



Prosek Partners LLC & Aloha Homes LLC

EMPLOYEE/ INDEPENDENT CONTRACTOR **MANUAL & POLICIES**

(updated MARCH 2019)

RE/MAX[®]
ALOHA HOMES

RE/MAX ALOHA HOMES EWA BEACH OFFICE

Office Address: 91-1123 Keaunui Dr, Suite 236, Kapolei Hawaii 96706

Overview:

EMPLOYMENT and INDEPENDENT Contractor Policies and Procedures Manual

Welcome to RE/MAX ALOHA HOMES OFFICE! We are happy to have you join our established RE/MAX ALOHA HOMES Real Estate professionals, and hope you will be proud to be associated with one of the most knowledgeable and successful Realtors in the Country. We have built a unique firm that, as a RE/MAX ALOHA HOMES, unites together to give the highest real estate service to our clients and customers.

Please keep this policy and procedures manual in a convenient place for future reference when you are done studying it thoroughly. This manual is designed and intended for your own private use. It will help give you a better understanding of the procedures we use at RE/MAX ALOHA HOMES OFFICE to facilitate each transaction. As no transaction is more important than another, we strive to consummate all sales, large or small.

'Real Estate' is a people-oriented business. We, as the Real Estate Professionals, must never lose sight of this. From time to time, we find that we need advice, cooperation and/or assistance from fellow RE/MAX ALOHA HOMES Office Members. In order to get full and complete cooperation, we must trust in and respect others. This is the only way to grow and prosper in a group situation. By being more tolerant and understanding, and by respecting our fellow RE/MAX ALOHA HOMES member's rights, we can avoid most conflicts.

RE/MAX ALOHA HOMES hard work is the answer to true success. Be willing to fill in for other RE/MAX ALOHA HOMES Office Members, for no one can be available 24 hours a day, 7 days a week, to service every Buyer, Seller, Tenant, or Landlord. This rapport with Buyers and Sellers suffers when lines of communication become less efficient or stop altogether, even for a short time.

Although the National Association of Realtors 'code of ethics' and the company's Policy and Procedure Manual provides guidelines for ethical behavior, successful relationships go beyond guidelines for ethical behavior. Successful relationships go beyond what is required and call for a conscious effort and some give and take. In each person's heart, he/she knows what is truly right.

If we can adhere to proper guidelines we will not encounter conflicts and will be able to concentrate more on selling real estate.

ABOUT THIS MANUAL

The policies included or referenced in this manual apply to all RE/MAX ALOHA HOMES Office Members unless specifically stated otherwise in each policy.

The policies are intended as guidelines only, and they may be modified, supplemented, or revoked at any time at Management's discretion. In particular, these policies do not constitute a contract (nor should they be construed as a contract) guaranteeing employment for any specified duration. Except as set forth in writing in individual employment contracts, or other RE/MAX ALOHA HOMES policies, either the Employee/Independent Contractor (henceforth referred to as "E/IC") or RE/MAX ALOHA HOMES OFFICE may terminate the employment relationship at any time, for any reason. If the E/IC initiates the termination, the E/IC is required to give, at a minimum, at 30 day notice to Management of said termination. No supervisor, manager, or representative of RE/MAX ALOHA HOMES OFFICE has the authority to make any promises, commitments, or changes that conflict with the policies in this manual unless approved in writing by RE/MAX ALOHA HOMES OFFICE PB/BIC.

These policies supersede any handbook or policy statements, whether written or oral, issued prior to March 2019. Any subsequent revisions will substitute and replace prior policy or procedure statements and become a part of this manual. RE/MAX ALOHA HOMES OFFICE will provide as much notice as possible of any changes in these policies.

RE/MAX ALOHA HOMES OFFICE is dedicated group of hard-working professionals jointly committed to serve and represent our clients in Residential and Commercial Real Estate and Property Management with exceptional integrity and high level of commitment with fiduciary duty to our clients. Our reputation of excellence, loyalty, spirit of cooperation perpetuated through quality growth and commitment to self-education, self-improvement, impeccable work ethic, exceptional integrity and discipline are our priorities which help us to earn our clients repeat business and referrals.

DEFINITIONS HENCEFORTH

Aloha Homes LLC DBA RE/MAX ALOHA HOMES is referred to as “RE/MAX ALOHA HOMES OFFICE” Management RE/MAX ALOHA HOMES OFFICE of is referred to as the Principal Broker (but also the Broker in Charge, RE/MAX ALOHA HOMES PB/BIC, RE/MAX ALOHA HOMES Admin Manager, Quality Control Manager) “E/IC” is referred to as the employee/independent contractor

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“Mission Statement” (Office Mission) is to help people to achieve the homeownership dream and to invest in real estate so they can make more money and live better lives! We do this with Aloha attitude and RE/MAX Elite Club Results!

“Who are we?”

RE/MAX ALOHA HOMES is a Team of Independent RE/MAX Professionals designed and created by highly qualified, highly motivated and hard-working Real Estate Experts. We are committed to personal development with a strong desire and motivation for success. We always provide High Quality Service in Real Estate Business with Exceptional Integrity supported by advanced technology and World Wide Brand Name RE/MAX Recognition.

(We were founded and are led by one of the most sought after agent in Hawaii, our Principal Broker Ray Prosek RB-22498 formerly known and doing business as the Awards Winning RE/MAX ALOHA HOMES of RE/MAX Ray and/or Prosek Partners RE/MAX RE/MAX ALOHA HOMES)

RE/MAX LLC MISSION:

is to be the worldwide real estate leader, achieving our goals by helping others achieve theirs. Everybody wins.

OUR VISION

RE/MAX will always be the right place for real estate entrepreneurs who want a combination of independence, support and unique competitive advantages – and the right choice for customers who understand the benefits of having someone like that working on their behalf.

OUR BELIEFS

We believe real estate buyers and sellers everywhere deserve the world-class services of outstanding agents who are skilled, driven and focused on achieving outstanding results. We believe real estate is a full-time profession and career. We believe in the power of preparation and education. We believe in experience and in the wisdom of learning from people who have it. We believe individuals are shaped by the attitudes and habits of those around them.

OUR VALUES

Outstanding agents. Outstanding results. We strive to be the best - through education, service and effort - at whatever we do. Our people make a real difference in the lives and communities around the globe. One World. One RE/MAX. At RE/MAX, you're in business for yourself, but not by yourself.

ONE WORD: TRUST

If I were to pick one word to describe our Real Estate Professionals and business ethics, that word would be TRUST

Minimum Standards of Excellence

RE/MAX ALOHA HOMES OFFICE is a dedicated group of hard-working professionals jointly committed to serve and represent our clients in Residential and Commercial Real Estate and Property Management with exceptional integrity and high level of commitment with fiduciary duty to our clients.

Our reputation of excellence, loyalty, spirit of cooperation perpetuated through quality growth and commitment to self-education, self-improvement, impeccable work ethic, exceptional integrity and discipline are our priorities which help us to earn our clients repeat business and referrals.

Agency

RE/MAX ALOHA HOMES OFFICE will follow the rules and laws of the State of Hawaii. Every Agent will act as a designated agent unless otherwise designated.

Answering the phones

PERSONAL PHONE CALLS

Please eliminate all personal phone calls; this is a distraction to other RE/MAX ALOHA HOMES Office Members and a disservice to the firm.

MESSAGE PROCEDURE

If the caller is a potential client, transfer to Agent on Duty!

No Agent on Duty only RE/MAX ALOHA HOMES Management PB/BIC are in? * ALWAYS ADVISE THE CALLER THAT THE PB/BIC IS NOT AVAILABLE AT THIS MOMENT *, and ask who is calling & take a message.

Use the carbon copy message booklet for phone messages. It is imperative to take accurate messages. We may only have one opportunity to capture the prospective buyer/seller's information. One digit wrong, and we wouldn't be able to get in touch with the caller. Please try to get the following information:

- 1) *Their first and last name,*
- 2) *Their telephone number (verify the area code, as we get many clients from out of state),*
- 3) *Their email address.*
- 4) *The property they are calling about (if they are a buyer, or their address if they are a seller).*
- 5, Ask them if they already working with an Agent and if the Agent is from RE/MAX ALOHA HOMES OFFICE

All information captured should be read back to the caller to verify its accuracy.

What do you do with the message when you receive it?

Is the caller a Buyer?

If so, forward the message to Agent on Floor Duty (AOFD) or to the RE/MAX ALOHA HOMES Management, PB/BIC if there is no "AOFD" present

The message can be delivered in person, or by taking a picture of the message and texting or emailing it.

Is the call a Seller or someone looking for a Property Manager?

If so, forward the message to the Agent on Floor Duty and/or the PB/Property Manager. The message can be delivered in person, or by taking a picture of the message and texting it; do not email it.

What **** NOT **** to do with the message

Do not simply take the message and physically put the message in an agent's box without notifying them via electronic delivery. Doing so could result in a delay in getting back to the caller, thus losing an opportunity to earn their business.

Area of expertise

While our firm, RE/MAX ALOHA HOMES, specializes in residential real estate (for sale, lease, or rent) and vacant land, certain RE/MAX ALOHA HOMES Office Members have knowledge and experience in commercial real estate and commercial leases. You should have a reasonable amount of knowledge or experience to work in such areas.

We owe it to our clients and customers to furnish them with the best and most competent service possible.

Assisting to Listing Specialist | Agent on Floor Duty and Other Licensed RE/MAX ALOHA HOMES Office Members

I. POLICY STATEMENT

RE/MAX ALOHA HOMES OFFICE prides itself on the quality of its RE/MAX ALOHA HOMES Office Members. As a RE/MAX ALOHA HOMES, each member should be able to move to different "seats" or positions at a moment's notice. Such causes of a change of position could be:

- A. Another RE/MAX ALOHA HOMES Member is ill or on vacation.
- B. Another RE/MAX ALOHA HOMES Member is inundated with their workload and needs assistance.
- C. There may be time-sensitive projects at hand that require a 'all hands on deck' mentality.

Whether you are assigned to a specific department (such as buyers, sellers, or property management, transaction management), or Independent Agent *you are always assisting the licensee who is in charge of that department, not just RE/MAX ALOHA HOMES OFFICE.*

Background check policy

I. POLICY STATEMENT

RE/MAX ALOHA HOMES OFFICE is committed to ensuring that its sales, service and ethical missions are supported by qualified RE/MAX ALOHA HOMES Office Members and that its community is as safe as possible. RE/MAX ALOHA HOMES OFFICE is also committed to taking meaningful actions to protect its finances, property, proprietary information and other assets. This policy sets forth RE/MAX ALOHA HOMES OFFICE's procedures for conducting pre-employment background checks for all RE/MAX ALOHA HOMES positions, at RE/MAX ALOHA HOMES OFFICE's discretion.

II. STATEMENT ABOUT BACKGROUND CHECKS AND DISCRIMINATION

Information discovered through the background check process will be used solely for the purpose of evaluating a finalist's suitability for employment. It will not be used to discriminate against a finalist on the basis of race, color, religion/creed, sex/gender, age, sexual orientation, gender identity/expression, national origin, genetic information, marital/familial status, disability, military, or veteran status.

III. DEFINITIONS AND RESPONSIBLE DEPARTMENTS

A. Finalist: The applicant selected by RE/MAX ALOHA HOMES OFFICE for a RE/MAX ALOHA HOMES position at RE/MAX ALOHA HOMES OFFICE, who:

- (1) is not currently employed/contracted by RE/MAX ALOHA HOMES OFFICE, or
- (2) is currently employed/contracted by RE/MAX ALOHA HOMES OFFICE, who has either:
 - (a) not undergone the background check process, or
 - (b) not undergone the additional background checks required by the new position.

B. Background check: Checking any or all parts of the finalist's employment references and employment, educational, criminal, sex and violent offender, credit, and license histories. The nature and scope of the background check will be determined by RE/MAX ALOHA HOMES OFFICE and will be appropriate to the position.

C. Background check vendor: A company or individual engaged by RE/MAX ALOHA HOMES OFFICE to conduct background checks. Whenever a background check vendor conducts all or any portion of a background check, RE/MAX ALOHA HOMES OFFICE will require the vendor to comply with state and federal law, including the requirements of the Fair Credit Reporting Act ("FCRA").

D. Criminal history check: Verifying that the finalist does not have any felony or misdemeanor convictions or pleas which are acknowledgements of responsibility (e.g., plea of no contest or *nolo contendere*) which have not been annulled or sealed. This verification will include a search of convictions or pleas which are acknowledgements of responsibility during the seven (7) years immediately preceding the finalist's application to RE/MAX ALOHA HOMES OFFICE. Criminal convictions or pleas will not automatically exclude a finalist from consideration for employment/contract unless they are job-related and the decision not to hire is consistent with business necessity.

E. Sex and violent offender check: Verifying with state and federal registries that the finalist does not have any convictions of certain sex or violent crimes.

F. Educational history check: Verifying that the finalist possesses all of the relevant educational credentials cited by him/her or listed on/in the application, resume, or cover letter.

G. Employment history check: Verifying that the finalist worked in the positions cited by him/her or listed on/in the application, resume, or cover letter. This verification will include dates of employment and the reasons for leaving each position for at least seven (7) years immediately preceding the finalist's application to RE/MAX ALOHA HOMES OFFICE.

H. Employment reference check: Ensuring that the hiring department receives positive feedback about the finalist's character and performance at work from persons familiar with both.

I. License history check: Verifying, if required by the position, that the finalist possesses all the licenses cited by him/her or listed on/in the application, resume, or cover letter. Verification includes establishing the current status of the relevant licenses. This includes checking, for example, any motor vehicle driver's license required by the position, or applicable real estate licenses.

J. Credit history check: Checking the credit history of the finalists, if required by the position.

IV. PROCEDURES

A. Consent to Conduct Background Checks and Confidentiality

Finalists will be informed during the pre-employment process that an offer is subject to completion of background checks with results acceptable to RE/MAX ALOHA HOMES OFFICE, as appropriate to each position and as stated in the position description. Prior to conducting a background check, a signed, written consent will be obtained from the finalists. Refusal by the finalist to authorize a background check will make him/her ineligible for employment.

The information obtained through background checks is confidential and will be shared only with individuals with an essential business need to know. Records of the background check will be maintained in RE/MAX ALOHA HOMES OFFICE in a file that is secure and separate from easily accessed files in the office.

B. Screening of Finalists

An offer of employment/contract is contingent upon the successful completion of a background check. Generally, employment in the position should not begin until RE/MAX ALOHA HOMES OFFICE has received and reviewed the results of the background checks. Exceptions may be made at the discretion of RE/MAX ALOHA HOMES OFFICE.

The finalist for all positions on RE/MAX ALOHA HOMES OFFICE is subject to background checks of employment references and employment, educational, criminal, and sex and violent offender histories. Additional background checks may apply to finalists for certain positions which could result in the risk of research loss, or physical, financial, or other harm. Some of the criteria for identifying a position as possibly requiring additional background checks include, but are not limited to:

1. Direct responsibility for the care, safety, and/or security of individuals;
2. Direct responsibility for handling or managing money or credit information;
3. Responsibility for operating vehicles or machinery that could cause injury or accidental death; or
4. A requirement for a certificate, professional license, or accreditation.

These additional background checks may include a:

1. License history check; and/or
2. Credit history check.

C. Background Checks of Current Staff Office Members and Duty to Report Convictions/Pleas

Background checks will be required of current RE/MAX ALOHA HOMES Office Members who are finalists for a position if they have not undergone the background check process, or if they have not undergone the additional background checks required by the new position. A current employee/contractor who has already undergone a background check in the two (2) years preceding his/her application for transfer or promotion, will not be required to undergo a new background check unless he/she is applying for a position with substantially different responsibilities and the position requires additional background checks, such as a license or credit check. A background check will not be required for changes in shift or other interdepartmental lateral transfers.

E/IC have an ongoing responsibility, during their employment, to make RE/MAX ALOHA HOMES OFFICE aware of any felony or misdemeanor convictions or pleas which are acknowledgements of responsibility. Any convictions or pleas should be reported to RE/MAX ALOHA HOMES management.

D. Evaluation of Background Check Results

Once the background checks are completed, RE/MAX ALOHA HOMES OFFICE will make a hiring decision based upon the information gathered. If negative information is obtained through the background check process, RE/MAX ALOHA HOMES OFFICE will determine whether the information is job-related and if the decision not to hire is consistent with business necessity. In making this determination, RE/MAX ALOHA HOMES OFFICE will consider, among all other relevant information, the following:

1. For all criminal convictions or pleas, the nature and seriousness of the offense(s), the number and type of offense(s), the amount of time that has elapsed since the offense(s), whether such offense(s) are related to the responsibilities of the position, and the accuracy and completeness of the information provided by the finalist during the application process.
2. For all other negative information, the nature and seriousness of the activities or data obtained, the amount of time that has elapsed since the activities or data, whether the information is related to the responsibilities of the position, and the accuracy and completeness of the information provided by the finalist during the application process.

E. Adverse Action Taken Due To Background Check Results

If adverse action is probable based in whole or in part on the results of a background check, finalists will be permitted to provide responsive information regarding their criminal history, including evidence that they did not commit the offense (in the case of a misidentification), evidence of rehabilitation or character, the length of time since the last criminal conviction, and other extenuating circumstances. The finalists will be given five (5) business days to provide this information so as not to halt the recruitment process for the position. Extensions may be provided to the finalist at the sole discretion of RE/MAX ALOHA HOMES OFFICE.

If adverse action is taken against the finalist in whole or in part based upon the results of a background check, the finalists will receive a notice that the offer will be rescinded.

F. Exceptions to the Background Check Policy

Exceptions to this policy may be made at the discretion of RE/MAX ALOHA HOMES OFFICE.

This policy is intended as a guideline to assist in the consistent application of RE/MAX ALOHA HOMES OFFICE policies and programs for E/IC. This policy does not create a

contract, express or implied, with any E/IC. RE/MAX ALOHA HOMES OFFICE reserves the right to modify this policy in whole or in part, at any time, in its sole discretion.

Benefits

RE/MAX ALOHA HOMES OFFICE does not offer any medical, dental, or other care benefits at this time.

In some positions, RE/MAX ALOHA HOMES OFFICE may offer to pay for some or all of your cell phone usage and other expenses. If this benefit is offered to you, the following professional greeting is required to be used as your voicemail: *"Aloha, this is (name + title) with RE/MAX ALOHA HOMES OFFICE. I'm not available to answer your call at this time, but as excellent customer service is our primary concern, I will call you back as soon as possible. Mahalo for your call and have a wonderful day."*

Confidentiality of Business & RE/MAX ALOHA HOMES Information

Applies to: All RE/MAX ALOHA HOMES Office Members

Policy Statement:

RE/MAX ALOHA HOMES E/IC, during the course of their employment/contract, may have access to documents, data, procedures, proprietary or other information that is confidential and/or privileged from disclosure whether or not it is labeled or identified as "confidential" or "privileged." Examples include, but are not limited to, RE/MAX ALOHA HOMES OFFICE's client marketing information; closed sales data; RE/MAX ALOHA HOMES policies; RE/MAX ALOHA HOMES Office Members personal information such as relationship status, sexual orientation, criminal history, client's personal information including credit card or banking information. Unless they have their department head's prior approval, E/IC may never, either during their tenure or thereafter, disclose such information to persons outside RE/MAX ALOHA HOMES OFFICE or to persons inside RE/MAX ALOHA HOMES OFFICE who do not have a business need for such information. In addition, E/ICs are expected to protect the integrity of business information as it might be transmitted verbally, through written or electronic means, both inside the office and outside the office.

All documents received by RE/MAX ALOHA HOMES OFFICE's E/ICs for business use shall remain the property of RE/MAX ALOHA HOMES OFFICE. E/ICs must return such documents to RE/MAX ALOHA HOMES OFFICE upon their separation from employment.

Conflict of Interest

Applies to: All RE/MAX ALOHA HOMES Office Members

Policy Statement:

General Conflict Policy

RE/MAX ALOHA HOMES E/ICs should make all decisions based solely on RE/MAX ALOHA HOMES OFFICE's best interests. The primary rule of conflict of interest avoidance is that of "disclosure and " 'recusal" Thus, if an individual has a significant financial, personal, or professional interest in any transaction for which he or she is being called upon to exercise his or her RE/MAX ALOHA HOMES responsibility, that individual should disclose the interest to his or her supervisor on the RE/MAX ALOHA HOMES OFFICE.

Dual Agency Policies

Dual Agency, as it relates in this manual is when two Office Members of our RE/MAX ALOHA HOMES is representing both a buyer and seller in the same transaction. When these situations occur, it is RE/MAX ALOHA HOMES policy that no individual licensee may enter into a dual agency agreement solely. However, there may be a situation where one RE/MAX ALOHA HOMES member may represent the seller, and another RE/MAX ALOHA HOMES member may represent the buyer. In these circumstances, it is of utmost importance to maintain legal and fiduciary responsibility to your client. Never share personal or confidential information about the client to the other party, even though they may be a RE/MAX ALOHA HOMES member, without first having it authorized by your department's supervisor. We must create a theoretical wall until the transaction is complete or withdrawn.

Other Companies, Other RE/MAX ALOHA HOMESs

Under no circumstances, unless authorized in writing by RE/MAX ALOHA HOMES OFFICE's Management, do we share data, ideas, lists, clients, files, artwork, folders, material (printed or otherwise) concepts, photos, links, websites, procedures, policies, or the like, to *any* person, RE/MAX ALOHA HOMES, company, customer or client outside of RE/MAX ALOHA HOMES OFFICE, regardless whether there is financial gain. Such acts will be deemed as malicious and/or negligent and will result in immediate termination and potential criminal prosecution.

Conflict/ownership of clients or customers

When a conflict arises (between RE/MAX ALOHA HOMES Office Members regarding sales, listing referrals, prospects, and commissions), the parties involved are advised to make every attempt to settle their differences between themselves in an amicable and equitable manner, without involving the clients. We never involve a client in ANY of our disputes or interoffice conflicts.

If the conflict cannot be resolved, all parties concerned shall notify RE/MAX ALOHA HOMES OFFICE PB/BIC that a conflict exists. Management shall set a time that is mutually agreeable to hear all facts, and review any and all documents that pertain to the conflict. Management, after hearing both sides in a joint meeting, can make necessary decisions, and all parties shall accept the decision according to the guidelines set forth in the policy and procedures manual regarding conflict resolution between RE/MAX ALOHA HOMES Office Members.

Commission splits for referrals

When on vacation, out of town, and/or out of the office due to illness, and your clients need help, adhere to the following guidelines: Arrange for someone to handle your clients, then notify Management who that person is, and turn in an agreed and signed commission agreement. In absence of an agreement the standard commission agreement will apply. The option to trade favors is okay, but must be signed and specified on the commission agreement form. The person who will be handling your business must check your voicemail three (3) times a day and respond to your calls or forward them to the appropriate person.

It is imperative for you to provide the covering agent of the current status of all your files, especially those under contract and/or in escrow. Also important is to share any relevant data with the covering agent (i.e. emails, executed documents, other important documents). All data should be shared via Google Drive to the covering agent, the Buyer's Specialist, and RE/MAX ALOHA HOMES OFFICE PB/BIC to ensure nothing falls through the cracks.

Conflict resolution between RE/MAX ALOHA HOMES Office Members and clients

If a conflict arises between a client and a member of RE/MAX ALOHA HOMES OFFICE, then RE/MAX ALOHA HOMES OFFICE member must bring the problem and all pertinent documents to RE/MAX ALOHA HOMES Management. Management will research and assess the problem and if it is determined that RE/MAX ALOHA HOMES OFFICE member

and client do not work well together than the lead will be reassigned and RE/MAX ALOHA HOMES OFFICE member will be given a referral fee per policy guidelines upon closing. If RE/MAX ALOHA HOMES OFFICE member has created a problem where financial consideration must be made in order to correct the problem, then RE/MAX ALOHA HOMES OFFICE member must pay the cost of the correction.

If this becomes a recurring problem, then the agent will either be terminated, or at management's discretion, go on probation for 30 days of training. If chosen, after the 30 days of probation and the problem has not been corrected, termination with RE/MAX ALOHA HOMES OFFICE will be enforced.

Conduct of RE/MAX ALOHA HOMES Office Members

In striving for a professional image, it is recommended that each RE/MAX ALOHA HOMES member shall adhere to the following:

When communicating with the public in writing, by telephone or in person, the associate shall represent oneself and RE/MAX ALOHA HOMES OFFICE within the highest level of competence and professionalism that is the benchmark for the industry.

While prospecting, showing properties, keeping real estate appointments, touring or previewing, receiving the public in the office, attending company meetings, or performing other duties, and unless directed otherwise, all RE/MAX ALOHA HOMES Office Members shall be dressed professionally for the occasion. Dress neatly and follow RE/MAX ALOHA HOMES OFFICE business dress code.

RE/MAX ALOHA HOMES OFFICE image becomes that of the associate by association. Likewise, individual actions of sales personnel visible to the public reflects upon all of us.

Conduct yourself in an efficient, friendly, and businesslike manner at all times. Refrain from consuming any alcoholic beverages while representing RE/MAX ALOHA HOMES OFFICE. If you're with clients in a social setting, moderation must be used.

When a client witnesses a RE/MAX ALOHA HOMES member out of control (e.g. in a social setting), they have a hard time separating business behavior from the social behavior.

Keep your vehicle clean and in showing condition at all times. Your vehicle is a representation of our service. Just as a buyer values a home that is in good showing condition, they also judge our quality of service in the same manner. Your vehicle will be subject to periodic inspection from management.

When touring listings or Open Houses remember to:

- Keep off owner's grass;

- Do not ask for use of the bathroom facilities;

Refrain from smoking;
Avoid discussing price with Seller;
Avoid discussing condition with Seller,
Make the best possible impression for RE/MAX ALOHA HOMES OFFICE;
View property thoroughly and listen to listing partner explain the details of the new listing. Product knowledge is essential!

Show consideration of others by keeping conversations at a low volume when fellow RE/MAX ALOHA HOMES Office Members have customers/clients in the office or are conducting phone conversations.

Disciplinary Actions

Applies to: All RE/MAX ALOHA HOMES Office Members

Policy Statement:

Handling of Disciplinary Actions

It will be at the sole discretion of RE/MAX ALOHA HOMES OFFICE to judge the severity of the E/ICs action(s) and to determine the most appropriate disciplinary action.

If an action is a result of negligence, liability, or *minor* detriment to RE/MAX ALOHA HOMES OFFICE, RE/MAX ALOHA HOMES OFFICE will issue a **Level 1 Warning**. If an E/IC receives 3 warnings in a 12 month span, RE/MAX ALOHA HOMES Management will convene and decide if additional action is required and/or necessary.

If an action is a result of negligence resulting in financial damage, liability, or *moderate* detriment to RE/MAX ALOHA HOMES OFFICE, RE/MAX ALOHA HOMES OFFICE will issue a **Level 2 Warning**. If an E/IC receives even one (1) warning, RE/MAX ALOHA HOMES Management will convene and decide if additional action is required and/or necessary.

If an action is a result of negligence resulting in substantial financial damage, liability, malicious action against or directed to RE/MAX ALOHA HOMES OFFICE or Brand, theft, illegal or unlawful activity, personal harm, or the like, RE/MAX ALOHA HOMES Management reserves the right to terminate the business relationship with the E/IC and may seek legal action, if the E/IC's behavior warrants such action.

Dress code

No jeans, except for showing farm land, on a construction site or on an approved circumstance.

Casual "Aloha" business attire is acceptable, including pressed and clean shirts, slacks, pants, skirts or dresses. Don't come to work looking like you just got out of bed. You never know if clients will be in the office when you arrive. Shorts and miniskirts are never acceptable business attire.

No facial or tongue piercing. Nose rings are acceptable, so long as it is a small, discrete piercing, not a nose "ring". Pierced earrings are okay, but no more than three per ear. No tattoos on the face, neck, hands, or on any part of the body "exposed" while in your work attire.

Make-up and hair should be presentable. Men should be clean shaven, unless beards or mustaches are fully grown and then neatly trimmed. No punk/alternative style will be considered business appropriate.

Shoes are to be worn in the office. If you want to be comfortable at your desk and have them off, remember to put them on when you leave your desk area during business hours.

Drug-free and workplace policies

Applies to: All RE/MAX ALOHA HOMES Office Members

Policy Statement:

RE/MAX ALOHA HOMES Policy on Alcohol and Illicit Drugs

RE/MAX ALOHA HOMES OFFICE has implemented a program to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by and E/ICs. RE/MAX ALOHA HOMES OFFICE will take disciplinary action against violators, consistent with federal, state, and local laws.

Drug-Free Workplace Policy

Unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the workplace. RE/MAX ALOHA HOMES OFFICE will not condone criminal activity on its property, or on property under its direct control, and will take appropriate action up to and including terminating an employee or requiring him or her to participate in a drug abuse assistance or rehabilitation program. As a condition of employment, employees must abide by the terms of this prohibition and must notify RE/MAX ALOHA HOMES OFFICE of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.

Smoking, Vaping, or e-cigarettes

Please refrain from smoking during working hours. This includes the use of "e-cigs" or "Vaping". Many people, most importantly clients, might be allergic to the smell of these

inhalants, and/or it could be offensive to others. If you need to smoke, please do so on your own time, but during working hours, it's important to ensure you do not smell of smoke or e-cigarettes.

Dual Agency

Applies to: All RE/MAX ALOHA HOMES Admin & Assistants

The actual definition of *Dual Agency* is referred to as when (1) an agent represents both the buyer and seller, or (2) two agents under the same principle broker represents both the buyer and seller.

Our RE/MAX ALOHA HOMES does *not* do the first of the two. We have a dedicated Listing Agent (Ray Prosek), and a dedicated Buyer's Agent (RE/MAX ALOHA HOMES Management The Agent). Dual Agency, as defined within our RE/MAX ALOHA HOMES is when Ray is the Listing Agent, and RE/MAX ALOHA HOMES Management is the Buyer's Agent.

When dealing with these situations, it is extremely important to create a wall of privacy and confidentiality of both parties, as Real Estate Agents have an ethical, legal, and fiduciary responsibility to protect certain information from the 'other' side.

In these, sometimes common instances, we must remain professional and diligent and follow protocol. When emailing our own RE/MAX ALOHA HOMES Office Members, it may be tempting to be casual or playful in your email or correspondence. However, we must be even more strict and professional and keep everything in writing, preferably email.

Remember, a complaint from either the buyer or seller, in these sensitive situations, could suggest a conflict of interest if protocol isn't followed.

Electronic Communications Policy

Applies to: All RE/MAX ALOHA HOMES Office Members

Policy Statement

RE/MAX ALOHA HOMES OFFICE strives to operate its electronic mail infrastructure and resources for use by the entire RE/MAX ALOHA HOMES so that it protects privacy and provides for acceptable use of these resources. All RE/MAX ALOHA HOMES Office Members are expected to use electronic communications (email) in a legal, ethical, and responsible manner.

Use of RE/MAX ALOHA HOMES OFFICE computer network is subject to RE/MAX ALOHA HOMES OFFICE's policies regarding compliance with law, harassment and safety of

individuals, the Code of Ethical Business Conduct, proprietary and contractual obligations, and protection of the integrity of the computer system. RE/MAX ALOHA HOMES OFFICE may restrict the use of its computers and network systems (including the removal of posted materials) in response to evidence of violations of RE/MAX ALOHA HOMES OFFICE policies and/or violations of changes to state and federal laws. Users of RE/MAX ALOHA HOMES OFFICE's electronic mail system are expected to respect the privacy of other users and must not inappropriately access or disclose email on RE/MAX ALOHA HOMES OFFICE's system. Systems operators, supervisors, and other RE/MAX ALOHA HOMES management may access information resources to locate business information, maintain the system and network, comply with legal requirements, or administer this or other RE/MAX ALOHA HOMES policies.

While the principal use of electronic resources is for business purposes, RE/MAX ALOHA HOMES OFFICE recognizes the need for incidental personal use of those resources, consistent with relevant laws, regulations, and RE/MAX ALOHA HOMES policy.

Employment Policies and Procedures

Equal Opportunity and Nondiscrimination

Applies to: All RE/MAX ALOHA HOMES Office Members

Policy Statement:

Notice of Nondiscrimination

RE/MAX ALOHA HOMES OFFICE is committed to the principle of equal opportunity for all its applicants for employment and contract. For that reason, RE/MAX ALOHA HOMES OFFICE prohibits any form of discrimination against any person on the basis of race, color, religion, sex, gender identity or expression, pregnancy, age, sexual orientation, marital or parental status, national origin, citizenship, disability, genetic information, military or veteran status, or any other legally protected status in the administration of and access to RE/MAX ALOHA HOMES OFFICE's programs and activities, and in conditions of employment and/or contract. RE/MAX ALOHA HOMES OFFICE adheres to all applicable state and federal equal opportunity laws and regulations.

Individuals with Disabilities

RE/MAX ALOHA HOMES OFFICE's policy is that all employment decisions are to be based on job qualifications and performance, without discrimination because of an applicant or independent contractor's disability. Further, RE/MAX ALOHA HOMES OFFICE will make every effort to provide reasonable accommodation to otherwise qualified disabled applicants and independent contractors.

Pay Transparency

RE/MAX ALOHA HOMES OFFICE reserves the right to discharge or in any other manner discriminate against employees or independent contractors because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or independent contractor. However, E/ICs who have access to the compensation information of other E/ICs as part of their essential job functions cannot disclose the pay of other E/ICs to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by RE/MAX ALOHA HOMES OFFICE, or (b) consistent with RE/MAX ALOHA HOMES OFFICE's legal duty to furnish information.

Fair housing practices

It is illegal to discriminate on the basis of RACE, COLOR, SEX, RELIGION, OR NATIONAL ORIGIN.

The following practices are illegal:

Refusal to sell, rent or negotiate with any person.

Change of terms, conditions or services for different individuals as a means of discrimination.

Stating or advertising that the property is restricted.

Telling customers/clients that a property is not for sale or rent when it is.

Making a profit by inducing owners to sell by telling them that persons of another race, color, or national origin are moving into their neighborhood. (blockbusting or panic selling).

Steering or directing home buyers either toward an area or away from an area to keep an area the same or to try to change it. Steering is often done unintentionally, and we should keep cognizant of that fact.

RE/MAX ALOHA HOMES OFFICE philosophy is in agreement with the Civil Rights Act of 1968 (Title VIII) as stated above.

A RE/MAX ALOHA HOMES member who is not comfortable with the company's philosophy should seek other endeavors.

A RE/MAX ALOHA HOMES member shall not accept a listing agreement upon which RE/MAX ALOHA HOMES OFFICE member is requested or required to market a property in violation of the above.

All RE/MAX ALOHA HOMES Office Members shall be cognizant at all times about the well being of others.

General Office Procedures

Every Sunday, ALL supporting RE/MAX ALOHA HOMES Office Members (everyone except management) MUST put their weekly work schedules into Google Calendar and invite all other RE/MAX ALOHA HOMES Office Members. The purposes of sharing your schedule is to advise all RE/MAX ALOHA HOMES Office Members who's working that day and available for any time sensitive tasks. If you anticipate your schedule changing, you must update it accordingly in Google Calendar.

When arriving at the office, the first arriving RE/MAX ALOHA HOMES member should wipe down the back office (the area RE/MAX ALOHA HOMES OFFICE uses daily) with disinfecting wipes, to clear the area of any debris, dirt, or grime that may have been left by a previous user. Additionally, RE/MAX ALOHA HOMES OFFICE member should unlock all cabinets for easy access for arriving RE/MAX ALOHA HOMES Office Members use. Lastly, in preparation for the day, the first arriving RE/MAX ALOHA HOMES Office Members should retrieve all voicemail messages that may be left on our RE/MAX ALOHA HOMES's office line, and distribute messages according to the phone policy.

When leaving the office, be it for a quick errand, a break, lunch, or if you're done for the day, you should tell a manager that you're leaving. If no manager is present, you must call either Ray or RE/MAX ALOHA HOMES Management to let them know you're leaving for the day.

The office staff is available to help you during their normal business hours. Please refrain from calling them at home after hours and on weekends, unless it is an absolute emergency. We are a RE/MAX ALOHA HOMES and will be available to help each other out when needed. However, please do not impose on your fellow RE/MAX ALOHA HOMES mates when it is due to your lack of following your schedule or not scheduling your appointments in [Contact Management Database]. The staff's priority is to serve our clients and customers in each individual job description. Contracts take priority over everything. Please respect the efforts of our support staff and refrain from unnecessary interruptions. Staff is on the clock, so when you sit down in their office to visit, you are holding up the multiple tasks that need to be completed so you can have successful leads, contracts, and closings.

The reception area is for customers and clients to use as they wait for their appointment. When customer/clients come in for an appointment, be sure to offer them coffee or water. They are provided free of charge to our customers/clients. Because of the customer/client activity in the front reception area, we discourage loitering or idle gossiping.

All conference areas are to be used on a first come, first serve basis or by prior reservation and should be kept open and neat for Sales Associates with clients.

It is the responsibility of the last person leaving the office to be sure that they turn off all lights (except for the reception desk area) coffee makers, and lock front and back doors. All sales agents desk lights also needs to be turned off.

Be sure to shutdown your computer and securely stow it, if using a RE/MAX ALOHA HOMES computer, when you leave for the day. This helps in restoring and maintaining the computers so that they will function properly.

Harassment, sexual, and other

RE/MAX ALOHA HOMES OFFICE believes that each RE/MAX ALOHA HOMES member is important and deserves to be treated with respect and dignity. Sexual and other harassment is not only a breach of expected decency and courtesy, but is considered to be in violation of state and federal regulations.

The Equal Employment Opportunity Commission regulations broadly define what constitutes sexual harassment:

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment.

Sexual harassment may include, but is not limited to, offensive flirtations, sexual advances or propositions, continued or repeated comments about an individual's body, sexually offensive language, and the display of sexually suggestive pictures or objects.

Other forms of harassment include, but are not limited to, remarks, jokes, or statements that reflect on an employee's race, ethnic background, politics, age, religion or national origin.

Holidays

Applies to: All RE/MAX ALOHA HOMES Office Members (excluding Management, and Showing Assistants)

Holidays

New Year's Eve, after 12:00 noon

New Year's Day

Easter

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Eve, after 12:00 noon

Christmas Day

And as a bonus, YOUR BIRTHDAY! No RE/MAX ALOHA HOMES member is allowed to work on their Birthday! Happy Birthday!!!

Home inspection

We recommend that all buyers have an independent inspection separate from any recommendation of any parties to the contract who will be compensated, should the buyer close on the property. Ask the buyers if they have had any friends or family that have recently purchased a home and would recommend someone with whom they were satisfied to do the job.

Sometimes, during our fiduciary duties, we will need to recommend an inspector. When this happens, use the proper forms that we have for such occasions, such as when we are recommending only the inspectors on our approved list. Our list only includes companies that are structural engineers who do whole house inspections and in the past have displayed a willingness to correct their errors, if any. If any other inspections are requested and needed, check with the Management for those recommendations.

Buyers need to have explained to them that the cost of the inspections need to be paid to the inspector at the time of the inspections. Remember, time is of the essence, and critical

attention must be paid to the times specified in the contract. All inspection addendum or any other addendum made, MUST be handed to Management immediately; first a copy of the requested addendum followed by the ratified addendum, each signed by all parties.

Home warranty program

We will offer a Home Warranty to each approved buyer and seller. There are several companies that provide this service. It will be the responsibility of each Sales Agent to offer and explain the Home Warranty Program to their buyer. The listing specialist will explain the program to sellers. If buyer or seller accepts or rejects the program, the client must sign the proper documents, acknowledging their choice in writing. All such executed documents shall be in the file at the time of closing.

Integrity

Integrity is an important part of our industry, and an integral role in our RE/MAX ALOHA HOMES's success and core values. Just as many businesses institute a "random drug test", Management, will institute a random "integrity test". This quality control is to ensure our RE/MAX ALOHA HOMES Office Members are performing at or above the minimum standards we set for ourselves and RE/MAX ALOHA HOMES OFFICE, and to ensure we are always serving the public in the most honest, hard working, and professional way possible. Once every six (6) months, you will be notified by management if you "passed" your integrity test. Treat everyone with respect, honesty, professionalism and ensure you always put the client's needs first; you never know if they're a "secret shopper".

Interoffice communication

Interoffice communication will be primarily through email and Google Hangout, text messages. This helps us get all the information to each RE/MAX ALOHA HOMES member even if we are on the phone or with a client.

Keys - Sentrilock & Lockboxes

Keys to client's homes are often stored with RE/MAX ALOHA HOMES OFFICE; either because we are the Property Manager, or we might be holding keys while a property is closing. In

either case, key should be viewed the same way as you would a client's personal information; they should be held in a secure place, and always kept locked up.

RE/MAX ALOHA HOMES OFFICE uses the most current and secure lockboxes to secure our client's keys for listings; the Sentrilock. In order to access a Sentrilock, a licensed agent must be a member of the MLS and in good standing. Having a valid Office Membership will allow an agent to access the property, after properly securing an appointment, using his Sentrilock card, or Sentrilock iPhone app.

We may issue "one day codes" for Sentrilock boxes to vendors who need access to the property, such as Home Inspectors, Appraisers, Cleaners, etc. If you receive a call from an agent who is not a member of the MLS, *** DO NOT *** issue a one day code. Having an active license and proper Office Memberships to show property is their responsibility, not ours. Additionally, for the safety and security of our clients, we will not grant access to agents who aren't Office Members of the MLS, or clients without agents, or unapproved vendors.

We typically do not use a "standard" lockbox, as it does not have the same level of security as a Sentrilock. However from time to time, we may have to use them, on a case by case basis. For access, please speak with Management.

Legal expenses

In the event that any transaction in which the sales agent is involved in results in a dispute, litigation or legal expense, the Sales Agent shall cooperate fully with the Broker. Both Broker and Sales Agent shall share all expenses connected with complaint.

RE/MAX ALOHA HOMES OFFICE shall maintain E/O insurance for RE/MAX ALOHA HOMES OFFICE. If a suit is filed against RE/MAX ALOHA HOMES OFFICE or any of its RE/MAX ALOHA HOMES Office Members and we are found to be at fault, the deductible shall be shared between RE/MAX ALOHA HOMES OFFICE and RE/MAX ALOHA HOMES OFFICE member(s).

There is presently no coverage with Errors and Omission Insurance in the State of Hawaii for punitive damages, fraud or misrepresentation. If a RE/MAX ALOHA HOMES member has a suit filed against him/her and/or RE/MAX ALOHA HOMES OFFICE and the decision of the court is that RE/MAX ALOHA HOMES OFFICE member has committed fraud and/or misrepresentation, RE/MAX ALOHA HOMES OFFICE member shall be responsible for all cost.

Lead privileges

All leads are the property of RE/MAX ALOHA HOMES OFFICE and will be distributed according to the sales agent skill level, personality match with leads, and performance standards. As a Buyer Showing Agent or Listing Agent your function on RE/MAX ALOHA HOMES OFFICE will be to help the customers/clients find or sell a home from the marketing programs that the company pays to bring the lead through the front door. These leads are the backbone to the success of each sales agent, and display the confidence that RE/MAX ALOHA HOMES OFFICE has in you by allowing you to handle these leads with their reputation of service.

Leads will be distributed daily, as needed. The first agent in gets the first lead and so on down the list as sales agents arrive to the office. If the buyer will let us get a number so that we can reach you by cell to return the ad call, then when you call into the office with your schedule for the day, that will constitute your arrival to the office and your placement on the daily lead list.

You will receive leads as long as you are prospecting, following up on leads, and not on probation with RE/MAX ALOHA HOMES OFFICE. The procedures of lead follow-up plans are to be completed as per RE/MAX ALOHA HOMES policy.

Listings

All listings will be given to RE/MAX ALOHA HOMES OFFICE's Listing Specialist. Other licensees, are not allowed to actively list property. However, if in the course of prospecting you receive a lead for a listing, turn the lead over to management, and you will be compensated per the commission schedule in your individual Buyers Agent contract (referral or "Marketing" fee). If you receive a listing call instead of a buyer call, take all the information and turn it over to management as soon as possible. Those calls will not receive any referral fees as they were leads that were generated by RE/MAX ALOHA HOMES OFFICE.

Office hours

The office will be open 5 days a week, Monday through Friday 8am to 5pm. RE/MAX ALOHA HOMES OFFICE firmly believes that every RE/MAX ALOHA HOMES member should take 1 or 2 days a week off, to refresh yourself and spend time with your family. Should you make

the decision to work on Sunday let Management know so that we can expect you take a different day off. Please remember if you choose to work on the day the office is closed, do not interrupt any other RE/MAX ALOHA HOMES member's family time by asking for assistance (licensed commission compensated RE/MAX ALOHA HOMES Office Members only). The purpose of this is to give the consistent perception that non-commission and office support are not available only available during normal business hours, Mon-Friday.

The office hours are Monday through Friday 8am to 5pm, and should you stay beyond that time (licensed RE/MAX ALOHA HOMES Office Members Only) please be sure to close down the office when you leave as instructed in the General Office Procedures section.

All Non-Commission RE/MAX ALOHA HOMES Office Members are responsible to be "on the clock" while in the Office and performing their tasks and work for RE/MAX ALOHA HOMES OFFICE.

All Non-Commission RE/MAX ALOHA HOMES Office Members are responsible to be "off the clock" while NOT PRESENT in the Office or NOT performing their tasks and work for RE/MAX ALOHA HOMES OFFICE. All "outside of the Office" work for RE/MAX ALOHA HOMES OFFICE must be approved by Management with exception for the Licensed RE/MAX ALOHA HOMES Office Members in a Sales Position.

In the event that the "system" isn't working properly and you're unable to clock out, call and text Lenka Prosek while you're experiencing any technical difficulties, and while you're still in the office. If there's no immediate response from Lenka, contact Admin Manager.

Auto Emails/"Out Of Office Emails":

Follow approved auto email response. Auto emails must not be turned on before 5pm. If you are out of the office on vacation/day off, you must use an approved email response advising all parties of your return date.

Office supplies

All office supplies will be purchased by staff and a pre-approved purchase order must be obtained before the order is placed. No special supplies will be paid for by RE/MAX ALOHA HOMES OFFICE without written approval by management. Supplies are for all to use so please be considerate of the rest of RE/MAX ALOHA HOMES OFFICE and do not hoard supplies just for yourself. Be discriminating with the amount you use knowing that every overage effects the budget.

If you take the last item (anything from forms to toilet paper) please notify the proper person so that they can be resupplied for the next person.

Open houses

RE/MAX ALOHA HOMES OFFICE requires all “full time” RE/MAX ALOHA HOMES Office Members to help with both broker open houses (ones typically reserved for licensees, held on Weds mornings), and public open houses (ones held for any member of the public, held on Sundays from 2-5pm). It’s required to do at least 1 broker’s open, and 2 public open houses per month.

Make sure that you are at the open house at least 30 mins before it begins to ensure you have proper signage, your sign-in logs, fliers, etc., ready to go.

If the home is vacant, you’ll want to do a quick walk through to ensure there aren’t any dead insects or trash that can be picked up. If the property is occupied, hopefully the owner has agreed to leave the premises for the duration of the open house. If the house is messy and disorganized and doesn’t show well, please let management know so we can either speak with the owner directly, or discontinue future open house marketing for that property until the problem has been remedied.

You may get asked questions about the property or about a mortgage while you’re at an open house. DO NOT ANSWER QUESTIONS YOU HAVE NO BUSINESS ANSWERING. If it’s a question about the property and you don’t know the answer, it’s okay to let them know you’ll find the answer and get back with them. If it’s a mortgage related question, unless you are currently licensed as a mortgage originator, please refrain from answering the question, and rather advise them that you’d be happy to get the answer; and call our preferred lender directly.

When leaving the open house, PLEASE MAKE SURE TO CLOSE ALL WINDOWS, TURN OFF THE LIGHTS, AND LOCK UP, AND SECURE THE KEYS BACK INTO THE SENTRILOCK BOX.

Photo release

Periodically marketing pieces will be created using individual RE/MAX ALOHA HOMES Office Members and/or full group photos. You hereby give authorization by RE/MAX ALOHA HOMES OFFICE to use any images or video in our marketing pieces.

Presenting offers

RE/MAX ALOHA HOMES OFFICE and all its RE/MAX ALOHA HOMES Office Members are obligated to uphold the interest of our clients at all times. This includes the responsibility of

seeing that all existing offers are presented at the same time. In the event there is more than one offer received by the company, all offers must be presented at one time by [Appropriate RE/MAX ALOHA HOMES Member] or the Listing Specialist. When one offer has already been presented, and not yet accepted or rejected by the owner, other offers must be presented to the owners immediately. Under no circumstance should either prospective buyer be informed of the other's offer. The laws of Hawaii provide that in the event that two offers are obtained on a single property at the same time, both offers must be presented to the seller for consideration and acceptance. Never try to decide for an owner. Present all offers!

Professional image

This issue is extremely important to RE/MAX ALOHA HOMES OFFICE perception in the marketplace. To maintain the highest level of service we need to strive for excellence in our image, through our appearance, speech, knowledge and condition of our real estate tools (cars, dress, briefcases, purses, desk, etc.)

Professional standards

The following expectations must be adhered to by all persons associated with RE/MAX ALOHA HOMES OFFICE:

Shall follow and practice the Code of Ethics and Standards of Practice of the National Association of Realtors;

Shall subscribe to and honor the Code of Equal Opportunity and any other policies that has been adopted by the local Board of Realtors;

Shall present a professional image at all times when fulfilling the role of a Realtor and RE/MAX ALOHA HOMES member of Our RE/MAX ALOHA HOMES OFFICE;

Shall seek and acquire education and training to keep proficient and abreast of the ever changing governmental regulations, financing and marketing techniques of the real estate industry;

Property evaluations

All property evaluations and/or "comps" shall be done directly by a RE/MAX ALOHA HOMES licensee or under their direct supervision. Providing the public with accurate information is

essential. Don't act on your own, make sure the information you're providing is true and accurate, and delivered by a licensee.

Prospecting

Since prospecting is the backbone to the business, we will, from time to time, have a group prospecting. If you are not able to complete your calls during the prospecting times, than the sales agent will complete the calls the following day, turning in the results along with a copy of the list.

Prospecting will be done daily, on an individual basis, with the call log turned into management and to the listing/marketing RE/MAX ALOHA HOMES PB/BIC for input into the call/lead tracking system. The sales agent who consistently fails to prospect will be taken off the lead distribution list for a period of time until prospecting and lead follow-up calls are completed on a regular basis.

Referrals

All referrals to and from RE/MAX ALOHA HOMES OFFICE shall be processed through RE/MAX ALOHA HOMES Management.

If you have a client who is moving to another city and you wish to give the client's name to a Realtor in that city, you will need to fill out RE/MAX ALOHA HOMES OFFICE's referral form and get the permission of the client to send the referral out. RE/MAX ALOHA HOMES OFFICE will then make contact with a Realtor in the area to which your client is moving. You will be kept informed of the progress on selling to that client by the other Realtor as it is received by RE/MAX ALOHA HOMES OFFICE.

Referrals to RE/MAX ALOHA HOMES OFFICE of people moving to our area will be assigned by RE/MAX ALOHA HOMES Management to an agent who is best qualified for the referral. In the event that several buyer agents are qualified, the referral will be assigned to the person who is up for the next lead.

Be sure to include all the referring agent's information along with the referral fee in the appropriate line on the closing worksheet once a contract with the referred client is ratified.

Referral bonus for Independent Contractors, Salaried Employees

If you are a salaried employee, or independent contractor, or a RE/MAX ALOHA HOMES assistant, it will continue to be the policy that you need to refer all personal leads to RE/MAX ALOHA HOMES OFFICE PB/BIC. The lead will be distributed to the appropriate person. It is not recommended that you work with the referral directly, especially if you are not licensed. If you are licensed and you feel the need to personally work with the client, you must first obtain written approval from RE/MAX ALOHA HOMES OFFICE PB/BIC.

A lead is someone in your sphere of influence that has not already been in contact with RE/MAX ALOHA HOMES OFFICE, is not a past client of RE/MAX ALOHA HOMES OFFICE, an ad call whose name you recognize, and/or a lead currently with one of our agents. A past client, originally a referral from you, who returns and you received a referral fee, will constitute a lead for you while you are working with the RE/MAX ALOHA HOMES OFFICE and they purchase or sell.

Safety and emergency procedures

We want to service as many clients as possible. With that being said, please be smart and do try to follow some common sense rules to keep out of harm's way. If at all possible, try to avoid meeting a client at a vacant property if you've never met this client before. It's suggested to try and have an "initial consult" at the office, with a member of RE/MAX ALOHA HOMES Management first. When you do leave for an appointment, please inform Management of your appointment, location and time, and when your appointment is complete, to ensure your safety.

Should you have an emergency and feel that you are in danger while with a client, call into the office and state "I am running late for my next appointment, with [Code Name], please tell him to wait" Then try to give us your location or leave the phone on so that we may hear where you are located. This will alert us that you are in danger. If you cannot remember the name, make up one that the office will have no doubt that you are in trouble.

It is recommended that you get trained in self defense and/or carry pepper spray or mace to protect yourself. Never be without your phone and carry your car keys with you at all times. When showing homes, be sure to stay between the customer and a door or alternate escape route.

In case of a natural disaster, an emergency kit is located in the store room. The kit includes batteries, radio, candles and a medical kit. Please make yourself aware of its location in the office.

RE/MAX ALOHA HOMES meetings

RE/MAX ALOHA HOMES meetings shall commence once a week, as scheduled by RE/MAX ALOHA HOMES Management. Be ready to start on time; tardiness will hold up the meeting and delay everyone's schedule for the rest of the day. These meetings are mandatory unless excused by RE/MAX ALOHA HOMES Management in advance.

The general purpose of these weekly meetings is to update RE/MAX ALOHA HOMES OFFICE on market conditions, new listings, office procedures and training. These meetings also facilitate an environment to provide RE/MAX ALOHA HOMES Office Members the opportunity to bring up proper matters of interest. Every effort will be made to conclude the meeting on timely manner.

Social media

In this new social media age, what you put on the Internet is not a "temporary" thought. It is something that remains online forever; residing on the cloud, on servers, on people's phones and in-boxes. If you have even one member of RE/MAX ALOHA HOMES OFFICE, company, vendor, or client that you're "friends" with on a social media site, your "page" is no longer "your own business", it becomes a direct reflection of the entire RE/MAX ALOHA HOMES business as well as RE/MAX ALOHA HOMES Office.

As such, the same level of professionalism we demand in person, during work hours, would be applicable on all social media pages (regardless of the time or day of the post, or if it was posted after hours).

Many top companies, including Fortune 500 businesses, are leading the way with their strict policies of employee's social media page; and for good reason as it's the socially responsible thing to do. If your posts include foul language, derogatory comments, cyber-bullying, offensive rants, or explicit photos (including naked and half naked photos), drug use, etc., it will be viewed upon in the same negative light as if these actions occurred at the workplace, during work hours.

RE/MAX ALOHA HOMES OFFICE reserves the right for disciplinary action if your posts, pictures, videos, comments, etc. are viewed upon as unprofessional or offensive.

Sexual Harassment Policy

Policy brief & purpose

Our sexual harassment policy aims to protect men and women in our company from unwanted sexual advances and give them guidelines to report incidents. We will also explain how we handle claims, punish sexual harassment and help victims recover.

We won't tolerate sexual harassment in our workplace in any shape or form. Our culture is based on mutual respect and collaboration. Sexual harassment is a serious violation of those principles.

Scope

This policy applies to every person in our company regardless of gender, sexual orientation, level, function, seniority, status or other protected characteristics. We are all obliged to comply with this policy.

Also, we won't tolerate sexual harassment from inside or outside of the company. Employees, investors, contractors, customers and everyone interacting with our company are covered by the present policy. For further details about how we deal with harassment from the outside of our company, please refer to our [third party harassment policy](#).

Policy elements

What is sexual harassment?

Sexual harassment has many forms of variable seriousness. A person sexually harasses someone when they:

- Insinuate, propose or demand sexual favors of any kind.
- Invade another person's personal space (e.g. inappropriate touching.)
- Stalk, intimidate, coerce or threaten another person to get them to engage in sexual acts.
- Send or display sexually explicit objects or messages.
- Comment on someone's looks, dress, sexuality or gender in a derogatory or objectifying manner or a manner that makes them uncomfortable.
- Make obscene comments, jokes or gestures that humiliate or offend someone.

- Pursue or flirt with another person persistently without the other person's willing participation. Also, flirting with someone at an inappropriate time (e.g. in a team meeting) is considered sexual harassment, even when these advances would have been welcome in a different setting. This is because such actions can harm a person's professional reputation and expose them to further harassment.

The most extreme form of sexual harassment is sexual assault. This is a serious crime and our company will support employees who want to press charges against offenders.

Our company's rules on sexual harassment

- No one has the right to sexually harass our employees. Any person in our company who is found guilty of serious harassment will be terminated, whether they are VPs or assistants. Also, if representatives of our contractors or vendors sexually harass our employees, we will demand that the company they work for takes disciplinary action and/or refuse to work with this person in the future.
- Sexual harassment is never too minor to be dealt with. Any kind of harassment can wear down employees and create a hostile workplace. We will hear every claim and punish offenders appropriately.
- Sexual harassment is about how we make others feel. Many do not consider behaviors like flirting or sexual comments to be sexual harassment, thinking they are too innocent to be labeled that way. But, if something you do makes your colleagues uncomfortable, or makes them feel unsafe, you must stop.
- We assume every sexual harassment claim is legitimate unless proven otherwise. We listen to victims of sexual harassment and always conduct our investigations properly. Occasional false reports do not undermine this principle.
- We will not allow further victimization of harassed employees. We will fully support employees who were sexually harassed and will not take any adverse action against them. For example, we will not move them to positions with worse pay or benefits or allow others to retaliate against them.
- Those who support or overlook sexual harassment are as much at fault as offenders. Managers and HR especially are obliged to prevent sexual harassment and act when they have suspicions or receive reports. Letting this behavior go on or encouraging it will bring about disciplinary action. Anyone who witnesses an incident of sexual harassment or has other kinds of proof should report to HR.

How to report sexual harassment

If you are being sexually harassed (or suspect another person is being harassed), please report it to [*HR manager, HR generalist or your manager.*] In serious cases like sexual assault, please call the police and inform HR that you plan to press charges. We acknowledge it's often hard to come forward about these issues, but we need your help to build a fair and safe workplace for you and your colleagues.

If you want to report sexual harassment within our company, there are two options:

- Ask for an urgent meeting with your PB/BIC
- Once in the meeting, explain the situation in as much detail as possible. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.
- Send your complaint via email. If you address it to your supervisor, please cc HR to the email and attach any evidence or information that can be used in the investigation. HR and your supervisor will discuss the issue and contact you as soon as possible.

If you report the assault to the police, our company will provide any possible support until the matter is resolved. In any case, we will ensure you are not victimized and that you have access to relevant evidence admissible in court, like security video footage or emails (without revealing confidential information about other employees.)

Inadvertent harassment

Sometimes, people who harass others do not realize that their behavior is wrong. We understand this is possible, but that doesn't make the perpetrator any less responsible for their actions.

If you suspect that someone doesn't realize their behavior is sexual harassment under the definition of this policy, let them know and ask them to stop. Do so preferably via email so you can have records. Please do not use this approach when:

- Your manager, an upper manager, investor or customer is the perpetrator.

- Sexual harassment goes beyond the boundaries of off-hand comments, flirting or jokes.

In the above cases, report to HR/PB/BIC as soon as possible.

Disciplinary action and repeat offenders

Employees who are found guilty of sexual assault will be terminated after the first complaint and investigation.

Employees who are found guilty of sexual harassment (but not assault) the first time may:

- Be reprimanded and fined.
- Get a "below expectations" performance review.
- See expected promotions and/or salary increases freeze for [*a year.*]

We may also transfer harassers or take other appropriate action to protect their victims. We will terminate repeat offenders after the second claim against them if our investigation concludes they are indeed guilty.

We apply these disciplinary actions uniformly. Employees of any sexual orientation or other protected characteristics will be penalized the same way for the same offenses.

Vacation policy / Personal days off

VACATION POLICY

If a RE/MAX ALOHA HOMES member plans to be away from the office for an extended period of time, arrangements should be made with another RE/MAX ALOHA HOMES member to "cover" for him/her. In all cases, specific arrangements must be made between the two parties regarding the job specifications. With regards to the Sales Agents, if commissions are to be shared or split, an agreement must be discussed and documented

before the fact. Any such agreement shall be in writing and signed by both parties and a copy shall be given to RE/MAX ALOHA HOMES OFFICE PB/BIC.

In addition to the above mentioned arrangement, Sales Agents are requested to advise the staff as to where they may be reached (in case of emergency) and who will be covering for them during their absence. If no instructions are given to RE/MAX ALOHA HOMES Management, calls shall be given to the person that is up next for leads.

If the Sales Agent leaves on vacation and leaves work to be done on a transaction outside of the closing RE/MAX ALOHA HOMES PB/BIC's regular job, that assigned Sales Agent will be compensated and the one who has left the work undone will have deducted from his/her commission such amount as is due for work completed by the other Sales Agent or RE/MAX ALOHA HOMES member. If this amount is not agreed upon prior by the persons involved, and a dispute arises, RE/MAX ALOHA HOMES Management will make the decision and charges will be enforced accordingly.

Sales Agent cannot leave clients who are not under contract with staff to maintain. Staff does not show property or write contracts, so do not expect them to handle your prospects. You will need to refer your business to another Sales Agent and make the necessary arrangements.

PERSONAL DAYS OFF

You must give a one-week notice to RE/MAX ALOHA HOMES Management and to be sure no one else has scheduled a request during the same timeframe.

Holiday and vacation time will be decided on a first come first serve basis by order of seniority. If you schedule the time and decide not to use it and it has caused someone else to miss the opportunity, you will be required to take those days as your paid vacation/personal days (paid vacation days are only applicable to W2 employees, not independent contractors).

Virtual Assistants - "VA" (offsite RE/MAX ALOHA HOMES Office Members)

Our RE/MAX ALOHA HOMES is proud to employ/contract the use of valuable Virtual Assistants, or VAs. As our production continues to grow, we hope to continue the growth of our Virtual Assistant RE/MAX ALOHA HOMES. Virtual Assistants are a valuable asset to our RE/MAX ALOHA HOMES OFFICE.

For RE/MAX ALOHA HOMES Office Members that are based in Hawaii, it is your responsibility to delegate work to our VA (when applicable). As their roles may change, please check with a manager on which VA is responsibility for certain tasks.

Virtual Assistant RE/MAX ALOHA HOMES Office Members:

The following protocol must be adhered to:

1. When receiving an email, YOU MUST RESPOND WITHIN FIVE (5) MINUTES acknowledging receipt of a task or action. Certainly you do not need to complete a task within five minutes, but acknowledging receipt is imperative. Responding later than five minutes is not acceptable.
2. You MUST WORK THE HOURS SET FORTH BASED UPON HAWAII STANDARD TIME (HST). If any task, assignment, or work schedule is given, it ALWAYS corresponds to Hawaii Standard Time. Please ensure you plan appropriately to adhere to this timezone.
3. You MUST BE AT YOUR COMPUTER AND/OR PHONE READY TO WORK FOR THE DURATION OF YOUR SHIFT. Even if you feel you have nothing to do, you must be ready, on call, for a “home base” RE/MAX ALOHA HOMES member to assign you a task. Sleeping, stepping away from your computer for any duration of time (aside from restroom use, emergencies, etc.) is not acceptable.
4. If there is an anticipated time that you cannot work, you must let RE/MAX ALOHA HOMES Management know as soon as possible and preferably with advanced notice.



THE UNDERSIGNED ACKNOWLEDGES RECEIPT AND AGREES TO ABIDE BY THIS RE/MAX ALOHA HOMES MANUAL AND SET FORTH HEREIN.

.....
RE/MAX ALOHA HOMES MEMBER'S NAME

.....
RE/MAX ALOHA HOMES MANAGER'S NAME

SIGNATURE
SIGNATURE DATE

DATE

RE/MAX ALOHA HOMES MANAGER