



Aloha Homes LLC DBA RE/MAX ALOHA HOMES (RB-22639)

EMPLOYEE/ INDEPENDENT CONTRACTOR MANUAL & POLICIES

(updated January 2023)

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 Real Estate professionals. We hope you will be proud to be associated with one of the country's most knowledgeable and successful Realtors. As a RE/MAX ALOHA HOMES, we have built a unique firm that unites together to give our clients and customers the highest real estate service.

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 private use. It will help you better understand 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 Real Estate Professionals, must never lose sight of this. From time to time, we find that we need advice, cooperation, and assistance from fellow RE/MAX ALOHA HOMES Office Members. We must trust in and respect others to get pack and complete cooperation. It is the only way to grow and prosper in a group situation. We can avoid most conflicts by being more tolerant and understanding and respecting our fellow RE/MAX ALOHA HOMES member's rights. 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 between 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, they know what is truly right.

If we can adhere to proper guidelines, we will avoid 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 expressly stated otherwise in each policy.

The policies are intended as guidelines only and 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 outlined in writing in individual employment contracts, or other RE/MAX ALOHA HOMES policies, either the Employee/Independent Contractor (hereafter 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 must give, at a minimum, a 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 before January 2023. 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 a dedicated group of hard-working professionals jointly committed to serving and representing our clients in Residential and Commercial Real Estate and Property Management with exceptional integrity and a high level of commitment to a fiduciary duty to our clients. Our reputation of excellence, loyalty, and spirit of cooperation perpetuated through quality growth and commitment to self-education, self-improvement, impeccable work ethic, exceptional integrity, and discipline are the priorities that help us to earn our clients repeat business and referrals.

DEFINITIONS HENCEFORTH

Aloha Homes LLC DBA RE/MAX ALOHA HOMES are called "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 achieve the homeownership dream and invest in real estate to make more money and live better lives! We do this with an 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.

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 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

Real estate buyers and sellers everywhere deserve the world-class services of outstanding agents who are skilled, driven and focused on achieving exceptional results. Real estate is a full-time profession and career. We believe in the power of preparation and education. We believe in experience and the wisdom of learning from people who have it. 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 would be TRUST.

Minimum Standards of Excellence

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

Our reputation of excellence, loyalty, and spirit of cooperation perpetuated through quality growth and commitment to self-education, self-improvement, impeccable work ethic, exceptional integrity, and discipline are the priorities that 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 distracts other RE/MAX ALOHA HOMES Office Members and is 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 is 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 was wrong, and we couldn't contact 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 call about (if they are a buyer or their address if they are a seller).*
- 5, Ask them if they are already working with an Agent and if the Agent is from RE/MAX ALOHA HOMES OFFICE

All information captured should be returned 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 no "AOFD" is 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 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 it in an agent's box without notifying them via electronic delivery. Doing so could delay 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 reasonable 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 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 its RE/MAX ALOHA HOMES Office members' quality. As a RE/MAX ALOHA HOMES, each member should be able to move to different "seats" or positions immediately. 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 an 'all hands on deck' mentality.

Whether you are assigned to a specific department (such as buyers, sellers, property management, transaction management), or Independent Agent, *you are constantly 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 protecting 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 to evaluate a finalist's suitability for employment. It will not be used to discriminate against a finalist based on 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 has no felony or misdemeanor convictions or pleas which are acknowledgments of responsibility (e.g., a plea of no contest or *nolo contendere*) that have not been annulled or sealed. This verification will include a search of convictions or pleas, which are acknowledgments of responsibility during the seven (7) years immediately preceding the finalist's application to the 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 has no convictions for specific 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 the 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 the position requires, 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 the 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. Before 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. The background check records will be maintained in RE/MAX ALOHA HOMES OFFICE in a secure and separate file from easily accessed files in the office.

B. Screening of Finalists

An offer of employment/contract is contingent upon successfully completing 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 RE/MAX ALOHA HOMES OFFICE positions 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 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
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 yet to undergo the background check process or if they have yet to undergo 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.

During their employment, E/ICs are responsible for making RE/MAX ALOHA HOMES OFFICE aware of any felony or misdemeanor convictions or pleas, which are acknowledgments 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 on the information gathered. Suppose negative information is obtained through the background check process. In that case, 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

Suppose adverse action is based in whole or in part on the results of a background check. In that case, 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, 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 on 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 consistently applying 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 must be used as your voicemail: *"Aloha, this is (name + title) with RE/MAX ALOHA HOMES OFFICE. I'm unavailable to answer your call now, 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 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 represent both a buyer and seller in the same transaction. When these situations occur, RE/MAX ALOHA HOME's policy is that no individual licensee may enter 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. Maintaining legal and fiduciary responsibility to your client is of utmost importance in these circumstances. 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 HOMES

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 negligent and will result in immediate termination and potential criminal prosecution.

Conflict/ deal splits, 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 amicably equitably, 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 CEO/PB/BIC that a conflict exists. Management shall set a mutually agreeable time to hear all facts and review any and all documents about the conflict. After hearing both sides in a joint meeting, management can make necessary decisions. All parties shall accept the decision according to the guidelines outlined in the policy and procedures manual regarding conflict resolution between RE/MAX ALOHA HOMES Office Members.

Agents are strongly advised to keep all internal and external “deal splits” in writing, including all terms and conditions, including Deal Split Compensations outlined in the “CO-SALE AGREEMENT OF RESPONSIBILITIES” RE/MAX ALOHA HOMES Form for all of their deals subject to Co-sale Participation. In a case of a dispute between the parties or lack of clarities, duty, and responsibilities, or when there is no written Deal Split/ CO-SALE AGREEMENT between the Agents, the Brokerage Business will honor the commission payout form instructions received from the Agent who originated the Business Relationship. The Agent or Broker Associate who brings the Client (the one who acquired “and owns” the Business Relationship) has the upper hand in negotiating the terms and stating the final conditions on the Payout Form for the Co-Sale with a Team Member or other Licensed Agent within the Brokerage)

If this becomes a recurring problem, 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.

Commission splits for referrals.

When on vacation, out of town, and 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 the 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 referral 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 with the current status of all your files, especially those under contract and in escrow. Also important is to share any relevant data with the covering agent (i.e., emails, executed documents, and other important documents). All data should be shared via Google Drive with the covering agent, the Buyer's Specialist, and RE/MAX ALOHA HOMES OFFICE PB/BIC to ensure nothing falls through the cracks. All referral deals and agreements must be in writing on a particular form and in MaxCenter System if it's a RE/MAX referral.

Commission credits

Suppose an Agent makes his own business decision to give a client commission credit towards closing and recording. In that case, RE/MAX ALOHA HOMES Agent must only use his portion of the commission (determined by his personal commission split with the Brokerage) for his/her credit to client consideration. Significant commission credits to clients over \$1000.00 should be consulted with BIC/PB. AGENTS ARE STRICTLY PROHIBITED FROM MAKING THEIR DISCRETIONARY SPENDING DECISIONS ON THE BROKERAGE PORTION OF THE COMMISSIONS. In the case of a CEO/CFO approved "Free of Commission Deal" (for example, one free personal Purchase or Sale a year for Agents), a flat Admin Fee of \$995 to RE/MAX ALOHA HOMES must be charged and collected for RE/MAX ALOHA HOMES to cover the basic expenses for the "No-Compensation received" transaction.

Conflict and Dispute resolution process between RE/MAX ALOHA HOMES Office Members, Team Members, and clients

Suppose a conflict arises between a client and a RE/MAX ALOHA HOMES OFFICE member. In that case, RE/MAX ALOHA HOMES OFFICE members must bring the problem and all pertinent documents to RE/MAX ALOHA HOMES Management (Sales Manager, BIC/PB/CEO).

The management will research and assess the problem, and if it is determined that RE/MAX ALOHA HOMES OFFICE members and clients do not need to work together, then the lead or client's business will be reassigned. Upon closing, RE/MAX ALOHA HOMES OFFICE members will be given a referral fee per policy guidelines. Suppose RE/MAX ALOHA HOMES OFFICE member has created a problem where financial consideration must be made to correct the problem. In that case, RE/MAX ALOHA HOMES OFFICE members/Agents must pay the cost of the correction.

If this becomes a recurring problem, 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 himself 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, 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 reflect upon all of us.

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

When clients witness a RE/MAX ALOHA HOMES member out of control (e.g., in a social setting), they have difficulty separating business behavior from 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 the use of the bathroom facilities;
- Refrain from smoking;
- Avoid discussing price with Seller;
- Avoid discussing the condition with Seller,
- Make the best possible impression for RE/MAX ALOHA HOMES OFFICE;
- View the property thoroughly and listen to the 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 conduct 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 results from 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 three warnings in a 12-month span, RE/MAX ALOHA HOMES Management will convene and decide if additional action is required and necessary.

If an action results from 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 necessary.

Suppose an action results from 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. In that case, RE/MAX ALOHA HOMES Management reserves the right to terminate the business relationship with the E/IC. It may seek legal action if the E/IC's behavior warrants such action.

§467-14 Revocation, suspension, and fine. In addition to any other actions authorized by law, the commission may revoke any license issued under this chapter, suspend the right of the licensee to use the license, fine any person holding a license, registration, or certificate issued under this chapter, or terminate any registration or certificate issued under this chapter, for any cause authorized by law. In the case of License Revocation or Suspension, the business relationship between RE/MAX ALOHA HOMES (RB-22639) and the licensee (E/IC) will get terminated effective immediately.

2013 Hawaii Revised Statutes TITLE 25. PROFESSIONS AND OCCUPATIONS

467. Real Estate Brokers and Salespersons 467-14 Revocation, suspension, and fine.

Universal Citation: [HI Rev Stat § 467-14 \(2013\)](#)

§467-14 Revocation, suspension, and fine. In addition to any other actions authorized by law, the commission may revoke any license issued under this chapter, suspend the right of the licensee to use the license, fine any person holding a license, registration, or certificate issued under this chapter, or terminate any registration or certificate issued under this chapter, for any cause authorized by law, including but not limited to the following:

- (1) Making any misrepresentation concerning any real estate transaction;
- (2) Making any false promises concerning any real estate transaction of a character likely to mislead another;
- (3) Pursuing a continued and flagrant course of misrepresentation or making of false promises through advertising or otherwise;
- (4) Without first having obtained the written consent to do so of both parties involved in any real estate transaction, acting for both the parties in connection with the transaction or collecting or attempting to collect commissions or other compensation for the licensee's services from both of the parties;
- (5) When the licensee, being a real estate salesperson, accepts any commission or other compensation for the performance of any of the acts enumerated in the definition outlined in section 467-1 of real estate salesperson from any person other than the real estate salesperson's employer or the real estate broker with whom the real estate salesperson associates or, being a real estate broker or salesperson, compensates one not licensed under this chapter to perform any such act;
- (6) When the licensee, being a real estate salesperson, acts or attempts to act as a real estate broker or represents, or attempts to represent, any real estate

brokerage other than the real estate salesperson's employer or the real estate broker with whom the real estate salesperson is associated;

(7) Failing, within a reasonable time, to account for any money belonging to others that may be in the possession or under the control of the licensee;

(8) Any other conduct constituting fraudulent or dishonest dealings;

(9) When the licensee, being a partnership, permits any member of the partnership who does not hold a real estate broker's license to participate in the real estate brokerage business thereof actively or permits any employee thereof who does not hold a real estate salesperson's license to act as a real estate salesperson therefor;

(10) When the licensee, being a corporation, permits any officer or employee of the corporation who does not hold a real estate broker's license to have the direct management of the real estate brokerage business thereof or permits any officer or employee thereof who does not hold a real estate salesperson's license to act as a real estate salesperson therefor;

(11) When the licensee, being a real estate salesperson, fails to file with the commission a written statement setting forth the name of the real estate broker by whom the licensee is employed or with whom the licensee is associated;

(12) When the licensee fails to obtain on the contract between the parties to the real estate transaction confirmation of who the real estate broker represents;

(13) Violating this chapter; chapter 484, 514A, 514B, 514E, or 515; section 516-71; or the rules adopted pursuant thereto;

(14) Splitting fees with or otherwise compensating others not licensed hereunder for referring business, provided that notwithstanding paragraph (5), a real estate broker may pay a commission to:

(A) A licensed real estate broker of another state, territory, or possession of the United States if that real estate broker does not conduct in this State any of the negotiations for which a commission is paid;

(B) A real estate broker lawfully engaged in real estate brokerage activity under the laws of a foreign country if that real estate broker does not conduct in this State any of the negotiations for which a commission is paid; or

(C) A travel agency that, in the course of business as a travel agency or sales representative, arranges for compensation the rental of a transient vacation rental; provided that for purposes of this paragraph, "travel agency" means any person that, for compensation or other consideration, acts or attempts to act as an intermediary between a person seeking to purchase travel services and any person seeking to sell travel services, including an air or ocean carrier;

(15) Commingling the money or other property of the licensee's principal with the licensee's own;

(16) Converting other people's money to the licensee's own use;

(17) The licensee is adjudicated insane or incompetent;

(18) Failing to ascertain and disclose all material facts concerning every property for which the licensee accepts the agency so that the licensee may fulfill the licensee's obligation to avoid error, misrepresentation, or concealment of material facts; provided that for the purposes of this paragraph, the fact that an occupant has AIDS or AIDS Related Complex (ARC) or has been tested for HIV (human immunodeficiency virus) infection shall not be considered a material fact;

(19) When the licensee obtains or causes to be obtained, directly or indirectly, any licensing examination or licensing examination question to disseminating the information to future takers of the examination for the benefit or gain of the licensee;

(20) Failure to maintain a reputation for or record of competency, honesty, truthfulness, financial integrity, and fair dealing; or

(21) Acquiring an ownership interest, directly or indirectly, or using a subsidiary or affiliate, in any distressed property that is listed with the licensee or within three hundred sixty-five days after the licensee's listing agreement for the distressed property has expired or is terminated.

For the purposes of paragraphs (1) and (18), the real estate commission shall consider whether the licensee relied in good faith on information provided by other persons or third parties.

As used in this section, "distressed property" has the same meaning outlined in section 480E-2.

The commission may take disciplinary action whether the licensee acts as a real estate broker, real estate salesperson, or on the licensee's behalf.

Dress code

No jeans, except for showing farmland, 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 they are petite, discrete piercings, not a nose "ring." Pierced earrings are okay, but no more than three per ear. No tattoos on the face, neck, hands, or any part of the body "exposed" while in your work attire.

Make-up and hair should be presentable. Men should be clean-shaven unless their 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 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. They 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”. Most importantly, many clients might be allergic to the smell of these inhalants, and it could be offensive to others. If you need to smoke, please do so on your own time, but during working hours, it’s essential to ensure you do not smell 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, 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 for both parties. 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 by email.

Remember, in these sensitive situations, a complaint from either the buyer or seller could suggest a conflict of interest if the 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 the privacy and provides for acceptable use of these resources. All RE/MAX ALOHA HOMES Office Members are expected to use electronic communications (email) legally, ethically, and responsibly.

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 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. They 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 the 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 based on 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 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 try 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

Discrimination is illegal based on 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.

You are stating or advertising that the property is restricted.

It is 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 remember that fact.

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

A RE/MAX ALOHA HOMES member who is uncomfortable with the company's philosophy should seek other endeavors.

A RE/MAX ALOHA HOMES member shall not accept a listing agreement upon which a 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 purpose of sharing your schedule is to advise all RE/MAX ALOHA HOMES Office Members who are working that day and available

for any time-sensitive tasks. If you anticipate changing your schedule, you must update it 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 a previous user may have left. Additionally, RE/MAX ALOHA HOMES OFFICE members 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 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 regular business hours. Please refrain from calling them at home after hours and on weekends unless it is an absolute emergency. We are 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 serving clients and customers in each 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 customers/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-served basis or by prior reservation and should be kept open and neat for Sales Associates with clients.

The last person leaving the office is responsible for ensuring they turn off all lights (except for the reception desk area) and coffee makers and lock the front and back doors. All sales agents' desk lights also need to be turned off.

Be sure to shut down 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 constitutes 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 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, which 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 they were satisfied with to do the job.

Sometimes, during our fiduciary duties, we must 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 must have explained to them that the inspection cost must 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 addendums 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. Several companies provide this service. Each Sales Agent will be responsible for offering and explaining the Home Warranty Program to their buyer. The listing specialist will explain the program to sellers. If the buyer or seller accepts or rejects the program, the client must sign the proper documents acknowledging their written choice. All such executed documents shall be in the file when closing.

Integrity

Integrity is an important part of our industry and integral to our RE/MAX ALOHA HOMES' success and core values. Like many businesses institute a "random drug test," Management will institute a random "integrity test". This quality control ensures 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, management will notify you if you "passed" your integrity test. Treat everyone with respect, honesty, and 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, Google Hangout, and 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 clients' 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, keys should be viewed the same way 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. 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 the 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, 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

If any transaction involving the sales agent 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 the complaint.

RE/MAX ALOHA HOMES OFFICE shall maintain E/O insurance for RE/MAX ALOHA HOMES OFFICE. Suppose 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. In that case, the deductible shall be shared between RE/MAX ALOHA HOMES OFFICE and RE/MAX ALOHA HOMES OFFICE member(s).

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

Lead privileges

All "In-house" leads are the property of RE/MAX ALOHA HOMES OFFICE and will be distributed according to the sales agent's skill level, personality match with leads, and performance standards by our Sales Manager and CRM-approved systems. As a Trained Buyer Specialist, Showing Agent, and Listing Agent, your RE/MAX ALOHA HOMES OFFICE function will help 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 by the designated Sales Manager. You will receive leads if you attend mindset training and prospecting training; you learn how to follow 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 list the property actively. 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 led to the RE/MAX ALOHA HOMES OFFICE generated.

Office hours

The office will be open from 9 am to 5 pm weekly. 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 themselves and spend time with their family. Should you decide to work on Sunday, let Management know so we can expect you to 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). This is to give the consistent perception that non-commission and office support are unavailable only during regular business hours, Mon-Friday.

The office hours are Monday through Friday, 9 am to 5 pm, and should you stay beyond that time (licensed RE/MAX ALOHA HOMES Office Members Only), please close the office when you leave as instructed in the General Office Procedures section.

All Non-Commission RE/MAX ALOHA HOMES Office Members are responsible for being "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 for being "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 except the Licensed RE/MAX ALOHA HOMES Office Members in a Sales Position.

If the "system" isn't working correctly 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 the approved auto-email response. Auto emails must not be turned on before 5 pm. 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. RE/MAX ALOHA HOMES OFFICE will only pay for unique supplies with written approval by management. Supplies are for all to use, so please be considerate of the rest of the RE/MAX ALOHA HOMES OFFICE, and do not hoard supplies just for yourself. Be discriminating with the amount you use, knowing that every overage affects the budget.

If you take the last item (anything from forms to toilet paper) please notify the proper person so 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 2-5 pm). It must do at least one broker's open and two public open houses per month.

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

If the home is vacant, you'll want to do a quick walk-through to ensure no dead insects or trash 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 be asked questions about the property or mortgage 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 to 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 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 simultaneously. If the company receives multiple offers, all offers must be presented at once by [Appropriate RE/MAX ALOHA HOMES Member] or the Listing Specialist. When one offer has already been presented and has yet to be 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 if two offers are obtained on a single property simultaneously, both offers must be presented to the seller for consideration and acceptance. Never try to decide on an owner. Present all offers!

Professional image

This issue is extremely important to RE/MAX ALOHA HOMES OFFICE's perception in the marketplace. To maintain the highest level of service, we must strive for excellence in our image through our appearance, speech, knowledge, and condition of our real estate tools (cars, dresses, briefcases, purses, desks, 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 the local Board of Realtors has adopted;

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 “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 alone; make sure the information you provide is true and accurate and delivered by a licensee.

Prospecting

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

Prospecting will be done daily, individually, 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 until prospecting and lead follow-up calls are completed regularly.

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 contact a Realtor in the area your client is moving to. The other Realtor will

inform you of the progress on selling to that client as RE/MAX ALOHA HOMES OFFICE receives it.

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. If several buyer agents are qualified, the referral will be assigned to the person who is up for the following lead.

Ensure that the referring agent's information and the referral fee are included in the appropriate line on the closing worksheet once a contract with the referred client is ratified.

The referral bonus for Independent Contractors, Salaried Employees

Suppose you are a salaried employee, independent contractor, or a RE/MAX ALOHA HOMES assistant. In that case, 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. You are not recommended to work with the referral directly, primarily if you are not licensed. If you are licensed and feel the need to work with the client personally, 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 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 serve as many clients as possible. That said, please be thoughtful and 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 RE/MAX ALOHA HOMES Management member first. When you 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, makeup one so that the office will have no doubt that you are in trouble.

You should get trained in self-defense and carry pepper spray or mace to protect yourself. Always have your phone and always carry your car keys with you. 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, a 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 promptly.

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 inboxes. 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 on employees' social media pages; and for a good reason, as it's the socially responsible thing to do. Suppose your posts include foul language, derogatory comments, cyber-bullying, offensive rants, explicit photos (including naked and half-naked photos), drug use, etc. In that case, they will be viewed in the same negative light as if these actions occurred at the workplace, during work hours.

RE/MAX ALOHA HOMES OFFICE reserves the right to disciplinary action if your posts, pictures, videos, comments, etc., are viewed 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 severe 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 inside or outside the company. The present policy covers employees, investors, contractors, customers, and everyone interacting with our company. For further details about how we deal with harassment from outside 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 severe 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 harass our employees sexually. Any person in our company who is found guilty of severe harassment will be terminated, whether they are VPs or assistants. Also, suppose representatives of our contractors or vendors sexually harass our employees. In that case, we will demand that the company they work for takes disciplinary action and 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 it 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 severe 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 on 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 immediately.

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 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 that you can have records. Please do not use this approach when:

- Your manager, an upper manager, an investor, or a 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 immediately.

Disciplinary action and repeat offenders

Employees 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 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 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. Regarding the Sales Agents, an agreement must be discussed and documented before the fact if commissions are to be shared or split. 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. 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. Suppose this amount is not agreed upon prior by the persons involved, and a dispute arises. In that case, RE/MAX ALOHA HOMES Management will decide, and charges will be enforced accordingly.

Sales Agents cannot leave clients without a contract with staff to maintain. Staff does not show the property or write contracts, so do not expect them to handle your prospects. You must 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 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. Suppose you schedule the time and decide not to use it, and it has caused

someone else to miss the opportunity. In that case, you must take those days as your paid vacation/personal days (paid vacation days only apply to W2 employees, not independent contractors).

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

Our RE/MAX ALOHA HOMES are 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 valuable 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, MLS Data Entry). As their roles may change, please check which VA is responsible for specific tasks with a manager.

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. Indeed, you do not need to complete a task within five minutes, but acknowledging receipt is imperative. Responding at most 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 time zone.
3. You MUST BE AT YOUR COMPUTER and 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 and stepping away from your computer for any time (aside from restroom use, emergencies, etc.) is unacceptable.
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.

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