



RVAA Policies and Procedures

PREFACE

Since its inception in 1968, RVAA and its members have been known for their unique willingness to share information and ideas...discuss answers to the most perplexing questions...talk about experiences, both good and bad...analyze problems and offer solutions. One of the primary reasons the Association has been so successful in these areas and has been able to maintain that image has been the ongoing emphasis it has placed on its committees, focus groups, and their activities. The backbone of these activities was, is and will continue to be the unselfish efforts of those RVAA members who volunteer their time to serve on the Association's Board of Directors, committees and focus groups.

The real strength and value of the Association is attributable to the work of these groups that exist for specific purposes. These purposes are found in the RVAA updated Strategic Plan voted on by the membership in October 2001.

The section is intended to define these specific purposes (Policies and Procedures), which are not described in detail in the RVAA Constitution and Bylaws (amended October 2001) and the new Strategic Plan.

INTRODUCTION

The official policy of the Association determined by the Board of Directors as specified in the Bylaws (Article VI, Section 2).

Many policies and standard operating procedures result from Board of Directors discussion where no official motion was made, but where there was unanimous opinion. Such noteworthy policies and procedures will be listed herein as written policies or by way of routine procedures established over a long period of time.

RECREATIONAL VEHICLE AFTERMARKET ASSOCIATION POLICIES AND PROCEDURES

FISCAL, BUDGETARY AND LEGAL

1

Financial responsibility of RVAA rests with the full Board of Directors. Day to day operations is delegated to the Executive Director, President and Treasurer.

2

All disbursements shall be made by check with proper supporting documentation and submitted to the Treasurer for approval and signature. Two signatures are required on all checks, that of the RVAA Treasurer and the Executive Director.

3

The Treasurer, with the Executive Director, shall determine the investment of RVAA funds by submitting a report for approval by the RVAA Board of Directors.

4

Monthly financial statements shall be prepared by the RVAA office and sent to the Treasurer first and then to the RVAA Board of Directors.

5

Legal Counsel shall attend all full Board meetings.

6

The Board of Directors shall determine an annual CPA audit, as necessary.

7

The Association shall carry Officers and Directors (D & O) Liability Insurance.

8

The Board of Directors will determine other necessary insurance to be carried by the Association, such as personal liability, and meeting cancellation insurance.

9

RVAA shall have the goal of compiling one full year's operating budget in reserve.

10

The RVAA fiscal year shall be established as October 1 - September 30, with all members and new members dues (after the first of the year).

11

The RVAA Policies and Procedures Manual shall be prepared and become a part of each Director's Board Book for Board meetings.

12

The Executive Director shall write all Board meeting minutes. In his absence, the Secretary of the Association and/or legal counsel shall write the minutes.

13

At the winter Board meeting each year a resolution shall be prepared and adopted by the Board covering the fiscal procedures and monetary operating policies of the Association.

14

After the Association has achieved a surplus of one year's operating budget in reserve, the Board shall have the opportunity to plan a projected budget deficit every other year in the amount of the surplus of the previous year.

15

All copies of material written by the Board of Directors, Committee Chairs, and Focus Groups regarding RVAA and directed for industry consumption shall be approved by an officer of the RVAA Board of Directors and/or legal counsel, with first copy to go to the RVAA office for follow-through.

16

All income from registration fees on the Executive Conference and dues stay in the general RVAA accounts to help finance the general RVAA programs.

17

Any member with an outstanding amount due the Association where reasonable attempts to collect have been carried out, that the office shall notify the account by letter advising that failure to pay would result in the firm not being permitted to attend the next Executive Conference and be excluded in the next RVAA Membership Directory. Also all mailings would be terminated to this member.

18

Use of RVAA letterhead stationary by any member is prohibited. The RVAA Logo Policy for the Recreational Vehicle Aftermarket Association is as follows:

A member in good standing is free to use the RVAA logo on letterhead, advertising, magazines, etc. A camera-ready logo sheet is sent to members when they are admitted to the Association. Past members, those who are no longer members of the Association, are not permitted to use the logo.

EXECUTIVE CONFERENCE

1

A supplier conference room may be located only in the area RVAA designates for conference rooms.

2

Conference registration fees shall not be refunded to any firm not able to keep their schedule of conferences or to other registrants canceling past the announced cancellation deadline, except on an emergency basis and only upon approval of the Executive Director.

3

The choice conference rooms, including suites and all rooms above the minimum standard room on the floors of the hotel being used for conference rooms, shall go to those members who sponsor at the Gold, Platinum and Diamond level.

4

RVAA will assume no responsibility whatsoever for any cartons, boxes, crates, etc., shipped in to the hotel that the hotel cannot move with a two-wheeled hand truck/cart. Any supplier shipping anything larger should coordinate with the hotel on equipment needed to move such shipments. Be prepared to pay whatever the hotel may charge for such service and coordinate with RVAA on the type of room/size.

5

Manufacturers' Agents shall not be permitted to schedule or hold conferences at the Annual Executive Conference. However, they may be present in the appropriate supplier rooms of the products they represent.

6

The first registrant of member trade press representatives shall be invited to the Conference as a guest provided the firm does not hold an advance schedule of conferences.

7

To be eligible to attend the conference, all new member applicants must have their application in to the RVAA office by an established deadline date for eligibility to attend the Executive Conference.

8

Suppliers may have only a full-time salaried company representative hold their schedule of conferences and represent their firm. Commission agents may not represent any supplier by conducting their own set of conferences.

9

No signs, business cards, etc., visible from the hallway shall be allowed on the conference room floors at the Executive Conference, except those provided by the RVAA staff who will distribute identification signs to all suppliers in their conference packages.

10

The RVAA "Person of the Year" award shall be known as the Jim Barker Memorial Award for RVAA Person of the Year and presented to a deserving member. The award candidates are initially chosen by the total membership and this list of names is presented to the Awards Committee Chair. He/She in turn sends

the names to past recipients of the award who are still active in the RV Aftermarket for their selection of the winner. The award need not be presented each year.

11

Outside professional judges shall be employed for judging the annual RVAA "Catalog of the Year" and runner-up "Catalog of the Year" award. Professional judges may also be used to establish "Best Web Site" awards at future award programs.

12

Retiring officers and directors will receive a handsome wooden plaque in recognition of their work and leadership in RVAA. A document "Making the Most of Your Appointment Session Experience at the RVAA Executive Conference!" should be distributed to all members in their Conference packet to create a winning environment during the Conference sessions.

13

The Executive Conference is designed to facilitate communication and teamwork between distributor and supplier members. By making themselves unavailable during the scheduled times, suppliers put these relationships at risk. Regardless of whether or not they have scheduled appointments, suppliers should remain in their meeting rooms until the official close of the session. Skipping appointments with Distributors by leaving the Conference early is not permitted. To accommodate travel schedules, the Conference will continue to conclude on the last day at noon (Monday). Because of this, there should be no reason for having to leave the Conference early.

Distributors must honor appointments they have set with suppliers. By scheduling an appointment with a supplier and not showing up, that distributor has effectively stolen an opportunity from that supplier to use their time productively. It is imperative that distributors honor appointments that they have scheduled.

14

RVAA Decorum and Sensitivity Policy

Speakers and entertainers must strive to understand the importance of, and accept the diversity that exists within the learning/entertainment environment. They must be aware of what is appropriate or inappropriate in the conference/learning environment. The following guides are required for RVAA presenters and entertainers:

- A - Referring to anyone in the room by pet names or slang terms, or any that may be viewed as one of endearment.
- B - The use of jokes or explanations in which ethnic, derogatory or slang terms or names is used.
- C - Reducing the importance of any person in the room by inference or insinuation because of their sex, race, creed, color, ethnic origin, sexual attitude, speech pattern or tone, etc.
- D - The inappropriate physical contact of any program participant or fellow speaker.

15

Ribbons should be distributed to all sponsors at all levels at the Executive Conference. These levels are: Bronze, Silver, Gold, Platinum and Diamond. In addition to the ribbons, additional promotion via the "RVAA Communicator" newsletter and the award booklet at the Conference should list all sponsoring members.

16

Statement Regarding the Consumption of Alcoholic Beverages

At RVAA Receptions and Dinners we are pleased to provide our guests with complimentary alcoholic and non-alcoholic beverages. If drinking alcoholic beverages, we ask that you please drink in moderation. We

strongly discourage the use and operation of automobiles if you have been drinking. Driving under the influence of alcohol not only endangers your life and that of others, but it is also a criminal offense.

If your blood alcohol level is .10% or more while operating a motor vehicle, you are legally intoxicated. A blood alcohol level of 0.07% is equivalent of consuming approximately two mixed drinks in a one-hour period. Typically, first-time offenders receive a minimum of: a fine up to \$1000, up to six-months jail time, possible loss of driver's license, and be required to attend alcohol education classes and do community service!

If you are going to be drinking and need to travel after doing so, please arrange for a designated driver.

NEW MEMBER APPLICATION PROCEDURE, MEMBER SERVICES AND GENERAL OPERATIONAL GUIDELINES

1
Membership in RVAA is a company membership with the member designating a company representative to be their official representative to the Association. Each such official rep will receive all RVAA mailings, invoices, office communications, etc.

2
Only the Board of Directors in an officially scheduled meeting may act on new member applications, which if possible, should be initially reviewed by the Membership Committee.

3
RVAA will publish a quarterly membership newsletter for all members entitled "The Communicator" (March, June, September and December). A creative RVAA web site should be developed that links all members of the Association to the site.

4
Distributor membership in RVAA should not be used by Suppliers, etc., to qualify to whom a supplier should or should not sell his products.

5
Incomplete new member applications shall not be presented to the Board for consideration until they are properly completed and a check received.

6 ----- MISSING IN 2002/03 DIRECTORY -----

7
On new distributor applications for membership, a representative of the Board or Membership Committee should visit the firm applicant's place of business to check the applicant's qualifications for membership via a checklist provided by RVAA headquarters. This investigator is to make a written report to RVAA headquarters.

8
Distributor members may host separate memberships for their branch of operations.

9
Any distributor member dropping their membership and requesting re-instatement within a two-year period, as covered in the Bylaws, must have their qualifications for membership verified via current policies.