the interests of the MSRT. In their capacity as Board members, they must subordinate personal, individual business, third-party, and other interests to the welfare and best interests of the MSRT.
2. A conflict of interest is conduct, a transaction or relationship that presents or might conflict with a Board member's obligations owed to the MSRT and the Board member's personal, business or other interests.
3. All conflicts of interest are not necessarily prohibited or harmful to the MSRT. However, full disclosure of all actual and potential conflicts, and a determination by the disinterested Board members – with the interested Board member(s) recused from participating in debates and voting on the matter – are required.
4. All actual and potential conflicts of interests shall be disclosed by Board members through the annual disclosure form and/or to the Board whenever a conflict arises. Disinterested members of the MSRT board shall make a determination as to whether a prohibited conflict exists and what subsequent action is appropriate (if any). The Board shall retain the ultimate enforcement authority with respect to the interpretation and application of this policy.
5. On an annual basis, all Board members shall be provided with a copy of this policy and required to complete and sign the acknowledgment and disclosure form below. All completed forms shall be provided to and reviewed by the MSRT board, as well as all other conflict information, if any, provided by Board members.

CONFLICTS OF INTEREST ACKNOWLEDGMENT AND DISCLOSURE FORM

I have read the conflicts of interest policy set forth above and agree to comply fully with its terms and conditions at all times during my service as a MSRT Board member. If at any time following the submission of this form I become aware of any actual or potential conflicts of interest, or if the information provided below becomes inaccurate or incomplete, I will promptly notify the MSRT Board of Directors in writing.

Disclosure of Actual or Potential Conflicts of Interest:

I acknowledge and agree that my selection for service on the Board and the opportunities made available to me by serving on the Board constitute good and valuable consideration for entering into this agreement, the receipt and sufficiency of which I hereby acknowledge.

In my individual capacity:

Signature: _____

Name: _____

DELEGATES TO THE ASRT HOUSE OF DELEGATES

DUTIES: The primary responsibilities of the delegates are to provide a direct voice to the ASRT regarding MSRT activities and concerns and to report back to the MSRT the information received at the ASRT Annual Governance and House of Delegates Meeting.

POLICY: The MSRT will elect two delegates and two alternate delegates to attend the ASRT Annual Governance and House of Delegates Meeting.

PROCEDURE: The MSRT President will notify members via the website of the deadline for applying for this position which will be no later than the last business day of November. Candidates must meet all requirements as listed in the ASRT bylaws Article V and the MSRT bylaws Article VII and submit a letter of interest detailing their qualifications. The MSRT board of directors will elect the delegates and alternates based on their qualifications before the last business day in December. The MSRT delegates and alternates will submit the required ASRT information before the last business day in January.

ELECTION OF THE BOARD OF DIRECTORS

POLICY: As stated in the MSRT bylaws Article V section 4; Nominations

The President shall appoint a nominating committee within thirty days following the date of the annual meeting in an upcoming election year. In lieu of a nominating committee chair, the Board will act as the nominating committee.

PROCEDURE: The President will notify the members via the website thirty days following the date of the annual meeting in an upcoming election year, that is an election year, and nominations for qualified persons should be submitted to the nominating committee. The committee shall satisfy itself that all candidates have the proper credentials as required by the MSRT bylaws Article V and are willing to serve if elected. Nominations may be submitted to the committee by any MSRT voting member. Nominations will also be accepted from the floor during the annual business meeting in an election year. The report of the nominating committee shall be submitted to the membership at the annual meeting.

FINANCIAL

SUBJECT: ACCOUNTING METHOD

POLICY: It is the policy of the MSRT to utilize the cash basis of accounting. Cash receipts are a liquid asset and strong internal controls have been created to protect this most important asset.

PROCEDURE: Upon receipt by the treasurer, all checks will be immediately endorsed to the MSRT and deposited within 5 business days. A receipt (email will be sufficient) will be generated for every transaction and the ledger will be updated immediately.

An audit of the ledger will be conducted on a yearly basis by a subcommittee (Board Chairperson, Treasurer, President & President Elect) or a third party auditing firm.

A formal audit by a third party may be requested by the board at any time for just cause.

SUBJECT: BAD DEBT WRITE-OFF POLICY AND PROCEDURE

POLICY: It is the policy of the MSRT to ensure that all reasonable means of collecting bad debts have been exhausted before write-off procedures are initiated.

PROCEDURE: If a debt is deemed uncollectible, approval by the MSRT Treasurer and President are required before write-off implementation. Once a write-off has been initiated, the MSRT Secretary will be advised of the actions deemed necessary by the MSRT President.

SUBJECT: BANK RECONCILIATIONS

POLICY: It is the policy of the MSRT to have all bank statements directly forwarded to the MSRT Treasurer, who will review the checks cleared during the prior month.

PROCEDURE: The MSRT Treasurer will be responsible for reconciling the bank statements.

SUBJECT: BUDGET/EXPENDITURES

POLICY: It is the policy of the MSRT that no expenditures are allowed to exceed the budget without prior approval from the board of directors.

PROCEDURE: If it is determined that an expenditure will exceed the budget for a particular item, it is the responsibility of the person submitting the expenditure to contact the MSRT President prior to committing to the expense. The request for expenditure must be forwarded to the Board of Directors and approved by majority vote of the board of directors. The vote of the board of directors will be included in the minutes of the next meeting of the board of directors. A copy of the approval will be attached to the voucher when requesting payment.

SUBJECT: BUDGET/STRATEGIC PLAN

POLICY: It is the policy of the MSRT that the board shall guide the society in accordance with the approved annual operating budget. The board shall review any budget changes that will have a significant impact as part of its fiduciary responsibility to the society. The budget must uphold the mission of the MSRT.

PROCEDURE: The MSRT board shall approve an annual operating budget for each fiscal year that will project income and expenses and will provide for member benefits and support services as outlined in the strategic plan for the year. The board will approve the annual budget prior to the start of the fiscal year on July 1.

Steps:

Budget/Strategic Plan preparation by the Board and Committees

Discussion of budget/strategic plan at a board meeting

Approval of budget/strategic plan at a board meeting. Meeting minutes must reflect approval.

SUBJECT: CASH PRIZES AWARDED TO THE WINNERS OF THE STUDENT ESSAY AND EXHIBIT COMPETITION AT THE ANNUAL SPRING CONFERENCE

POLICY: It is the policy of the MSRT to distribute the total amount collected each year from the Radiology groups to the winners of the student essay and exhibit competition.

SUBJECT: CHECK ENDORSEMENT/STAMP

POLICY: It is the policy of the MSRT to endorse checks with a stamp as follows:

For deposit only

Maine Society of Radiologic Technologists

PROCEDURE: N/A

SUBJECT: CONFERENCES- MSRT SPONSORED

POLICY: It is the policy of the MSRT that MSRT board and committee members will receive complimentary general registration for the MSRT Annual Conference but are responsible for the cost of meals provided by the MSRT at the conference. MSRT Student Delegates and Alternates will receive complimentary general registration, to include the cost of meals, for the MSRT Annual Conference.

PROCEDURE: NA

SUBJECT: DONATIONS

POLICY: The President or Board Chairperson of the MSRT will recognize all donations including donations of time, space, equipment or monies in a general statement at the annual meeting/conference.

SUBJECT: FINANCIAL CONTROLS

POLICY: It is the policy of the MSRT that authorization is necessary for signatures on contracts, checks, payments, and receipt, deposit or withdrawal of money. The board shall have oversight of any individual authorized to purchase, withdraw money or sign contracts for the MSRT. The board shall approve any expense that exceeds the budget. Internal controls policies and procedures must be followed for consistency. The MSRT shall place all accounts in financial institutions that are federally insured. All funds received by MSRT shall be deposited within the designated timeframe.

PROCEDURE: All incoming checks must be sent to the MSRT Treasurer for processing within one week. The checks must be deposited in the designated MSRT account within 5 business days. Authorization for signatures on checks, contracts, payments, and receipt, deposit and withdrawal of money shall be given to the MSRT board for consideration. Expenditures that exceed the budget shall be approved by the board of directors.

All check disbursements will require a completed payment request form with invoices and/or copies of receipts attached prior to the disbursement of a check. The payment request form must be signed by the Board Chair or the senior officer present. The checks must be signed by a person not requesting the check.

Check-Signing Authority

The Treasurer and Secretary are authorized to sign checks.

SUBJECT: IRS FORMS: FORM 990

POLICY: It is the policy of the MSRT to allow public access to IRS Form 990.

PROCEDURE: This access will be provided with prior notification to the MSRT Treasurer. Requests for copies of Form 990 must be made in writing and will not be mailed without the approval of the MSRT Board of Directors.

SUBJECT: IRS FORMS: FORM 1099

POLICY: It is the policy of the MSRT to complete IRS Form 1099 for all individuals and IRS Form W-9 for all vendors receiving \$600 or more during the calendar year from the MSRT.

SUBJECT: LOANS

POLICY: It is the policy of the MSRT that a loan may not be made to any board member, officer, employee or member of the organization.

PROCEDURE: NA

SUBJECT: MANUAL- MAINTENANCE AND REVIEW

POLICY: It is the policy of the MSRT to maintain a financial policy and procedures manual. The manual will be submitted to the MSRT Treasurer and President and shall be reviewed annually during the audit.

PROCEDURE: The manual will be maintained by the MSRT Treasurer and President and modified and updated as needed. New policies will be maintained and incorporated into the primary manual annually. The manual, any recommended policy or change to existing policy, and the rationale for the change will be submitted to the MSRT Treasurer prior to the Annual Conference. After review and approval by the board of directors, the changes will be incorporated.

SUBJECT: MONETARY DONATIONS

POLICY: A Monetary Donation Form must be completed for all monetary donations to the MSRT. Recognition of these donations will be made by the President or the Board Chairperson of the MSRT at the annual meeting/conference and/or on the MSRT webpage with the donors' permission.

PROCEDURE: The MSRT member receiving the donation will complete a Monetary Donation Form and submit it to the MSRT Treasurer within one week. The MSRT Treasurer will record the donation under the appropriate financial heading and deposit the monies into the MSRT account within 2 business days. A copy of the Monetary Donation Form will be mailed to the donor as a receipt, the original will be kept in accordance to the records retention policy.

MSRT MONETARY DONATION FORM

Name: _____

Address: _____

Phone: _____ Email address _____

Would you like your donation to go to a specific activity? Yes No

If yes, please check the specific activity below.

- _____ scholarship program _____ legislative advocacy
- _____ off set meeting cost _____ MSRT annual meeting fund
- _____ other

May we share our appreciation for your donation on the MSRT website? Yes or No?

May we share our appreciation for your donation at the MSRT annual meeting? Yes or No?

LIFE MEMBERSHIP

POLICY: MSRT Life Members are those active members who have maintained membership for a minimum of 25 years. Their participation as a member shall reflect exceptional service and dedication to the MSRT and the profession. They shall be selected by three-fourths (3/4) vote of the entire membership of the Board of Directors. Life Members shall have all rights, privileges and obligations of active MSRT members.

Concept: Life Membership is an honor recognizing members for their special contributions to MSRT and the profession. This membership status is confined to active members who qualify within the eligibility guidelines. It should not be confused with retired or inactive status. Life Members are exempt from all annual dues payments.

Life Membership recognizes the valuable contributions of individuals to the past, current and future of MSRT and the profession. In particular, Life Membership recognizes a wide range of contributions – more than simply being a long-term MSRT member. Life Membership should be awarded for sustained superior performance in support of the MSRT mission and the profession.

Procedures:

Eligibility

Life Membership may be considered for a member who:

- 6. Is in good standing (dues fully paid through the current year).
- 7. Has been an active member for a minimum of 25 years.

8. Has made continuing and important contributions to MSRT and the profession that reflect exceptional service and dedication.
9. Is an advocate for MSRT's mission and strategic initiatives.

Nominations

Nominations for Life Membership shall be made by an MSRT member in the form of a completed Life Membership Nomination Packet.

Nomination Guidelines

All nominations must be received by the MSRT President by the first business day of January of the year of anticipated awarding of Life Membership. Nomination packets become the property of MSRT and may not be returned.

Nominations for Life Membership must include all of the following:

1. Completed and signed Life Membership Recommendation Form.
 2. Curriculum vitae with a chronological list of at least 25 years of active professional membership in MSRT. Work experience must include length of service, organizations in which he or she has served and positions held, if this information is not in the curriculum vitae.
 3. Detailed description should reflect the nominee's exceptional service and dedication to MSRT and the profession.
 4. One letter of support from MSRT voting member. It may come from the MSRT member submitting the nomination.
1. Nominees will not be considered if their nomination packets are missing any of the required documents.
 2. It is highly suggested that each piece of documentation is clearly labeled and is a separate, standalone document.

Review/Approval Process

Life Membership nominations will be reviewed once a year by the MSRT Board of Directors prior to its annual meeting. The Board will vote for Life Membership at its annual meeting. Life Membership requires an affirmative vote by three-fourths of the entire Board.

Revocation of Life Membership

Life Membership status may be removed or terminated by the Board of Directors as outlined in MSRT Bylaws Article IV section 6, Membership Censure, Reprimand and Removal.

MSRT Life Membership Nomination Form

Please fill out this form completely and submit to the MSRT President.

Deadline for receipt of materials is the first business day of January.

Name of Nominee:

Nominee Qualifications

- Is the nominee an active MSRT member?
- Has the nominee’s participation as an MSRT member reflected exceptional service and dedication to MSRT and the profession?
- Has the nominee been an active MSRT member for 25 years as of the date of nomination?
- Is the nominee free of attributes and conduct that would discredit the MSRT?
- Did the nominee provide the curriculum vitae submitted as documentation?

Required Documentation

- Attach nominee’s curriculum vitae or descriptive list of the nominee’s work experience including length of service, organizations in which he or she has served and positions held.
- One letter of support from a current MSRT member must be submitted as part of the nomination documentation and received by the MSRT President by the first business day of January. The letter of support may come from the MSRT member submitting the nomination form.

The information contained in these documents is privileged and confidential and is for MSRT use only. This form must be signed and dated below by the MSRT member submitting the nomination for Life Membership:

Printed Name

Signature

Date

MILEAGE REIMBURSEMENT

POLICY: The MSRT will not reimburse for mileage to any person for attending any of its meetings or conferences unless the person is a speaker at a MSRT sponsored conference and has chosen to be paid for speaking as described in the policy for speaker compensation.

PRIVACY

POLICY: The MSRT takes seriously the privacy of its members contact information and abides by all federal and state privacy laws regarding postal addresses, telephone numbers, fax numbers, and email addresses. The MSRT will not sell or give away any member information. The MSRT understands that some members may not want to be contacted by the MSRT. Any member can contact any one of the board of directors to be added to the Do Not Contact List.

RAFFLES

POLICY: Board and Committee members are not eligible for raffles.

Student Delegates are exempt from this policy.

RECORD RETENTION

POLICY: This Records Retention Policy of the Maine Society of Radiographers (MSRT) outlines the control over retention and disposal of corporate records of the MSRT. A schedule for retention and destruction of corporate records will be created and enforced (See Record Retention Schedule). Records may be in paper or electronic format.

Retention Schedule

A schedule of records retention will be set, maintained and published.

Records Not Listed

In the event that records are not specifically listed on the schedule, the Chairman of the Board will set the retention parameters. Retention parameters will be based on the retention of similar types of records.

Records Destruction

Once the time limit for the records has expired, the person responsible for safekeeping will destroy the records. A crosscut shredder or similar device will be employed. Records that are not specifically listed on the schedule must have approval by the Chairman of the Board prior to destruction.

DOCUMENT	Retention Period	DOCUMENT	Retention Period
Accident Reports and Claims (settled cases)	7 years	Insurance policies (expired)	3 years
Account payables ledger and schedules	4 years	Insurance records, current accident reports, claims, policies, etc.	Permanently
Accounts receivable ledgers and schedules	4 years	Internal reports (miscellaneous)	3 years
Audit reports of accounts	Permanently	Invoices to customers/members	3 years
Bank statements	3 years	Invoices from suppliers	3 years
Canceled checks	3 years	Journals	3 years

(see below)		(journal entries)	
Canceled checks for important payments, such as taxes, purchases of property and special contracts. (Checks should be filed with the papers pertaining to the underlying transaction)	Permanently	Minute books of Board of Directors, including bylaws and charter	Permanently
Charts of accounts	Permanently	Payroll records, summaries and tax returns	7 years
Check registers (cash disbursement journal)	3 years	Petty cash vouchers	3 years
Check stubs	3 years	Property records, including costs, depreciation schedules, blueprints, plans and appraisals	Permanently
Contract and leases	Permanently	Purchase orders	3 years
Correspondence (general)	3 years	Receiving sheets	1 year
Correspondence (legal & important matters only)	Permanently	Safety records	7 years
Deeds, mortgages and bills of sale	Permanently	Sales records	7 years
Depreciation schedules	Permanently	Subsidiary ledgers	3 years
Duplicate deposit slips	18 months	Tax returns and worksheets, revenue agents' reports and other documents relating to determination of income tax liability	Permanently
Employee personnel records (after termination)	3 years	Time cards and daily reports	7 years
Employee applications	3 years	Trademark registration, patents and copyrights	Permanently
Financial statements (end of year, other months optional)	Permanently	Voucher register and schedules	7 years
General ledger (end of the year trial balanced)	Permanently	Vouchers for payments to suppliers, employees, members, etc.	3 years
*Conference Registration Records	3 years	*Membership Payment records	3 years
*Continuing Education Documentation	3 years		

VOTING

POLICY: It is the policy of the MSRT that all Members in attendance at the annual spring conference business meeting can vote in the election for officer of the Board of Directors (BOD) of the MSRT.

It is the policy of the MSRT that at MSRT BOD meetings all opinions are respectfully listened to. When a open vote is called by the presiding officer, everyone attending the BOD meeting may vote so that the BOD will know how the attendees feel about the issue being voted on. The official record will show only the vote of the BOD. The Senior board chair will be the deciding vote in the event of a tie. When a closed vote is taken, all attendees that are not on the BOD will be asked to step out while the BOD votes. The official record will show the vote of the BOD. The Senior board chair will be the deciding vote in the event of a tie.

Proxy voting is never allowed.

All votes taken outside of an MSRT board meeting will be ratified at the next MSRT board meeting.

WEBSITE DISCLAIMER

POLICY: The MSRT website is for information purposes only. Changes are periodically made to the information contained in this internet site. The MSRT assumes no responsibility for and disclaims all liability for any errors or omissions on this site.

The MSRT site may include links providing direct access to other internet sites. The MSRT takes no responsibility for the content or information contained on those other sites and does not exert any editorial control over those sites.

The MSRT internet site was developed in the United States of America. The laws of the USA shall govern the use of this site.

WHISTLERBLOWER

POLICY: This Whistleblower Policy of MSRT: (1) encourages members to come forward with credible information on illegal practices or serious violations of adopted policies of the MSRT; (2) specifies that the MSRT will protect the person from retaliation; and (3) identifies where such information can be reported.

1. Encouragement of reporting. The MSRT encourages complaints, reports or inquiries about illegal practices or serious violations of the policies, including illegal or improper conduct by the MSRT itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the MSRT has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via the MSRT board of directors, unless that channel is itself implicated in

the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

1. Protection from retaliation. The MSRT prohibits retaliation by or on behalf of the MSRT against members for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The MSRT reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

1. Where to report. Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the The MSRT Senior Chairman of the Board of Directors; if the Senior Chairman of the Board is implicated in the complaint, report or inquiry, it should be directed to the MSRT President. The MSRT will conduct a prompt, discreet, and objective review or investigation. Members must recognize that the MSRT may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.