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## **PREAMBLE**

Recognizing the need for a united piano technician's organization to achieve the highest possible service standards and to effectively promote and improve the piano tuning and servicing industry in general, The American Society of Piano Technicians and the National Association of Piano Tuners merged to form a single professional organization to be known as The Piano Technicians Guild, Incorporated (known also as Piano Technicians Guild and/or PTG), a non-profit corporation under Articles of Consolidation in the State of Illinois, August 21, 1958.

## **ARTICLE I – MISSION and PRINCIPLES**

### **Section A – Mission**

The mission of the Piano Technicians Guild is to promote the highest possible standards of piano service by providing members with opportunities for professional development, by recognizing technical competence through examinations and by advancing the interests of its members.

### **Section B – Principles**

In support of this mission statement, the Piano Technicians Guild, its subordinate bodies and/or its members shall:

1. Be democratic in its government and all its functions.
2. Comply with all legal obligations of the laws of the United States of America, of other applicable jurisdictions and under our corporate charter in all operations.
3. Provide its members ongoing programs for technical and professional development.
4. Provide its members a vehicle for the exchange of ideas.
5. Always strive to provide the best possible piano service to the piano community.
6. Always aim to provide service in an ethical way, keeping the piano user's needs and best interests uppermost.
7. Empower subordinate bodies in order that its mission and principles be carried out, supported and more easily shared by its individual members.
8. Facilitate interaction and communication between all segments of the piano service and sales trades, the piano manufacturing industry and the piano playing community.

## **ARTICLE II – MEMBERSHIP**

### **Section A – Membership Definition**

Membership in the Piano Technicians Guild is open to all individuals eighteen (18) years of age or over, with a professional or avocational interest in piano technology, except as provided in Regulations, Article III.A.3 and Article VII.G. Only individuals may become members.

### **Section B – Classes of Membership**

1. Membership shall consist of three (3) classes:
  - a. Franchised
  - b. Non-franchised
  - c. Limited franchised
2. Franchised members shall be classified:
  - a. Registered Piano Technician-Active
  - b. Registered Piano Technician-Sustaining
3. Non-franchised members shall be classified:
  - a. Associate, except as provided in paragraph 4, below
  - b. Honorary
4. Limited franchised members shall be Associate members who have been granted limited voting rights by their chapter as permitted in Article V, E.4. Limited franchised membership shall be exclusive to the chapter granting this privilege.

### **Section C – Definitions, Rights and Benefits of Membership Classifications**

1. Registered Piano Technician - Active shall have met the minimum technical requirements as listed in Article III. He or she shall enjoy all the rights of membership without restriction. These rights shall include, but not be limited to, receiving the *Piano Technicians Journal (PTJ)*, the right to vote, the right to be represented in Council, the right to hold all offices, the right to serve on all committees and the right to chair committees.
2. Registered Piano Technician - Sustaining shall be a Registered Piano Technician of at least ten (10) years outstanding service who has suffered disability or no longer earns substantially from piano service. Sustaining members shall not be charged dues in the interest of retaining them as members so that PTG may continue a mutually beneficial association with the honorable practitioners of the art. Sustaining members shall receive all membership benefits. Sustaining members who return to substantial or active piano service shall surrender sustaining membership status and resume payment of current membership dues.
  - a. PTG Sustaining members shall be those proposed by the Executive Board and approved by Council, and shall continue such membership as the Board directs.
  - b. Chapter Sustaining members shall be those proposed by chapters and approved by the Executive Board and Council and shall continue such membership as the Board directs. An annual fee of one-half (1/2) of the PTG membership dues shall be paid for Chapter Sustaining members by the sponsoring chapter.
3. Associates shall be either non-franchised or limited franchised members who have met the requirements of the Bylaws (per Bylaws II.A and

E) and shall receive the *PTJ*. Associate members may not be delegates to Council nor be counted toward chapter voting strength therein. They may serve on PTG committees, but may not be a PTG committee chair. Associate members may have limited voting rights and other privileges at the chapter level as permitted in Article V, E.4.

4. Honorary members shall be those upon whom PTG has conferred such membership because of outstanding service to the profession of piano technology or in the manufacture, design, or promotion of pianos or their use. Honorary membership shall be conferred when:
  - a. The Executive Board has unanimously nominated a candidate for honorary membership, and
  - b. A majority of chapters, responding to a mail ballot within thirty (30) days, responds in the affirmative.

#### **Section D – Member Identification, Logo, and Advertising**

1. Franchised members shall have the exclusive right to use the title “Registered Piano Technician,” to be abbreviated “RPT.” This shall be the only official PTG title to be used by franchised members.
2. Associate members shall have the right to use the Piano Technicians Guild name, but said name must be accompanied by the words “Associate Member” in letters no smaller than those used for “Piano Technicians Guild,” except as otherwise specified in the Graphic Standards Manual. This applies not only to advertising but also to any use of the Piano Technicians Guild name, which is accompanied by the name of an Associate member, or identifies him or her as a member of the Piano Technicians Guild.
3. When advertising PTG membership, members shall reference only their current membership category. There shall be no reference to old membership categories or past affiliation with the PTG once membership has lapsed.
4. The PTG name may not be used or displayed by any company or corporation or in connection with any “dba” unless a member’s name accompanies it.
5. There shall be an official association logo for the Piano Technicians Guild, herein depicted. Usage of this logo and its official secondary versions shall be defined in the Piano Technicians Guild Graphic Standards Manual.



6. There shall be an emblem herein depicted that shall be for the exclusive use of Registered Piano

Technicians. This emblem may not be used or displayed by any company or corporation or in connection with any “dba” unless the Registered Piano Technician’s name accompanies it. The only exception is that it can be used by the Piano Technicians Guild in literature designed to explain it.



*Registered Piano Technician Emblem*

7. All logo graphics, application guidelines and rules of usage for the PTG logo including any secondary logo versions, and the RPT emblem shall be contained in the Piano Technicians Guild Graphic Standards Manual, which shall be the only official document governing logo and emblem usage. Any changes to the Graphic Standards Manual shall follow the same procedure used for amending these Bylaws as prescribed in Article XVI.

#### **Section E – Application for Membership**

1. All Applicants shall complete an official Piano Technicians Guild Membership Application Form and submit it, along with the application fee, to the Home Office.
2. The Home Office shall send a copy of the application to the Chapter.
3. The local Chapter shall notify the Home Office in writing regarding approval of or objections to the application within ninety (90) days of receipt of the original application by the Home Office.
4. Upon receipt of approval or objection to an application the Home Office will send the Chapter’s portion of the application fee to the Chapter and notify the applicant. If no objection is made the HO will prepare and send an invoice to the applicant for the amount of dues to be paid.
5. The applicant has ninety (90) days from the time chapter approval is received by the Home Office to pay the dues invoice or they must reapply and pay an additional application fee.
6. Upon completion of the application process and payment of PTG dues, the Home Office shall notify the applicant promptly by sending the new member’s membership card.

#### **Section F – Membership Obligations, Discipline and Good Standing**

1. Each member of the Piano Technicians Guild is obliged to observe the laws of PTG and of the chapter in which membership is held. Further, each PTG member is obliged to maintain conduct which will reflect the ethics and attitudes in the PTG Code of Ethics.
2. Any member who fails to observe PTG obligations shall be open to discipline. Such failure shall be charged only by following the

procedures specified in Regulations, Article VII.

3. A member shall be in good standing when all dues and fees required by PTG and his/her chapter have been paid, and the member is not currently under suspension.

#### **Section G – PTG Membership Dues**

1. Dues for Registered Piano Technicians and Associates shall be established by Council, subsequent to recommendation by the PTG Board. Council may not increase or decrease dues by more than 3.75% unless prior notice has been given to the membership at least sixty (60) days prior to Council and unless approval has been given by a two-thirds (2/3) vote of delegates present and voting.
2. PTG Sustaining members shall pay no dues.
3. Dues for Chapter Sustaining members shall be one-half (1/2) of membership dues and paid by the chapter.

#### **Section H – Dues Year**

The dues year for all members shall be from January 1 through the following December 31.

#### **Section I – Resignations and Membership Restoration**

1. A member may resign membership in the PTG, subject to the procedures and limitations detailed in Regulations, Article III, D.
2. A former member must make application as a new Associate member with the exception of the option covered under Regulations, Article III, B.3 and will be subject to the current bylaws and regulations regarding that classification of membership.
3. Results of all exams previously taken by former members shall become invalid with the exception of the option covered under Regulations, Article III, B.3.

#### **Section J – International Members**

An International Member is a member who lives outside of the United States, Canada or Mexico. Application for such an international membership must be made through the Home Office. International members will receive the *Piano Technicians Journal* and other Piano Technicians Guild mailings. Postage and handling fees, as set by the Executive Director, may be charged in addition to International Members' dues. International Members are not required to be members of a PTG chapter, but may apply for such membership if they wish, in consultation with the Home Office, prospective chapters, and if necessary, the International Relations Committee and the Executive Committee. International Members, Associates and RPTs, shall have all the rights and privileges of their respective PTG membership classification, with the exception of Council representation for RPT International Members who are not members of a chapter.

### **ARTICLE III – EXAMINATIONS AND PROFESSIONAL CREDENTIALS**

1. The Piano Technicians Guild shall offer examinations to evaluate members' skills and knowledge in piano technology, and to provide professional credentials for practitioners of the piano service trades. The fundamental professional credential conferred by the PTG in the field of piano tuning, service and maintenance shall be known as the Registered Piano Technician (RPT). The franchised membership status of Registered Piano Technician shall be awarded to members who pass the written, technical and tuning examinations.
2. PTG examinations may only be administered to PTG members in good standing.
3. PTG examinations, current or past versions, shall not be used for any purpose not specifically sanctioned in the PTG bylaws.
4. The passing grade in all PTG sanctioned examinations shall be 80%.
5. Exams shall be the current version and may be given at any examination site provided proper procedures are used and requirements for equipment and qualifications of examiners are met. Such procedures and requirements shall be stated in the Regulations and treated in detail in the official Exam Policy Manual and the Examination Manuals.
6. Exam fees shall be established by Council, subsequent to recommendation by the ETSC or PTG Board. Exam fees shall be divided between the exam sponsor and the PTG.
7. The PTG shall promote the credentials and endorsements resulting from PTG examinations as standards of professional competence in the piano service trades.
8. The PTG may provide educational assistance to its members who wish to attain standards of competence required by the RPT credential.

### **ARTICLE IV – PIANO TECHNICIANS GUILD PUBLICATION OBJECTIVES**

1. The *Piano Technicians Journal (PTJ)* shall be the official magazine of the Piano Technicians Guild, and shall be published by the Home Office under the direction of the Executive Director as a means of bringing technical knowledge and advancement to PTG members.
2. The *PTJ* shall be the exclusive property of the Piano Technicians Guild.
3. The *PTJ* shall be sent to each member in good standing. Postage and handling fees may be charged to International Members as noted in Article II.
4. Subscription to the *PTJ* shall be made available to nonmembers, and to the industry.
5. Spouses of deceased members may receive the *PTJ* for one (1) year following the member's

death at no charge. After the first year, regular subscription rates shall apply.

6. All publications shall use pronoun combinations such as "he/she," "his/hers," "him/her," or suitable gender neutral pronouns wherever applicable.
7. All informational publications shall be made available to members and nonmembers, and shall include a description of membership categories, except Sustaining and Honorary. Certain publications and forms, as determined by Council, shall be for the exclusive use of RPT members.
8. No PTG publication in any format shall contain text, advertising, images or other materials that demean, derogate or discriminate against any groups or individuals.

## **ARTICLE V – CHAPTERS**

### **Section A – Purpose**

Chapters are subordinate bodies, chartered under these Bylaws. The purpose of chapters shall be to implement the mission, objectives, and principles set forth in Article I.

### **Section B – Charter, Name and Chapter Areas**

1. Five (5) or more Registered Piano Technicians may apply for a charter to establish a new chapter. The application shall be signed by the Regional Vice President (RVP).
2. Each new chapter shall select a name which is geographically descriptive and which references the state, province or other jurisdiction in which it is located.
3. New chapters must either send a representative or a letter through the RVP to the Council Meeting at which the new charter is approved.
4. Existing chapters may apply for a chapter name change. The new name shall be geographically descriptive and must reference the state, province or other jurisdiction in which it is located. This application shall be submitted for Council approval by the Regional Vice President.
5. A chapter's area shall be defined as the 75 miles radius from the city hall of the chapter seat. The chapter seat shall be defined as the city or other municipal jurisdiction after which the chapter is named, the capital of the state after which the chapter is named or the central municipality of an unincorporated area after which the chapter is named. The formation of new chapters within the area of any existing chapter (s) is subject to approval by the existing chapter(s).
  - a. The board(s) of the existing chapter(s) must be notified at least two (2) months before any new chapter charter is awarded.
  - b. The new chapter must be approved by the RVP and by a simple majority of the existing chapter(s) membership.
  - c. The Piano Technicians Guild Board of Directors shall have the power to overrule chapter or RVP approval upon appeal from

interested parties. New charters shall not be awarded for at least two (2) weeks after existing chapter and RVP approvals, to allow time for appeals (if any) to be submitted. Appeals must be submitted in writing, through the RVP.

### **Section C – Chapter Members**

1. Chapters in which Registered Piano Technician membership declines below five shall be monitored by the Regional Vice President. Prior to the PTG annual Council session, the RVP shall report to the PTG Board, who may recommend lifting of the chapter charter, may allow time to stimulate revitalization of the chapter, or may find mitigating circumstances and take no action.
2. A Registered Piano Technician member in good standing may join more than one chapter, provided
  - a. The member is listed at the PTG Home Office with only one chapter for official PTG mailings, for calculating the minimum Registered Piano Technician member requirements for chapters, for the purpose of calculating chapter delegate strength for Council sessions, and for election as a chapter delegate or alternate to Council sessions.
  - b. Any chapter membership other than that described in (a.) above, shall be properly shown on all appropriate membership lists as a local chapter membership only, and shall also show name and location of other chapter memberships held.
  - c. Each chapter shall establish its own rules governing chapter dues, voting rights in the chapter, privileges and obligations, etc., for any PTG member granted local chapter membership.
3. The Regional Vice President (RVP) shall be considered an Ex-Officio member of all Chapters within his/her region.
  - a. The RVP may call for a meeting of a Chapter within his/her region.

### **Section D – Transfer of Membership**

1. Each member shall belong to a chapter that is in or near the area where the member lives and/or works with the exception of International Members (see Article II). If there is more than one such chapter, the member may choose which chapter to join.
2. Upon receipt of notice of a member's change of address out of the area of the member's current chapter and into the area of another, the PTG Home Office shall send a letter to the member, both chapter presidents, and RVPs, requesting verification that the member is in good standing in accordance with Article II, F.3 of the Bylaws. If the chapter nearest the member's new address is inactive, the member may join another chapter in

the area, upon approval of the RVP. If there is more than one chapter nearby, the member may choose which chapter to join. If there is no negative response received by the Home Office within 60 days, the Home Office shall complete the transfer process.

#### **Section E – Chapter Laws**

1. Chapters shall operate under their own laws, which shall not be in conflict with the laws of PTG.
2. Chapters shall annually review their bylaws following the PTG Council session for compliance with the PTG Bylaws, Regulations, and Codes.
3. Chapters shall have the right to have boards, trustees, committees, etc., within the chapter framework as provided by the chapter laws.
4. Chapters may but are not required to grant their Associate members the privileges of voting on chapter matters or serving in chapter office or on committees, within limits stated here. Associate members may not vote on delegates to Council, or in elections of chapter officers whose duties include serving as delegate to Council, nor on any matters concerning issues to be decided by Council. Associate members may hold chapter office, excluding those of president or vice president. They may serve on or chair chapter committees, with the exception of examination or nominating committees.
5. All matters of law, membership, and all elections must be determined by the individual members in attendance at a regular meeting or at a called meeting of which all members have been given due and timely notice.
6. Chapters shall include the following disclaimer in any publications containing statements of opinion: “All expressions of opinion and all statements of supposed fact are published on the authority of the author as listed, and are not to be regarded as expressing the view of this chapter or the Piano Technicians Guild Inc. unless such statements or opinions have been adopted by the chapter or the Piano Technicians Guild Inc.”

#### **Section F – Chapter Officers**

1. Chapter officers shall be elected annually and shall take office during the three (3) month period, April, May, June of each year.
2. Only Registered Piano Technician members shall be eligible to hold chapter offices of president and vice-president.
3. Chapter secretaries shall inform the Home Office of all changes of chapter officers.
4. Chapter presidents shall work with their RVPs to assure compliance by their chapter members with all PTG Bylaws, Regulations and Codes.

#### **Section G – Chapter Meetings**

1. Chapters shall meet at least three (3) times a year in stated meetings. No business can be legally transacted by a chapter at a called meeting unless proper notice has been sent to all

franchised members at least ten (10) days in advance.

2. The franchised members of a chapter must be given due and timely notice of any alteration of time or place for a stated or regular chapter meeting.
3. Where proxies are allowed, chapters may only use a written proxy and no person may hold more than two proxies.
4. The Regional Vice President shall monitor chapters that are not meeting at least three (3) times per year. Prior to the PTG Annual Council session, the RVP shall report to the PTG Board, who may recommend lifting of the chapter charter, may allow time to stimulate revitalization of the chapter, or may find mitigating circumstances and take no action.

#### **Section H – Chapter Finances**

1. All chapters shall be self-supporting and have authority to assess and collect chapter fees and dues.
2. Chapter funds shall be deposited in the name of the “Piano Technicians Guild, Inc., (chapter name),” in a federally insured depository.
3. It is recommended that chapter treasurers be bonded at the discretion of the chapter officers.
4. PTG shall have no interest in chapter funds beyond amounts due to PTG from the chapter.

#### **Section I – Chapter Dissolution**

Chapter may be dissolved by Board and Council action, or may vote to dissolve themselves, per procedures in Regulations, Article VI.

### **ARTICLE VI – REGIONS**

#### **Section A – Purpose**

There shall be seven (7) Piano Technicians Guild regions and their purpose shall be to advance the purpose, objectives, and principles set forth in these Bylaws.

#### **Section B – Regional Divisions**

1. The Northeast Region shall include the states of Connecticut, Delaware, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, and the Canadian provinces of Quebec, New Brunswick, Nova Scotia, Newfoundland, Ontario and Prince Edward Island.
2. The Southeast Region shall include the states of Alabama, Florida, Georgia, Maryland, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, the District of Columbia, the Virgin Islands, and Puerto Rico.
3. The South Central Region shall include the states of Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and the portion of Mexico east from the eastern border of Sonora.
4. The Central East Region shall include the states of Illinois, Indiana, Kentucky, Michigan, Ohio, West Virginia and Wisconsin.
5. The Central West Region shall include the states



of Colorado, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, Wyoming, and the Canadian provinces of Manitoba and Saskatchewan.

6. The Western Region shall include the states of Arizona, California, Hawaii, Nevada, the territory of Guam, and the portion of Mexico including Sonora and Baja California.
7. The Pacific Northwest Region shall include the states of Alaska, Idaho, Montana, Oregon, Utah, Washington and the Canadian provinces of Alberta and British Columbia.

#### **Section C – Regional Officers**

1. Each region shall be served by a Regional Vice President elected in caucus at the annual Council session to serve for one (1) year.
2. Each RVP shall be a member of the PTG Executive Board.

### **ARTICLE VII – LEGISLATIVE BODY**

#### **Section A – Authority**

1. The legislative body of the Piano Technicians Guild shall be the Council, with rights and duties to:
  - a. Establish the general policy of PTG.
  - b. Amend the Bylaws and Regulations of PTG.
  - c. Approve budgets, fees, dues, levies, and assessments of PTG.
  - d. Elect the officers of PTG, except Regional Vice Presidents, who shall be elected in accordance with PTG caucus rules.
  - e. Grant or revoke chapter charters.
  - f. Determine subordinate geographic jurisdictions.
  - g. Issue orders to the Executive Board that are in accordance with the Bylaws and Regulations.
2. Only franchised members of PTG as defined in Article II, C, 1 and 2, may serve as Delegates or Alternate Delegates to Council.
3. Council shall recognize as legal all actions and transactions in accordance with the Bylaws and Regulations which are approved by the Executive Board in legal session.

#### **Section B – Council Meetings and Quorum**

1. Council shall meet at the time of the annual convention, and at other times when properly summoned, unless the Executive Board by two-thirds (2/3) vote determines that conditions exist which render a meeting not feasible.
2. Delegates representing forty percent (40%) of the franchised membership of PTG shall constitute a quorum.

#### **Section C – Voting**

1. The voting membership of Council shall be composed of a delegate from each chapter. Each chapter delegate shall represent one vote for each franchised member in good standing in the chapter.
2. The elected officers shall be ex-officio members

of Council with privilege of debate and motion. An elected officer of PTG shall not be eligible to serve as a delegate to Council.

3. Business shall be transacted on the basis of one vote per delegate. Twenty-five percent (25%) of delegates present and voting in favor shall be required to order a ballot or roll call vote.
4. All ballots shall include the chapter franchised membership representation.
5. If a roll call vote is ordered, chapters shall be called individually by the Secretary-Treasurer. The vote shall be counted according to franchised membership representation.

#### **Section D – Honors**

Council may mandate honors and awards to be bestowed on members of the PTG and others involved in the piano industry, and delegate the power to bestow such honors and determine the terms and procedures of such honors to the PTG Executive Board.

### **ARTICLE VIII – OFFICERS, NOMINATION, ELECTION, AND DUTIES**

#### **Section A – Elected Officers**

The elected officers of the Piano Technicians Guild shall be President, Vice President, Secretary-Treasurer, and seven (7) Regional Vice Presidents.

#### **Section B – Qualifications**

1. Any Registered Piano Technician in good standing shall be eligible for nomination and election to office.
2. All candidates shall sign a certificate of consent to serve if elected.
3. Candidates may submit a typed statement, 200 words or less, of experience and qualifications to the Nominating Committee for consideration.
4. A candidate for the office of Regional Vice President must be officially listed by the PTG Home Office as a member of a chapter within the region and live either inside the regional boundary or no more than 75 miles outside of the regional boundary.
5. Employees of PTG shall not be eligible for election to any office, with the following exception: those employees who are members of PTG may be elected to chapter office.

#### **Section C – Nominating Committee**

1. A nominating committee of five (5) members shall be elected at the annual Council session to serve for a one-year term. No committee member shall serve more than two (2) consecutive terms.
2. Each region in caucus shall select one (1) or two (2) candidates from members of the region.
3. The nominees shall be presented in person to Council for election to the committee. The five (5) candidates receiving the greatest number of votes shall serve for one (1) year. The nominee receiving the greatest number of votes on the first ballot shall be named chair of the committee. Tie votes shall be broken by any suitable method

approved by Council.

4. Those nominees receiving the sixth and seventh highest number of votes shall be designated as first and second alternate committee members and shall be required to fill any vacancy occurring in midterm. The first and second alternates shall be active non-voting committee members.

#### **Section D – Duties of the Nominating Committee**

The nominating committee shall:

1. Request nominations for all PTG offices, together with consent to serve and candidates' statements of experience and qualifications through an announcement in the December issue of the *Piano Technicians Journal*, and subsequently through appropriate PTG electronic communication media. Any chapter may submit a nomination. Any member in good standing may offer his or her name for consideration. All nominations must be submitted no later than February 1 to be included in the Nominating Committee report.
2. Select one or more candidates for the offices of President, Vice President, and Secretary-Treasurer. Qualifications and experience as stated in candidates' submissions shall be considered in making selections. The committee may seek nominees in addition to those presented to it in making its decisions.
3. Prepare a list of nominees showing the committee selections for President, Vice President, and Secretary-Treasurer, and all of the nominations received for the three (3) offices and for the offices of the seven (7) Regional Vice Presidents. No member's name shall be added to the list unless consent to serve has been obtained.
4. Submit the list to the Home Office, together with the candidates' statements of experience and qualification, no later than 100 days prior to the annual Council session. The Home Office shall distribute the list to the membership no later than seventy (70) days prior to the annual Council session.

#### **Section E – Nominations from the Floor**

1. Additional nominations may be made from the floor for any office by delegates at the Council session.
2. Nominations for Regional Vice Presidents may be made in the regional caucuses by delegates from the region.
3. Consent to serve shall be submitted before the election of any candidate.

#### **Section F – Election of Officers**

1. Election of President, Vice President, and Secretary-Treasurer shall take place in Council session.
2. All elections shall be by ballot except where there is one nominee, in which case the election may be by voice vote or show of hands.
3. Election to any office shall require at least a

simple majority vote. Re-election to a third or any subsequent consecutive term in the same office shall require a two-thirds (2/3) majority vote.

4. Election of Regional Vice Presidents shall be in individual regional caucuses in accordance with regional caucus rules adopted by Council and shall take place after the election of the President, Vice President and Secretary-Treasurer.

#### **Section G – Term of Office**

1. Elected officers shall hold office for one (1) year from installation or until a successor assumes office.
2. All PTG officers shall be eligible to serve no more than two (2) consecutive years in the same office unless re-elected by a two-thirds (2/3) vote of the delegates.
3. An officer who holds an office for more than six (6) months shall be considered to have served for a full year in calculating the re-election requirements.

#### **Section H – Vacancies**

1. In case of a vacancy in the office of President, the Vice President shall become President.
2. A vacancy in any other elective office may be filled for the balance of the term by a two-thirds (2/3) vote of the Executive Board provided the workload of the vacant office demands replacement before the next Council session.
3. In case of death or incapacity due to medically verifiable illness which restricts an officer from properly fulfilling his/her duties of office, the President, upon agreement of the rest of the Board that such incapacity exists, can appoint a replacement provided the work load of the vacant office demands replacement and that appointment is approved by a unanimous vote of the Executive Board.

#### **Section I – Duties of Officers**

1. The President shall:
  - a. Be the head of PTG and shall be its official spokesperson.
  - b. Serve as chair of Council and the Executive Board
  - c. Make all non-elective appointments, subject to approval by the Executive Board.
  - d. Fill vacancies in any committee and replace incapacitated or inactive committee members except where otherwise provided in these Bylaws.
  - e. Exercise general supervision over all affairs of the PTG.
2. The Vice President shall:
  - a. Assist the President in the discharge of presidential duties.
  - b. Perform the duties of President in the absence or disability of the President.
  - c. Coordinate the work of all standing and special committees at the direction of the President.

- d. Keep the President informed of committee progress, issues and problems.
- 3. The Secretary-Treasurer shall:
  - a. Act as secretary to Council and to the Board and be responsible for the accurate production of minutes of all Council and Executive Board sessions.
  - b. Maintain an up-to-date copy of the PTG Bylaws and Regulations, Council Book of Resolutions, Board Policies, and contracts.
  - c. Be an authorized signatory to fund transfers, withdrawals, and other financial transactions, and keep a file record of these transactions.
  - d. Process Board members' expense reports, keep a copy of said reports on file and forward one copy to the Home Office.
- 4. The Regional Vice President shall:
  - a. Take all reasonable steps to ascertain the views of their region's members on significant issues facing PTG prior to Board and Council sessions
  - b. Report promptly to chapters in their region with information on the action taken
  - c. Exercise general supervision over the chapters and the membership within their region
  - d. Promote the welfare and harmony of PTG
  - e. Act as the President's deputy in any matter on authorization from the President
  - f. Be membership chair for the region
  - g. Attend major meetings held by chapters in the region whenever feasible
  - h. Assist in forming new chapters
  - i. Work with chapter presidents to assure members' compliance with all PTG bylaws, regulations and codes
  - j. Appoint assistants (such as state chairs) to help with duties within the region, if necessary. Expenses incurred by such assistants will be covered by the Regional Vice President allowance subject to prior approval.

## **ARTICLE IX – EXECUTIVE BOARD**

### **Section A – Composition**

The Executive Board of the Piano Technicians Guild shall be composed of all elected PTG officers and the Immediate Past President. All board members shall serve for periods coinciding with their terms of office, with the exception of the Immediate Past President who shall serve for one (1) year. The Executive Committee shall be composed of the President, Vice President, and Secretary-Treasurer, and shall act for the Board between Executive Board meetings.

### **Section B – Authority and Duties**

The Executive Board shall:

- 1. Implement and carry out all Council orders.
- 2. Be directly responsible for the hiring of the Executive Director.
- 3. Administer the business of PTG in conformity

- with the Bylaws and Regulations and Council directives.
- 4. Conduct a vote to authorize all non-emergency, discretionary expenditures of \$10,000 or more. Emergency expenditures may be authorized by the Executive Committee.
- 5. Present a proposed budget to Council annually with itemized actual expenditures from the two (2) previous years.
- 6. Recommend fees, dues, and assessments and set *Piano Technicians Journal (PTJ)* subscription and advertising rates.
- 7. Issue temporary charters pending Council action.
- 8. Try judicial cases where required by the Disciplinary Procedure.
- 9. Designate an independent accountant each year to oversee the organization's books and accounting system.
- 10. Authorize an annual accounting review and report by an independent accountant.
- 11. Authorize an audit and report whenever deemed necessary or requested by Council.

### **Section C – Quorum**

A quorum of the Executive Board shall be six (6) members.

### **Section D – Executive Board Meetings**

- 1. The Executive Board shall meet at the time of the annual PTG convention and semiannually, if feasible. The Board may meet in person more often if urgent business requires a special meeting.
- 2. The Executive Board may conduct urgent business by conference telephone call when necessary and such meetings shall be known as Conference Call Board meetings. An official telephone record shall show how all Board members were called.
- 3. Any four (4) or more members of the Board may call a special meeting and designate its place and time, or initiate and conduct a conference call Board meeting should the president refuse or fail to do so upon request.
- 4. At least three (3) days notice shall be given to all Board members for special and Conference Call Board meetings, except in cases where a majority of the Board membership approves a shorter notice.
- 5. The call shall specify the purpose of the meeting and only business stated in the call shall be acted upon unless the meeting agenda is changed by a majority vote.
- 6. Action may be taken by the Executive Board without convening physically if the entire Board is informed of such action and there is unanimous Board consent for this action. This unanimous consent shall have the same force and effect as a unanimous vote at a duly convened physical meeting and may be stated as such in any certificate or document. The Secretary-Treasurer shall file a record of the unanimous consent with

the Executive Board meeting minutes.

7. A calendar of proposed Board meetings shall be published in the *PTJ* to advise the membership of future meetings and current agenda items so that interested members may respond in person, by mail, or via electronic communication.

#### **Section E – Executive Board Finances**

1. Board members shall not receive any compensation for services as officers or Board members.
2. Board members shall be reimbursed for necessary and reasonable expenses incurred in the performance of properly authorized PTG business.

#### **Section F – Executive Committee Authority**

Between Executive Board meetings, the Executive Committee shall:

1. Be limited to oversight of the Home Office and to those routine decisions necessary for the administration of PTG affairs.
2. Advise the Executive Board periodically of its actions for the Board's concurrence or discussion and decisions.
3. Conduct a vote to authorize all emergency expenditures when a vote of the full Board is impractical due to the nature of the emergency. All non-emergency, discretionary expenditures of \$10,000 or more shall be authorized by a vote of the full Executive Board.

### **ARTICLE X – COMMITTEES AND TASK GROUPS**

#### **Section A – Standing Committees**

There shall be the following standing committees:

1. Awards (Golden Hammer, Hall of Fame, and Member of Note)
2. Bylaws
3. College and University Technicians
4. Council Minutes Approval
5. Editor Advisory
6. Ethics
7. Examination and Test Standards
8. International Relations
9. Members' Rights
10. Membership Application Review
11. Nominating
12. Teacher Relations
13. Visually Impaired Concerns

#### **Section B – Special Committees**

Special committees may be formed by Council order or by presidential appointment. Such committees shall have their continued operation reviewed each year by Council.

#### **Section C – Task Groups**

Task groups for specific projects may be formed by the President with Executive Board approval. Task groups shall serve at the pleasure of the Executive Board until the next Council session unless extended by Board or Council action.

### **Section D – Committee and Task Group Appointments**

1. Committee and task group appointments, unless otherwise provided in these Bylaws, shall be made by the President with approval of the Executive Board.
2. Employees who are members of the Piano Technicians Guild may be appointed to PTG committees or task groups upon approval by the Executive Board.
3. All committees and task groups, unless otherwise provided in these Bylaws or the Regulations, shall be composed of at least three (3) members exclusive of ex-officio members, and the first named shall be chair.
4. PTG committee members shall receive no remuneration for their services but may, on proper authority, be reimbursed for expenses.
5. Members of a special committee formed to render a specific and non-continuing service for PTG may be compensated for such service; e.g., staffing booths at trade conventions.
6. Non-franchised members may serve on committees, but only franchised members may serve as a committee chair.

#### **Section E – Ex-Officio Committee Members**

The President and Vice President shall be non-voting ex-officio members of all appointed committees and non-voting ex-officio members of all elected committees except the Nominating Committee. The President and Vice President shall remove themselves from membership and participation in the Members' Rights Committee when either officer is subject to the committees' investigation, but the committee shall in any case keep the Executive Board informed of its actions. The Secretary-Treasurer shall be a non-voting ex-officio member of the Bylaws Committee.

### **ARTICLE XI – PTG ANNUAL CONVENTIONS**

#### **Section A – Purpose**

The Purpose of the Piano Technicians Guild Annual Conventions shall be:

1. To provide opportunities for professional development through training classes in piano technology and related fields.
2. To provide members an opportunity to discuss PTG organizational policies and procedures.
3. To exchange ideas and work cooperatively for the improvement and expansion of PTG activities.
4. Provide networking opportunities for PTG members among themselves and with practitioners of other piano-related professions.
5. Provide a showcase for products and services required by PTG members to maintain and advance the practice of their profession.

#### **Section B – PTG Annual Conventions**

1. One convention of the entire PTG membership shall be held annually, if conditions permit, and

shall be known as the PTG Annual Convention. The legislative body of PTG shall meet at the time of the Annual Convention.

2. The Executive Board shall have complete responsibility for management of PTG Annual Conventions and shall have the authority to delegate responsibility in accordance with the PTG Convention Manual.

## **ARTICLE XII – REGIONAL CONFERENCE ORGANIZATIONS**

### **Section A – Purpose**

Regional Conference Organizations (RCOs), are subordinate bodies under these Bylaws. The purpose of RCOs shall be to implement the mission, objectives and principles set forth in Article I by organizing, managing, and coordinating assemblies of members other than the Piano Technicians Guild Annual Convention or chapter meetings.

### **Section B – Authority**

1. RCOs may operate under their own bylaws, provided these bylaws do not conflict with the PTG Bylaws.
2. RCOs shall have no authority other than that concerning the establishment and funding of their assemblies.
3. The PTG Executive Board or the Home Office on its behalf may request financial or organizational reports from RCOs in the following instances:
  - a. Application by the RCO for PTG grants or subsidies.
  - b. Reports of financial or management irregularities.
  - c. Request by region's members or conference participants.
  - d. Other situations that may call for outside monitoring.

### **Section C – RCO Assemblies**

1. Where more than one chapter exists in a state, province, or similar area, annual assemblies may be held for the primary purposes of:
  - a. Exchanging ideas and working cooperatively for the improvement and expansion of Piano Technicians Guild activities in the area.
  - b. Selecting an official contact person and other leaders to serve until the next such assembly.
2. Assemblies of members, other than PTG Annual Conventions and chapter meetings, may be known as conferences, conventions or seminars, and designated by their region or regions, state, province, geographic area, district, city, or group of chapters.
3. Such assemblies' dates and programs are subject to approval by a member of the Executive Board designated in Executive Board Policies.
4. At least one Executive Board member should be present and assist in the program of each such approved assembly.
5. All assemblies shall be self-supporting. If a

deficit should occur, the indebtedness shall be the responsibility of the sponsoring organization.

## **ARTICLE XIII – PTG EXECUTIVE DIRECTOR AND HOME OFFICE**

### **Section A – Administration**

The Executive Board shall hire an administrator for the Piano Technicians Guild Home Office who shall have the title Executive Director.

### **Section B – Duties**

1. Operate the Home Office for PTG, maintaining all necessary books and records in accordance with commonly accepted bookkeeping procedures.
2. Hire necessary personnel to operate the PTG administrative work within the PTG budget and under direction of the Executive Board.
3. Prepare a proposed annual budget for the following fiscal year. Submit the budget proposal to the Executive Board. After its approval by the Board, distribute the proposed budget to all PTG chapters as required by these Bylaws.
4. Annually and whenever directed, make available to the Executive Board all budgets, financial reports, records and recommendations.
5. Make all budgets, financial reports, records, and recommendations available to the PTG Council.
6. Coordinate PTG Annual Conventions.
7. Make all necessary records available for audit or other accounting examination or survey as directed by the Executive Board.
8. Distribute agenda books and proposed bylaws amendments to all PTG chapters and the Executive Board seventy (70) days prior to the opening of the PTG Annual Convention.
9. Provide for Council an annual report of activities of the PTG Home Office, together with all documentation necessary to clarify the report, and recommendations and suggestions appropriate for future PTG programs.
10. Provide administrative supervision and operation of the PTG Annual Convention as directed by the Executive Board.
11. Instruct all publication editors and the appropriate boards, committees or task groups in PTG anti-discrimination policies (Article IV.8), and assist in their implementation.

## **ARTICLE XIV – FINANCE**

### **Section A – Fiscal Year**

The fiscal year of the Piano Technicians Guild shall be from January 1 through December 31.

### **Section B – Budget**

1. A proposed budget for PTG shall be prepared by the Executive Director and submitted to the Executive Board as directed by the Board.
2. The Executive Board shall review and may amend the proposed budget before approving the document for presentation to the membership.
3. The budget approved by the Executive Board

shall be distributed no later than April 15 to all chapter presidents and shall be included in the May *Piano Technicians Journal*.

4. The PTG Council shall review and may amend the proposed budget before approving the document.
5. All monetary figures mentioned in Bylaws, Regulations or Codes are in US dollars.

#### **Section C – Emergency Reserve Fund**

1. A minimum of two percent (2%) of PTG annual income shall be deposited in a separate savings account to be known as the PTG emergency fund. The Executive Board shall have the power to invest, encumber, and disburse the fund and its earnings as it deems necessary and in the best interests of PTG.
2. Control of the emergency fund may be delegated by the Executive Board to an emergency reserve fund committee, composed of the President, Vice President, and Secretary-Treasurer who shall be chair, Immediate Past President, and the Executive Director.
3. Two (2) signatures shall be required for transfers or disbursements from the fund and only then upon specific authority furnished by the Secretary-Treasurer of official action by the Executive Board or the emergency reserve fund committee. A full accounting of all transactions involving this fund shall be made to Council annually.

#### **ARTICLE XV – PARLIAMENTARY AUTHORITY**

The rules contained in the current edition of Robert's Rules of Order Newly Revised shall govern the PTG in all cases to which they are applicable and in which they are not inconsistent with these Bylaws and any special rules of order the PTG may adopt.

#### **ARTICLE XVI – AMENDMENTS**

##### **Section A – Amendments to the Bylaws**

1. Amendments may be proposed by a chapter, a committee, or the Executive Board. A template for bylaws amendments shall be made available to the membership through the Piano Technicians Guild Home Office.
2. The PTG Bylaws may be amended at any Council session by a two-thirds (2/3) vote of the delegates, provided notice has been given as follows:
  - a. Proposed amendments must be submitted in writing, with supporting arguments, to the chair of the Bylaws Committee. To allow for possible editing and revisions at the suggestion of the Bylaws Committee, Chapter and PTG Committee proposals shall be submitted no later than October 31. Final text of proposals from chapters and committees must be submitted no later than November 30. After November 30 these proposals may be amended only during Council session, and

only to the extent permitted by "scope of notice" requirements. Proposals from the Executive Board must be submitted no later than fifteen days following the close of the mid-year board meeting.

- b. The amendment deadlines with the appropriate date shall be published in the November *Piano Technicians Journal (PTJ)*.
- c. The Bylaws Committee shall process the proposed amendments in accordance with the duties of that committee and submit them with committee recommendations to the *PTJ* editor by March 1.
- d. Proposed amendments to the Bylaws shall be published in the May issue of the *PTJ*.
- e. Emergency Provision: Any exception to the procedure for giving notice of proposed amendments to the Bylaws must first be approved by a three-fourths (3/4) vote of the Executive Board before the amendment may be presented to the delegates. A two-thirds (2/3) vote of Council in favor of considering the amendment shall be required before it may be placed on the floor for debate and vote. A three-fourths (3/4) vote shall be required for adoption of the amendment.

##### **Section B – Amendments to the Regulations and Codes**

1. The Regulations and Codes may be amended at any Council session by a majority vote of the delegates provided notice of the amendment has been given exactly as for amendments to the Bylaws. A template for amendments to Regulations and Codes shall be made available to the membership through the Piano Technicians Guild Home Office.
2. If notice of the proposed amendment has not been given as required for the Bylaws, the Regulations may be amended at a Council session by a two-thirds (2/3) vote of the delegates.

## ARTICLE I – AWARDS

### Section A – Annual Awards

The Piano Technicians Guild (PTG) shall bestow the following international honors on members of PTG who have shown outstanding personal and professional integrity to the point of being an inspiration to others.

1. Golden Hammer:

The Golden Hammer Award shall be presented to one (1) outstanding PTG member per year who has made a definite and permanent change for the better by many years of outstanding contributions to PTG and the piano industry for service and dedication above and beyond the call of duty. Candidates must have contributed more than 20 years of service and dedication to the ideals and goals of the PTG.

2. Hall of Fame:

There shall be a Hall of Fame to honor those who have shared their talents, time and loyalty with our profession wherein the names, tributes to and biographies of honorees may be preserved and remembered. There shall be no more than (2) inductees into the Hall of Fame per year. Candidates for this award must have shown:

- a. Significant long-term dedication to the causes, ideals and purposes of PTG.
- b. Outstanding contributions to and implementation of ideas, programs, etc., resulting in improvement to and upgrading of the piano industry as a whole.

3. Crowl -Travis Member of Note Award:

This award is presented for recent outstanding service to PTG and the piano industry. There shall be no more than four (4) recipients per year. Candidates for this award must have shown:

- a. Significant dedication within the past two (2) years to the causes, ideals and purposes of PTG.
- b. Outstanding contributions to and implementation of ideas, programs, etc., resulting in improvement to and upgrading of the piano industry as a whole.

### Section B – Award Nomination and Selection Procedures

1. Any PTG member in good standing or any PTG Chapter may nominate candidates for the Annual Awards.
2. Nominations must be submitted to the Chair of the Awards Committee on the appropriate form by December 31 of the year preceding the award. The Home Office shall make appropriate forms available to the membership.
  - a. Golden Hammer nominations must be accompanied by the nominee's resume and

an essay of 100 words or more, on the individual's contributions that justify the award. This essay is traditionally used as the award presentation speech, and should not reveal the recipient's name until the end.

- b. Hall of Fame nominations must be accompanied by the nominee's resume.
- c. Crowl -Travis Member of Note nominations must be accompanied by a short essay of 50 words or less, describing the individual's contributions that justify the award.

3. The Awards committee may request additional information about selected honorees from sources other than the nominating members or chapters.
4. Chapters and persons whose nominees were not selected by the Awards Committee shall be encouraged to resubmit their nominations the following year.

### Section C – Award Presentation Procedures

1. The recipients shall each be presented with a suitable trophy, plaque and/or lapel pin.
2. All awards shall be presented at the PTG Annual Convention, if at all possible.
3. If an honoree is not present, the award shall be forwarded to the honoree's local chapter president who shall bestow the honor in an appropriate manner.
4. If an honoree is deceased, the award shall be presented to a member of his or her family. If the award cannot be presented at the PTG Annual Convention, it shall be forwarded to the local chapter president nearest the family member accepting on behalf of the recipient. Said president shall present the award in an appropriate manner.
5. All persons elected to the Hall of Fame shall be additionally honored by having a picture, if available, and a short history outlining their contribution to the piano industry included in a Hall of Fame Record Book to be displayed in a prominent position at each PTG Annual Convention. After the PTG Annual Convention the book shall be returned to the Home Office for safekeeping.

### Section D – Additional Awards

The PTG Executive Board, by majority vote, may establish one-time or repeating honors in addition to the ones mandated in this article, designate their nomination and selection process, and delegate the task of selecting honorees to PTG committees of their choosing. Honors awarded to non-members of PTG must be approved by Council.

## ARTICLE II – COMMITTEES

### Section A – Committee Rules

1. The Vice President shall coordinate the work of all committees at the direction of the President. The Vice President shall oversee the relationship between committees and the Home Office staff; all requests for staff involvement, time, or procedural change must be routed through the Vice President.
2. The committee chair shall be responsible for performance of the committee and shall supply the Piano Technicians Guild (PTG) Secretary-Treasurer with a written copy of all reports.
3. On request, a committee chair shall make a report of progress to the President or the Board.
4. A committee chair shall have the privilege of enlisting members to serve the committee in a non-voting capacity if such action will promote the action of the committee. The committee shall make the PTG Vice President aware of the names of such enlistments.
5. No employee of the PTG shall serve on any elected committee.

### Section B – Standing Committees

1. Awards Committee
  - a. This committee shall be composed of five (5) Registered Piano Technician - (RPT) members of the PTG, one of whom may be from the piano industry. Each member shall be from a different region.
  - b. If a chapter nominates an Awards Committee member to receive an award, the Awards Committee member must either resign from the Awards Committee or decline the nomination.
  - c. This committee shall complete its work by March 31 of each year. The person(s) honored shall be recognized at the following Annual Convention.
2. Bylaws Committee – This committee shall serve to counsel any chapter or committee member wishing to amend the Bylaws, Regulations and Codes, and present to Council at the proper time any resolutions to amend, together with their recommendations to adopt or reject, with full reasons assigned. The chair of this committee shall serve as parliamentarian in the absence of a professional parliamentarian.
3. College and University Technicians Committee – This committee shall serve to promote the specific interests of college and university technicians. This committee shall maintain an updated list of college and university technicians. Additional activities may include publication of a regular newsletter, development of educational opportunities, and/or other special projects.
4. Council Minutes Approval Committee – This committee shall be appointed from among the Council members at the start of each Council session. This committee shall review Council

minutes for accuracy and report approval to the Secretary-Treasurer.

5. Editor Advisory Committee – This committee shall be composed of three (3) RPT members, none of whom shall hold higher office than chapter president. This committee shall be elected by Council for a two (2) year term. The committee shall be available to consult with and advise the *Piano Technicians Journal (PTJ)* editors on material for publication, either at the editor's request or at the request of other parties.
6. Ethics Committee for the PTG Internal Code of Ethics – This committee shall consist of five (5) members and two (2) alternates led by a chair and a vice chair. Each year, the position of chair shall be filled by the previous years' vice chair.
  - a. All other vacancies on the Committee shall be determined in the following manner:
    - 1) Each region (except that of the new chair) shall elect a representative in Regional Caucus to be considered by Council for a position either on the Committee or as an alternate.
    - 2) Council shall vote among these representatives; the highest number of votes shall determine the new vice chair, and the lowest two numbers of votes determining the two alternates.
  - b. The duties of this committee shall include:
    - 1) Conducting investigations and, as necessary, serving as a hearing body concerning conduct of individual members who may have violated the PTG Code of Ethics.
    - 2) Acting as an advisory body, rendering opinions on the ramifications of contemplated actions by individual members in terms of the provisions of the PTG Code of Ethics and the provisions of Regulations, Article VII – Disciplinary Procedure.
    - 3) Performing all duties and obligations as described by the PTG Disciplinary Procedure in an unbiased, fair, impartial, and unprejudiced manner.
    - 4) Submitting articles to the *PTJ* on a regular basis to educate the current membership as to the correct use of the PTG name and emblems.
    - 5) Assisting in the preparation of information for new members to aid them in the proper use of the PTG name, logos and emblems.
    - 6) Acting as a board of review, with the authority to judge the propriety of specific cases of questionable use of the PTG name and emblems in any such cases as may be brought to them by any PTG member or staff member. A yearly report of any such actions shall be presented to



- Council, which shall retain final authority.
- 7) Formulating Internal Rules and Procedures designed to facilitate the expeditious, fair, discreet, and impartial handling of all complaints or matters brought before it. The Rules and Procedures, and any subsequent deletions, additions, or amendments thereto, shall be subject to approval by the Executive Board in legal session, and to annual review and approval of Council.
7. Examinations and Test Standards Committee (ETSC)
    - a. The ETSC shall consist of at least one (1) Certified Tuning Examiner (CTE) and one (1) Certified Technical Examiner (TEC) from each region and other advisors and administrators as needed.
    - b. The committee chair shall be assisted by three sub-chairs, each responsible for supervising the written, technical or tuning exam. Chair and sub-chairs must be certified examiners. Tuning and technical sub-chairs must be certified to administer the exam under their supervision. Specific duties of sub-chairs shall be detailed in the Exam Policy Manual.
    - c. The ETSC shall administer, monitor and evaluate the Registered Piano Technician exams, train examiners, provide information and assistance to those wanting exams, and recommend procedures to further standardize and/or simplify exam administration. Accordingly, the ETSC shall:
      - 1) Administer the CTE and TEC pools.
      - 2) Recommend candidates for these pools to the Board.
      - 3) Approve all examination sites.
      - 4) Maintain the official Examination Manuals.
      - 5) Recommend exam fees.
      - 6) Monitor exam records for accuracy and examiner performance level.
      - 7) Periodically evaluate the levels of difficulty and pass/fail ratios of all exams.
      - 8) Provide articles for the *PTJ* and classes at the PTG Annual Convention and regional seminars both to train examiners in giving exams and to help Associate members prepare for them.
      - 9) Provide both tuning and technical exams at the PTG Annual Convention and encourage seminar organizers to provide exams either at the seminar site during the seminar or at another nearby location just before or after the seminar.
      - 10) Make class and exam dates and locations known by publication in the *PTJ* as much as possible.
      - 11) Communicate directly with all known examiners via the *PTJ* or an ETSC newsletter at least once a year after the PTG Annual Convention and more often as needed.
      - 12) Determine areas of need in terms of exam availability, efficiency of exam sites or exam resources.
      - 13) Make recommendations to the Board directing PTG resources to areas of greatest need.
  8. International Relations Committee – This committee shall serve to foster relations with technicians, organizations and other individuals in the piano industry who are in countries outside the regional jurisdiction of the PTG.
  9. Members' Rights Committee
    - a. This Committee shall consist of three (3) members elected at the annual Council session.
    - b. Each region shall select one candidate from among the region's members.
    - c. The nominees shall be presented to the Council for election to the committee. The three (3) nominees receiving the greatest number of votes shall serve for one (1) year. The nominee receiving the greatest number of votes shall be named chair of the committee. Tie votes shall be broken by any suitable method approved by Council.
    - d. Those nominees receiving the fourth through seventh highest number of votes shall be designated as alternate committee members in order of the number of votes received. They shall be required to fill any vacancy. The number of members actively serving on the Members' Rights Committee shall be three (3) at all times.
    - e. The Committee shall perform all duties and obligations described by the PTG Disciplinary Procedure in an unbiased, fair, impartial and unprejudiced manner. To this end it shall:
      - 1) Study the problems of those who submit grievances to the committee.
      - 2) Consider the opinions of aggrieved parties and advise them of their rights under the prevailing circumstances.
      - 3) Make certain that every member receives and enjoys all due rights and privileges.
      - 4) Make certain that no member who requests adjudication is denied a courteous and constitutionally proper hearing.
      - 5) Ascertain all facts pertinent to any grievance brought to its attention.
      - 6) Be certain that full factual knowledge pertinent to all matters under consideration is made known to all parties concerned.
    - f. Aggrieved members or chapters presenting a complaint through the Members' Rights

Committee shall provide copies to all individuals or PTG subordinate bodies against whom it is directed. The complaint and all its copies shall cite all points of the grievance in the greatest possible detail and list all desired remedies. The Members' Rights Committee shall not act on the complaint until all parties receive their copies.

10. Membership Application Review Committee

- a. This Committee shall consist of three (3) members who shall be elected at the annual Council session to serve for the next term.
- b. Each region shall select one (1) candidate from among the region's members.
- c. The nominees shall be presented to the Council for election to the committee. The three (3) nominees receiving the greatest number of votes shall serve for one (1) year. The nominee receiving the greatest number of votes shall be named chair of the committee. Tie votes shall be broken by any suitable method approved by Council.
- d. Those nominees receiving the fourth through seventh highest number of votes shall be designated as alternate committee members in order of the number of votes received. They shall be required to fill any vacancy. The number of members actively serving on the Membership Application Review Committee shall be three (3) at all times.
- e. No member of the Ethics or Members' Rights Committees may serve concurrently on the Membership Application Review Committee.
- f. The Committee shall review chapter objections to membership applications and results of background investigations of applicants with past criminal records and determine whether membership applications shall be approved or rejected. The Committee shall, within 14 days of receiving a chapter objection, determine whether the criteria set forth in Regulations, Article III, Section A, are met and transmit the determination to the Home Office.
  - 1) With regard to Chapter objections there are three possible determinations:
    - a) The objection may be upheld and the membership application denied. The Home Office shall notify the chapter and applicant of the decision and the applicant's right to appeal per subparagraph "g." below.
    - b) The objection may be denied and the membership application accepted. The Home Office shall notify the chapter of the denial and shall complete the new member's application process. The chapter shall have no right to appeal the

determination of the Membership Application Review Committee.

- c) The objection does not meet the criteria for denying an application, but the application constitutes an ethical violation by the applicant. The Home Office shall notify the chapter and the applicant of the decision and process the application as in sub-sub paragraph "2)" above, including collection of dues. After the new member's application process is completed, the Committee shall transmit notice of ethical violations with all materials and reports to the Members' Rights Committee for action in accordance with the provisions of PTG's Disciplinary Procedure.

2) With regard to criminal background investigation results, the Committee may only determine whether or not the criteria for denial of membership are met. The Home Office shall notify the applicant of the decision, and proceed in accordance to sub-sub-sub-sub paragraphs "a)" and "b)" above.

- g. If an applicant believes that his or her application should not have been denied, he or she may appeal the unfavorable decisions of the Membership Application Review Committee to the PTG Executive Board. This appeal must be filed within 14 days from the date of the decision notice to the applicant.
- h. When the Executive Board receives an appeal it shall, within 14 days, make its own determination of whether a chapter objection meets the criteria as set forth in Regulations, Article III, Section A, and transmit its determination to the Home Office, who shall in turn notify the applicant and the objecting chapter. The determination of the PTG Executive Board shall be final.
- i. If a member of the Membership Application Review Committee and the applicant are from the same chapter, that member of the Membership Application Review Committee shall recuse himself or herself from service and the appropriate alternate committee member with no conflict of interest shall actively serve on the committee for the duration of this applicant's review process.

11. Nominating Committee (See Bylaws, Article VIII. D)

12. Teacher Relations Committee - This committee shall serve to develop joint initiatives with organizations of music teachers to promote music education for the mutual benefit of the PTG and of their members. It shall seek to foster understanding of piano service and maintenance

issues among music teachers through developing educational programs for presentation to teachers' groups by PTG members.

13. Visually Impaired Concerns Committee – This committee shall serve the special interests of the visually impaired members.

### **ARTICLE III – MEMBERSHIP**

#### **Section A – Application**

1. Application fee shall be \$150 and is non-refundable. The Chapter's portion of the application fee shall be \$75.
2. Applications from former Piano Technicians Guild (PTG) members shall be processed in accordance with Regulations Article III, Section A, 3.d and e, and Regulations Article VII, Section C, 3 and 9, and Section G. Expelled members shall be considered for readmission per PTG Disciplinary Procedure, Article VII, Section G.
3. Criteria for denying PTG member applications shall include:
  - a. False, misleading or incomplete information on the application form.
  - b. Refusal to sign the application agreement to abide by the PTG Code of Ethics.
  - c. Failure to submit appropriate fees and dues.
  - d. Incidents during former membership involving misuse or abuse of PTG supplies, equipment or funds.
  - e. Incidents involving misuse of PTG logos and emblems.
  - f. Advertisement of PTG membership as a nonmember.
  - g. Previous expulsion or resignation from PTG for disciplinary reasons, per Regulations Article VII.G.
  - h. Membership applicants on whose applications the "yes" box has been checked regarding past felony conviction(s) shall be required to supply PTG with a full fingerprint supported background check before their application would be considered complete. Once received, our 90 day processing clock would begin and all pertinent facts would be subject to full review by the Membership Application Review Committee prior to the approval of the application.

#### **Section B – Dues Collection**

1. Dues shall be due January 1 of the billing year. Dues shall be considered delinquent if not paid by January 31.
2. Membership benefits (including *Piano Technicians Journal [PTJ]* subscription) will be suspended for all members who have not paid their dues by January 31. A notice of delinquency shall be sent to the persons affected during the first week of February. If no response is received to the delinquency notice within thirty (30) days, the name shall be dropped from the membership rolls.

3. Any PTG member (as an option to those covered under Bylaws, Article II. H) who has been dropped may be readmitted during the same calendar year by paying that year's dues, a \$150 processing fee, (to be equally divided between the chapter and PTG) and any pending dues for the next year.
4. Chapter PTG dues shall be billed and collected by either the chapter or, upon chapter approval and completion of the appropriate form, by the Home Office. Dues billed and collected by the Home Office shall be reported and sent to participating chapters by May 1. Chapters shall be responsible for billing and collecting their own pro-rated chapter dues for the first year of membership.
5. All International PTG dues shall be billed and collected by the Home Office.

#### **Section C – Dues Reduction**

1. Financial Hardship - In cases of inability to pay as determined by chapter members, a chapter may vote to maintain a member on the PTG roll by paying an annual fee of one-half (1/2) of membership dues on behalf of the member directly to the Home Office. This payment shall maintain the member's good standing, *PTJ* subscription, and all other benefits.
  - a. Executive Committee approval shall be required for a dues reduction in two or more consecutive years.
  - b. Dues reduction request forms must be received by the PTG Home Office no later than January 31 of each year. Payment from the chapter must accompany the request.
2. Retirement or Disability
  - a. Any member may apply for a reduction of dues if they:
    - 1) Have been a member in good standing of PTG for ten (10) or more continuous years up to the time of application, and
    - 2) Have reached the age of sixty-five (65) and are capable of drawing Social Security benefits (or the equivalent), or have been declared medically disabled by the Social Security Administration (or the equivalent).
    - 3) Are no longer significantly engaged in any form of piano work and
    - 4) Have the approval of the chapter.
  - b. The member may request continued membership in one of the following ways:
    - 1) Two-thirds (2/3) dues: Following submission of the appropriate form, the member may elect to pay PTG membership dues at two-thirds (2/3) the normal rate and maintain good standing and the *PTJ* subscription. This member shall receive all other membership benefits.
    - 2) No dues: Following submission of the

appropriate form, the member may continue membership and pay no annual dues by agreeing to pay a cost equivalent to the annual *PTJ* member subscription fee or by declining to receive the *PTJ*.

#### **Section D – Resignations**

1. A member without indebtedness to the PTG or a chapter of PTG, and otherwise in good standing, has the right to resign in good standing.
2. Resignations to escape delinquent dues, or other financial obligations or disciplinary proceedings, need not be accepted. If dues have not been paid as provided in the PTG Disciplinary Procedure, the member may be dropped.
3. A chapter member wishing to resign must obtain concurrence of his/her chapter and notify the PTG Home Office before he/she becomes delinquent. The resignation request shall include the reasons for resigning and the effective date. If the reasons are not valid, the chapter should attempt to get the request withdrawn.
4. The Home Office shall ascertain the status of dues and other obligations of the member and notify the officers concerned.
5. Upon receipt of acceptance from a chapter or regional vice president of a resignation, the Home Office shall remove the name from the rolls and confirm the action to the resigning member.

### **ARTICLE IV – ORGANIZATION**

#### **Section A – Budget and Finance**

Any and all recommendations for increasing The Piano Technicians Guild (PTG) annual budget shall be accompanied by a suggested method of generating the additional revenue.

#### **Section B – Council**

1. It shall be the duty of each chapter secretary to provide proper credentials for the chapter's delegate to Council and to ensure that such credentials are received by the PTG Secretary-Treasurer before the opening of a Council session.
2. If the properly completed credentials form has not been received at the Home Office before Council check-in, a letter authorizing the delegate to represent the chapter that is signed by an officer of that chapter may be presented as a substitute.
3. Up to two alternate delegates for each chapter may be seated at the Council table and must sit only with the delegate if present. An alternate may speak to a motion with the delegate's consent. Alternates are not permitted to vote if the delegate is present. If an alternate does vote with the delegate present, he or she will be subject to loss of accreditation at the Council table and removal from the meeting.
4. A copy of the Council minutes shall be distributed to each member.

5. Chapters may bear all or any portion of their delegate's and alternates' expenses incurred as a result of attending a Council meeting, so long as there is no payment made for the time spent serving as a delegate or alternate.

#### **Section C – Home Office**

The Home Office shall maintain a list of current PTG members and, upon request, provide it to any PTG member in good standing and to other persons or organizations as may be approved by the PTG Executive Committee.

#### **Section D – Affiliation With Other Organizations**

The PTG Executive Board shall have the prerogative, on behalf of PTG and its members, to pursue formal affiliation with other organizations that may further the goals of PTG.

#### **Section E – PTG/Chapter Officer Title Use**

Past or present officers of PTG or PTG chapters are prohibited from personal use of the title of office in any advertisement. Present officers may identify themselves as such when performing the official duties of their office. Past or present officers of PTG or PTG chapters may list their service in their printed or electronic resumes, along with their terms of service.

### **ARTICLE V – THE REGISTERED PIANO TECHNICIAN (RPT) EXAMS**

#### **Section A – Requirements for Passing the RPT Exams**

1. Candidates may apply for the RPT exams at any time. The written exam must be passed prior to attempting either the technical or the tuning exam. The examinee's Piano Technicians Guild (PTG) membership number must appear on all application and exam forms. RPT exams conducted without a PTG membership number may be declared invalid.
2. To pass the RPT written exam, the candidate must score at least eighty percent 80%. The written exam may be administered by any RPT in good standing at any exam site.
3. To pass the RPT technical exam, the candidate must score at least eighty percent (80%) in each of its three (3) parts - vertical action regulation, grand action regulation, and repairs. The candidate may repeat any parts not passed one time within one (1) year of the original exam without having to repeat those parts passed, provided that one-third (1/3) of the technical exam fee is paid for each part repeated. After one (1) year from the date of the original exam, the entire exam must be repeated at the full fee.
4. To pass the RPT tuning exam, the candidate must score at least eighty percent (80%) in each section of the exam's two parts: part 1, with pitch, temperament, mid-range sections, and part 2 with bass, treble, high treble, unisons, and stability sections.
  - a. All candidates must first take part 1, tuning

aurally only, and receive scores in pitch, temperament and midrange.

- b. Following evaluation of part 1 scores, candidates may then proceed to part 2, tuning the rest of the piano by any aural or electronic method (except that all candidates must tune unisons aurally), and receiving scores in bass, treble, high treble, unisons, and stability sections.
  - c. Candidates who pass all sections of part 2 but do not pass all sections of part 1 may repeat part 1 one time within one (1) year of the original exam, provided one-half (1/2) of the tuning fee is paid. Candidates who do not pass all sections of part 2 must repeat the entire exam at the full fee.
5. The one-year deadline for partial re-takes of the tuning and technical exams, as allowed in paragraphs 3 and 4.c above, may be extended for those who took their original exam(s) at a PTG Annual Convention if the parts failed are retaken at the same event the following year.
  6. Upon completion of the third exam, any exam that was passed more than four (4) years prior to that last exam and is no longer current must be retaken.
  7. Upon meeting these requirements and completion of recordkeeping, the Home Office will notify the candidate of reclassification as a Registered Piano Technician.

#### **Section B – Exam Sponsors**

1. Exam sponsors are defined as those constituent entities within the PTG eligible to benefit from exam fee income. Individuals, businesses, corporations or other entities that are not integral parts of the PTG, may not benefit from exam fee income and therefore cannot sponsor exams; however, they may provide facilities, equipment, donations and other assistance to exam sponsors.
2. The following entities are eligible to sponsor PTG exams:
  - a. The Examinations and Test Standards Committee (ETSC). ETSC may sponsor exams at PTG Annual Conventions and at other permanent or temporary exam sites set up through the PTG Home Office.
  - b. Area Exam Boards (AEB). AEBs shall be subordinate bodies of the PTG whose function is to administer Tuning and Technical exams within a specified geographical area in which several chapters may be located. AEBs shall be self-governing, maintain their own treasuries and shall not be subject to the authority of any chapters, their officers or committees.
  - c. PTG Chapters. Chapters may sponsor exams for members of their chapter or of other chapters. At their discretion, chapters may refuse to sponsor exams for applicants

other than their own members.

- d. Regional Conference Organizations (RCO). RCOs are encouraged to sponsor exams at their own State or Regional conventions.
3. Exam sponsors are responsible for providing appropriate facilities, equipment and staffing for administering exams.
  4. Exam sponsors shall set clear and consistent policies regarding examiner reimbursement for necessary and reasonable expenses incurred in connection with exams, including but not limited to: examiner travel to exam sites, maintenance of exam equipment, postage fees and telephone costs.
  5. Exam sponsors are not required to underwrite the expenses of training or certifying examiners, but may do so at their discretion.

#### **Section C – Exam Fees**

1. Fees for the RPT Exams shall be as follows: written exam - no fee; technical exam \$180.00; tuning exam \$180.00.
2. In the event exam fees are increased or decreased the new amounts must be evenly divisible by 2 and by 3 in order to easily allow for prorating of fees on partial re-exams.
3. Exam fees are to be paid directly to PTG and shall be remitted to the PTG Home Office in advance of the exam. Upon receipt of payment, the candidate shall receive a voucher or other proof of payment that shall be accepted by all exam sites and sponsors in payment for the specified exam(s). Payment procedures shall be detailed in the Exam Policy Manual.
4. The PTG Home Office shall remit to the exam sponsor \$90 for each full tuning or technical exam properly administered after the fee voucher or other proof of examinee's payment is submitted by the Examiner-in-Charge on behalf of the exam sponsor, together with a properly completed exam score form. The sponsor's portion of exam fees for partial retakes as allowed in Regulations, Article V. A.3 and 4 shall be in the same proportion of the fee as for full exams. Fees from exams sponsored by the ETSC shall be retained by the PTG in their entirety.
5. Exam fees may be waived for RPTs who sign a "Consent to Serve as Examiner" form prior to the exam provided the number of such waivers and exams does not exceed three (3) in any five-year period. If records indicate that a waiver was erroneously given for any exams in excess of this number, the PTG Home Office shall notify the ETSC chair, bill the examinee at the current exam fee rate, and transmit to the appropriate exam sponsors their portion of the fee.
6. Revenue from exam fees shall be used in offsetting administrative, equipment, and personnel costs of PTG exams. Exam sponsors shall have full discretion over allocating their

portion of the exam fees to specific exam uses.

#### **Section D – Exam Record-Keeping**

1. The Examiner-in-Charge, on behalf of the exam sponsor, must transmit score forms to the PTG Home Office for every exam administered, including failed exams and exams left incomplete.
2. Exam fees may not be disbursed to exam sponsors if appropriate exam forms are not enclosed with the exam fee voucher.
3. RPT candidates may not be reclassified unless all relevant score forms are in their Home Office file.
4. The PTG Home Office, ETSC and Exam Sponsors are authorized to maintain exam records for specific purposes only, in conformance with confidentiality requirements as detailed in the Exam Policy Manual.

#### **Section E – Administrative Requirements**

1. Revised exams shall become effective and deemed “current” upon Board approval and distribution of revised exam manuals or manual updates to Certified Examiners, or Board approval and publication of revised written exam booklets by the Home Office. Every exam manual and booklet shall bear its effective date on the title page. Current exam dates shall be posted in the Members’ Section of the PTG website and published in the Piano Technicians Journal and in PTG newsletters.
2. In administering exams, all the requirements and procedures outlined in the Bylaws, Regulations, Exam Policy Manual and in the current Examination Manuals or booklets, and updates shall be followed in every case so that all tests will be given as fairly as possible and the results will be comparable among all exam sites. In exceptional circumstances for which no specific instructions are found in Policy/Exam Manuals, the examiner-in-charge may use his or her discretion to devise a course of action in keeping with the intent of manual instructions if the exam could not otherwise be continued. Such occurrences shall be reported to the ETSC chair or appropriate sub-chair as soon as possible after the conclusion of the exam.
3. Exam sites shall be staffed as follows:
  - a. The written exam shall be administered by at least one RPT.
  - b. The technical exam shall be administered by at least two RPTs with the stipulation that at least one of the RPTs shall be a Certified Technical Examiner (TEC). Master regulations of action models shall have been done under the leadership of one TEC assisted by at least one other RPT.
  - c. The tuning exam shall be administered by at least three (3) RPTs with the stipulation that at least one of the RPTs shall be a Certified Tuning Examiner (CTE). The master tuning

shall have been done under the leadership of one CTE assisted by at least two other RPTs.

- d. The ETSC shall establish qualifications and training procedures for certifying CTEs and TECs. Training procedures shall include minimum requirements for supervised work on actual exams, and qualifications for persons authorized to train candidates for certification. All such qualifications and procedures shall be detailed in the Exam Policy Manual.
  - e. The ETSC shall institute protocols and procedures for assessing certified examiners’ skills in the performance of their duties and their knowledge of current exam procedures. ETSC at its discretion may require renewal of certifications under specified circumstances and at specified time intervals. Such protocols, processes and requirements shall be detailed in the Exam Policy Manual.
4. Every exam site shall meet space, furnishings, equipment, and ambiance requirements for administering exams as detailed in the Exam Policy Manual.

#### **Section F – Examiner Expense Reimbursement**

1. Examiners shall not receive any compensation for services as an examiner.
2. Examiners may be reimbursed by the exam sponsors for all necessary and reasonable expenses incurred in the performance of their duties as examiners. However, such reimbursement is not guaranteed and examiners are responsible for finding out in advance the specifics of the reimbursement policy.
3. Neither The Piano Technicians Guild, Inc. nor the ETSC shall be required to reimburse any examiner expenses incurred without prior authorization.
4. Signing the Consent to Serve as Examiner (CSE) form does not obligate examiners to provide exams without reimbursement of expenses as in paragraph 2 above.

#### **Section G – Examiner Ethics**

1. PTG Examiners shall always strive to maintain strict confidentiality of specific exam results using all reasonable precautions to prevent unauthorized individuals having access to or knowledge of such results.
2. PTG Examiners should always bear in mind that there is no membership classification within PTG above that of Registered Piano Technician. Certification and/or experience as a PTG Examiner shall bestow no privileges beyond that of being authorized to administer exams and must not be represented to the public as a rank, classification or elite status.
3. Examiners shall strive to follow with the greatest possible precision all current exam manuals and written instructions issued by ETSC through PTG

publications and by direct written communication. Examiners are responsible for maintaining their knowledge of the most current exam procedures through the PTG Examiner Newsletter and (if possible) PTG Examiner e-mail list. Examiners shall bring to the attention of ETSC any improprieties in exam administration and any misinformation about PTG exams that come to their attention.

#### **Section H – Miscellaneous**

RPTs shall be encouraged, but not required, to take the current set of RPT exams in order to facilitate the statistical studies and refinement of exam procedures and scoring. The membership status of an RPT shall not be affected by the results of such exams.

### **ARTICLE VI – CHAPTER DISSOLUTION**

#### **Section A – Involuntary Dissolution - Lifting of Charter**

1. A chapter's charter may be lifted by majority vote of Council upon recommendation by the Piano Technicians Guild (PTG) Board of Directors.
2. The Board shall recommend dissolution in the event that chapter membership drops below the minimum required to legally transact business, or the Board determines that the chapter has become inactive per Bylaws, Article V. G.1.
3. All liabilities and obligations shall be paid or satisfied or adequate provision shall be made therefore. Any assets belonging to members or others shall be returned or conveyed, if the assets are held under such requirement. Any assets not obligated under the above shall be conveyed to the Piano Technicians Guild Foundation in the name of the chapter.
4. The RVP shall be responsible for the proper execution of the mandates in paragraph "3" above, either by acting as receiver or delegating this function.
5. Members of a dissolved chapter shall be transferred to the most conveniently accessible neighboring chapter by Home Office staff before the dissolution takes effect. Officers of all area chapters shall be informed of the pending dissolution and their input shall be sought regarding most favorable placement of members to be transferred. All members of the dissolving chapter shall be notified by the Home Office staff of their transfer of membership as soon as possible, and informed of their right to request an alternate chapter placement, (per Bylaws Article VIII. Section D) if there is more than one neighboring chapter.

#### **Section B – Voluntary Dissolution**

1. A chapter may vote to dissolve itself by a two-thirds (2/3) vote of members present and voting at a legally constituted chapter meeting. The RVP shall be informed of such a vote as soon as possible. The RVP shall then inform the PTG Board and the Home Office staff. Dissolution

shall not take effect for two (2) months or until all mandates of paragraphs 2 and 4 below are carried out – whichever is later.

2. All liabilities and obligations shall be paid or satisfied or adequate provision shall be made therefore. Any assets belonging to members or others shall be returned or conveyed, if the assets are held under such requirement. Any assets not obligated under the above shall be disposed of pursuant to majority vote of chapter members. If no such vote is held, such assets shall be conveyed to the Piano Technicians Guild Foundation in the name of the chapter.
3. The dissolving chapter's officers shall be responsible for the proper execution of the mandates in paragraph 2 above. In the event they are unable complete these tasks, the RVP shall become responsible for their completion.
4. Members of a dissolving chapter shall be transferred to another chapter by the Home Office Staff per the process in Regulations Article VI. Section A.5.
5. The chapter charter shall be cancelled by majority vote of Council at its session following completion of the dissolution process.

#### **Section C – Chapter Merger**

1. A chapter that wishes to dissolve may vote to merge with another nearby chapter by a two-thirds (2/3) vote of members present and voting at a legally constituted chapter meeting. In order for such merger to take place, the nearby chapter must agree to such merger by a two-thirds (2/3) vote of members present and voting at a legally constituted chapter meeting. The RVP shall be informed of these votes as soon as possible. The RVP shall then inform the PTG Board and the Home Office staff.
2. All liabilities, obligations and assets of the dissolving chapter shall be transferred to the chapter with which the dissolving chapter is merging.
3. All members of the dissolving chapter shall be notified by the Home Office staff of their transfer of membership as soon as possible. If there are other neighboring chapter members of the dissolving chapter may request a transfer to the chapter of their choice (per Bylaws, Article V. D).
4. The dissolving chapter's charter shall be cancelled by majority vote of Council at its session following completion of the merger process.
5. Two (2) or more distinct chapters may merge and form a single new chapter with a new name as follows:
  - a. Each of the chapters must approve such merger by a two-thirds (2/3) vote of its members present and voting at legally constituted chapter meetings. The RVP shall be informed of these votes as soon as possible. The RVP shall then inform the PTG

Board and the Home Office staff.

- b. Five (5) or more Registered Piano technicians of whom there must be at least two (2) from each chapter shall apply for a new chapter charter per Bylaws, Article V, B.
- c. After the new chapter charter is granted and chapter officers are elected, the merging chapters shall be dissolved per paragraphs 2, 3 and 4 above.

## **ARTICLE VII – DISCIPLINARY PROCEDURE**

### **Section A – Member Conduct and Discipline**

1. Ethics Violations - Violations of the Piano Technicians Guild Code of Ethics may result in disciplinary action. Disciplinary action shall include the following forms, but shall not be limited to them:
  - a. Reprimand – a letter of reprimand shall be sent to the member. Copies shall be sent to the President of the member’s chapter and placed in his/her member file at the Home Office.
  - b. Suspension – Membership rights shall be suspended for a specified period of time not less than 6 (six) months and no more than 2 (two) years, at the end of which period rights shall be automatically restored. A suspended member shall:
    - 1) Lose rights to all PTG Member Discounts
    - 2) Be ineligible for all benefits that require “good standing”
    - 3) Lose the franchise and eligibility to hold PTG or chapter office and the right serve on committees.
    - 4) Not count toward chapter strength for Council votes
    - 5) Suspended members shall retain his or her Piano Technicians Journal subscriptions, participation privileges on PTG electronic forums and other media, the right to purchase insurance through the PTG and the right to receive official PTG mailings. He or she shall be obliged to pay full PTG and chapter dues, if any. A letter detailing the terms and duration of the suspension shall be sent to the member. Copies shall be sent to the President of the member’s chapter and placed in his or her member file at the Home Office.
  - c. Expulsion – A member shall be expelled from the PTG for a specified period of time. An application for re-admission from an expelled individual is subject to the provisions of Section G below.
  - d. The Committee, at its discretion, may recommend a form of discipline of lesser severity than Reprimand.
2. Criminal Convictions - Since PTG members often work on clients’ premises, it is paramount that a

relationship of trust exists between clients, potential clients and PTG members. It is, therefore, against the interests of PTG and its members to have among its ranks those convicted of crimes against persons or property that could damage such a relationship of trust. Clients should be able to feel secure for their persons or property when a PTG member is present on their premises. Conviction of a crime may be grounds for denial of membership. Procedures in Section C (below) shall be used to determine in which cases removal from membership is justified, and to effect such removal.

### **Section B – Disciplinary Procedures for Ethics Violations**

1. A member, group of members or chapter of the PTG may submit a formal written complaint of professional misconduct to the Chair of the Members’ Rights Committee, and to the accused.
2. The Committee shall determine if the complaint is valid according to Bylaws, Regulations & Codes or other official documents of the PTG.
  - a. If the complaint is deemed invalid, it shall be returned to the accuser(s) with a letter of explanation from the Committee and no further action is required.
  - b. If the complaint is deemed valid, the Chair of the Members’ Rights Committee shall contact the accuser(s) and the accused within ten (10) days of receipt of complaint to determine if the complaint is a dispute that may be resolved by negotiation. If the accused and accuser(s) agree to negotiate in good faith within fourteen (14) days of being contacted by the Chair, the accuser(s) shall suspend the formal written complaint.
3. If a resolution is not reached within twenty-one (21) days of agreement to negotiate, either the Committee or the negotiating parties may agree to extend negotiations an additional twenty-one (21) days, or negotiations may be discontinued by the Committee or either of the parties. If negotiations are discontinued, or if no resolution has been achieved after an extension, the formal complaint shall be reinstated.
4. If the accused and accuser(s) are unable to agree to negotiate in good faith, or negotiations have failed, the formal complaint, along with a report and recommendations if any, shall be transmitted to the Chair of the Ethics Committee within twenty-one (21) days of the complaint being reinstated.
5. If the accused and accuser(s) refuse resolution of the initial complaint though negotiation, the Committee shall forward the formal complaint along with a report and recommendations, if any, to the Chair of the Ethics Committee within twenty-one (21) days of the receipt of the complaint.



6. The Ethics Committee shall determine whether the complaint falls within its jurisdiction and whether there is probable cause to believe that the complaint may be valid.
7. If the Ethics Committee, in its preliminary determination, finds that it does not have jurisdiction or that there is a lack of probable cause to believe that the complaint may be valid, it shall dismiss the complaint. It shall issue a report of such determination to the Executive Board, setting forth the basic facts but omitting the names of the parties, and stating the reasons for its decision to dismiss. Notice of such determination shall be sent to the accuser(s) and to the accused.
8. If the Ethics Committee finds that it has jurisdiction and that there is probable cause to believe that the complaint may be valid, it shall notify the accuser(s) and the accused, and, in accordance with the Rules and Procedures of the Ethics Committee assemble written data from both the accused and accuser(s) in order to determine whether the complaint requires a hearing.
9. The Ethics Committee may appoint one of its own members or a member of the PTG who is not a member of the Committee to investigate the complaint and present the charge(s) on behalf of the PTG to the Committee. A Committee member or alternate chosen to investigate a complaint and present the charges to the Committee shall not sit in deliberation on such complaint. Any persons involved with conducting or managing an investigation shall not have previous ~~specific~~ personal history with the member charged. The defendant shall have the right to request a substitution for just cause.
10. If, as a result of an investigation, the Ethics Committee decides to dismiss the charge(s) without a formal hearing, it may do so. It shall notify the accused and the accuser(s) of its decision and shall issue a report to the Executive Board setting forth the basic facts but omitting the names of the parties and stating the reason(s) for its decision.
11. If the Ethics Committee decides to formally hear the charge(s), it shall give both the accused and the accuser(s) a reasonable opportunity to be heard and to confront each other. The Committee shall schedule a hearing and notify all parties involved in a timely manner.
12. The Ethics Committee shall hold the hearing to make a decision either to dismiss the charge(s), or issue a recommendation to reprimand, suspend, or expel. The hearing shall be conducted via a conference call or video conference, unless all parties agree to a different format. The decision shall be announced at the hearing, and written notice of the decision shall be mailed to the accused and to the accuser(s).

The Ethics Committee shall then make a report to the Executive Board on its decision including reasons and any recommendations, if needed, for further action. Any persons involved with conducting or managing a hearing shall not have previous personal history with the accused. The accused shall have the right to request the substitution of a member with an alternate for just cause.

13. Within three (3) weeks of receipt by the Executive Board of an Ethics Committee recommendation and report from the hearing, the Executive Board, upon a vote of two-thirds (2/3) of the members present and voting shall make a decision either to concur with the recommendation of the Ethics Committee, make a decision to reduce the restriction on membership or dismiss the charge(s). The Executive Board shall then notify the accused, the accuser(s), and the Ethics Committee Chair of its decision within ten (10) days. No member of the Executive Board, who is the subject of a pending accusation under the provisions of this Code, shall sit in deliberation on any matter concerning misconduct.
14. Notifications of all disciplinary actions shall be sent to the President of the member's chapter, and to the Home Office. In the event that the chapter President is the person being disciplined, the Vice-President or the highest ranking chapter officer not under discipline shall be notified instead of the President.

### **Section C – Procedure for Members Convicted of Criminal Offenses**

1. Any PTG member who has proof of another PTG member's conviction of crimes against persons or property may report such conviction to the Members' Rights Committee.
2. The Members' Rights Committee shall investigate the facts of this reported conviction, and – if found to be true – determine whether the crime meets the standards of Section A, Paragraph 2 (above) for expulsion.
  - a. If the Committee finds that the report is factually untrue or that the reported crime does not meet the standard in Section A, Paragraph 2 (above), it may dismiss the complaint, or treat it as an Ethics violation per Section B, above. The Committee shall notify both the reporting party and the subject of its action.
  - b. If the Committee finds that the report is factually true and the crime meets the standard of Section A.2, it shall immediately report its finding to a member of the PTG Executive Committee.
3. If the Members' Rights Committee determines that the crime meets the appropriate standard, and finds the report to be factually true, a member of the PTG Executive Committee shall contact the convicted PTG member as soon as

- possible, and attempt to negotiate the member's voluntary resignation from the PTG. If the negotiation results in such a voluntary resignation, the Executive Committee shall notify the Members' Rights Committee Chair, who shall send a report containing the facts of the case and the outcome to the Ethics Committee.
4. If negotiations fail, the Executive Committee shall immediately inform the Members' Rights Committee Chair. The Members' Rights Committee shall report its findings to the Ethics Committee, with a recommendation for expedited action within seven (7) days of the Executive Committee's notification.
  5. The Ethics Committee shall contact the convicted PTG member within seven (7) days of receiving the Members' Rights Committee report, and set up a hearing date no later than twenty-one (21) days from the date of initial contact. The hearing shall deal solely with the issue of whether or not the conviction merits expulsion from the PTG. The hearing format shall be conference call or video conference. The decision shall be announced at the hearing, and written notice of the decision shall be mailed to the convicted member and to the reporting party. Any persons involved with conducting or managing a hearing shall not have previous personal history with the convicted member. The convicted member shall have the right to request the substitution of a member with an alternate for just cause.
  6. Any failure by the convicted member to respond to contacts from the Ethics Committee, to schedule a hearing or to participate in a hearing already scheduled shall be deemed as a plea of "No Contest." In such a case the Ethics Committee shall make a determination without participation by the convicted member in the hearing.
  7. The Ethics Committee shall make a report to the Executive Board on its determination including reasons and any recommendations, if needed, for further action.
  8. Within seven (7) days of receipt by the Executive Board of an Ethics Committee recommendation and report from the hearing, the Executive Board, upon a vote of two-thirds (2/3) of the members present and voting shall make a decision either to concur with the recommendation of the Ethics Committee to expel the convicted member or not. The Executive Board shall then notify the convicted member, the reporting party and the Ethics Committee Chair of its decision within ten (10) days.
    - a. No member of the Executive Board, who is the subject of a pending accusation under the provisions of this Code, or the Executive Committee member who initially negotiated with the convicted member shall participate in these deliberations.

- b. Member(s) of the Executive Committee who previously negotiated with the expelled member may not vote or participate in deliberations on such appeals.
9. Expulsion shall be for a minimum of five (5) years. Both in case of voluntary resignation (per paragraph 3 above) or expulsion (per paragraph 9) an application for re-admission from a convicted member is subject to the provisions of Section G, below.

#### **Section D – Complaints Against Elected Officers**

1. An elected officer, an elected committee member, or an elected committee chair may be removed for cause, which shall include willful negligence in performance of duties, and failure to disclose necessary information in business matters. Due process shall be according to Regulations Article VII, Section B. Discipline shall be limited to removal from office.
2. If the Ethics Committee after a hearing recommends that an elected officer, committee member, or committee chair be removed for cause, and the Executive Board concurs with the Ethics Committee by a two-thirds (2/3) vote, the accused officer, committee member or committee chair shall be suspended from his/her official duties pending an appeal.

#### **Section E – Appeal Procedures**

1. The accused have the right to appeal the action of the Executive Board to the membership of the PTG. The appellant must file a brief written notice of the appeal, together with any written statement he or she may wish to submit, with the Secretary-Treasurer not less than seventy (70) days prior to the next annual Meeting of Council. The Secretary-Treasurer shall immediately advise each member of the Executive Board of the appeal and shall forward to each a copy of the supporting papers submitted by the appellant.
2. The Executive Board shall then prepare a written statement of the reasons for its actions and file the same with the Secretary-Treasurer not less than forty (40) days prior to the next annual Meeting of the Council Delegates.
3. Within twenty (20) days thereafter, the Secretary-Treasurer shall mail to each voting delegate to Council a copy of the appellant's notice of appeal and his/her supporting statement, and a copy of the Executive Board's statement.

4. A vote of two-thirds (2/3) of the delegates present and voting at the Annual Meeting of Council shall be required to overrule the action of the Executive Board in regard to reprimand, suspension or expulsion of a member. In overruling the action of the Executive Board in favor of the accused, Council may choose to reduce the restriction on membership or dismiss the charges. In overruling the action of the Executive Board in favor of the accused, Council may only reinstate the overruled finding of the Ethics Committee. Both the accused and the accusers' chapter delegates may not vote on such questions.
5. Enforcement of Reprimand and Suspension shall be stayed pending appeal. Expulsion shall be enforced during appeal. If appeal results in action by Council favorable to the expelled member that calls for reinstatement, it shall be retroactive to the date of expulsion.

**Section F – Rights of an Accused Member**

1. An accused member has the right:
  - a. to prompt written notice of complaint.
  - b. to full confidentiality with knowledge of complaint or investigation restricted to those involved in the proceedings.
  - c. to reasonable notice of a hearing and a reasonable opportunity to participate.
  - d. to confront and cross-examine the accusing member and to refute all complaints and allegations.
  - e. to due process and a fair hearing before an unbiased panel.
2. If the accused offers to resign membership in PTG at any point during Members' Rights Procedures (Section B), no action shall be taken until either case is resolved by the Members' Rights Committee, or the case is referred to the Ethics Committee. If the case is resolved by the Members' Rights Committee, the accused may resign subject to Regulations, Article III, D. If a case referred from the Members' Rights Committee to the Ethics Committee is accompanied by an offer to resign from the accused, or if the accused offers to resign while the case is in the Ethics Committee the resignation shall be processed, the circumstances of the resignation shall be noted in the member's file and the case shall become inactive. In the event the member reapplies for PTG membership, the membership application shall be subject to Ethics Committee Approval per the provisions of Regulations VII, G.

**Section G – Readmission of Expelled Members Who Resigned During Disciplinary Process**

1. An application for re-admission from an individual previously expelled from PTG or who previously resigned from PTG under threat of disciplinary action must be reviewed and approved by the Ethics Committee before it can be processed

under Bylaws, Article II, E and Regulations, Article III. If the application is not approved, a re-application shall not be considered for one (1) year.

2. The PTG Home Office shall keep detailed records of all expulsions and discipline-related resignations, and shall provide these records to the Ethics Committee for such readmission reviews.

**PTG CODE OF ETHICS**

In order to promote the highest standards of professional conduct of Piano Technicians Guild members, and to foster a relationship of trust between PTG members and their clients, this Code of Ethics constitutes the standards for which each member will be held accountable, and to which each member agrees upon joining PTG.

1. I will act honorably and in a professional manner.
2. I will uphold the principles of honesty and integrity for which the Piano Technicians Guild stands.
3. I will represent my education, training, experience and area of expertise honestly and accurately.
4. I will uphold the Mission, Objectives and Principles of the Piano Technicians Guild.
5. I will render the best possible service under the circumstances, always keeping the best interests of my client in mind.
6. I will use the name and trademarks of the Piano Technicians Guild properly and will encourage others to do the same.
7. I will strive to upgrade my professional skills and I will encourage and help others to do the same.
8. I will promote good will towards my profession and towards the music industry.
9. I will engage only in business practices that are in accord with the antitrust guidelines as set forth by the Piano Technicians Guild.

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