



THREE RIVERS ASSOCIATION OF REALTORS® Member Code of Conduct

As a Member of the THREE RIVERS ASSOCIATION OF REALTORS® (hereinafter, “TRAR”), I will abide by the terms set forth herein. I pledge to demonstrate to all members of TRAR that I am a professional and strive to do my best in serving my clients.

All Members, volunteers, and staff of TRAR must work together effectively as a team to accomplish the goals of TRAR. The team and its efforts are strengthened and encouraged when there is an environment of mutual respect and courtesy.

Offensive behaviors stand in the way of the progress the Members of TRAR want to make and can expose TRAR and its staff and membership to legal liability. TRAR Members fully support the rights of its Directors, Members, volunteers, and staff to work in an environment free of hostility, discrimination, and harassment of any kind. Accordingly, all TRAR Members, Directors, Committee members, and volunteers are expected to adhere to these Conduct Policies.

I. Code of Conduct

To promote a positive public image and role for TRAR Members and the real estate industry, all Members, Directors, Committee members, and volunteers shall have an obligation to:

- Act in the best interests of and fulfill obligations to TRAR and its Members; • Actively promote and encourage the highest degree of ethics at all levels within the real estate industry and to act honestly, as fairly as possible, ethically and with integrity; • Maintain the highest standards of personal conduct by acting in a professional, courteous, and respectful manner.
- Comply with all federal, state, or local laws governing TRAR and understand and adhere to all governing documents, laws, and regulations applicable to TRAR.
- Abide by TRAR’s Articles of Incorporation, Bylaws, and Governance Policy Manual, and any other rules, policies, or procedures set by TRAR.
- Act in good faith responsibly with due care, competence, and diligence without allowing their independent judgment to be subordinated.
- Follow all policies regarding conflicts of interest and ownership disclosures of TRAR.
- Make available and to share with the Board of Directors any information that may be appropriate to ensure the proper conduct and sound operation of TRAR’s governance and management.
- Respect and maintain the confidentiality of information relating to the affairs of TRAR acquired in the course of service, except when authorized or legally required to disclose such information and to use information acquired in the course of business only for the TRAR’s, not personal, purposes.
- Maintain loyalty to TRAR and pursue its objectives in ways that are consistent with member and public interest.
- Serve all TRAR members fairly and impartially and to strive for excellence in all aspects of leading and managing TRAR.



- Engage in no activities for personal gain at the expense of TRAR or the real estate industry.
- Respect the diversity of opinion expressed or acted upon by others.
 - Refrain from and/or refuse to engage in any discriminatory, harassing, intimidating, or bullying conduct.
- Report any suspected acts of unlawful discrimination or harassment.
 - Seek Members' input and opinion in matters coming up for consideration by the management of TRAR.
 - Seek to resolve differences with other TRAR leaders, and avoid factionalism and behavior that exacerbates or prolongs conflict.
 - Promote a welcoming and collegial environment for all Members and others with whom they interact in the conduct of TRAR business;
- Promote an environment of inclusiveness; and
 - Ensure the objective of all TRAR action and pursuits is to provide the best possible services for all TRAR Members.

II. Anti-Harassment Policy and Complaint Procedure

Members are committed to a volunteer and work environment in which all individuals are treated with dignity and respect. The members and staff of TRAR must work together effectively as a team to accomplish TRAR goals.

Therefore, it is expected that all relationships among employees, Members, and business associates both inside and outside the office will be business-like and free of bias, prejudice, and harassment.

Members must fully support the rights and opportunities of all Members, directors, officers, and employees to volunteer and work in an environment free from discrimination, harassment, and abusive conduct. Members will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint regarding violation of such policies will be investigated and resolved appropriately.

a. Encouragement of Reporting and Prohibition on Retaliation

TRAR encourages reporting of all perceived incidents of sexual harassment, harassment, or abusive conduct, which together are referred to herein as prohibited conduct. It is the policy of TRAR to promptly and thoroughly investigate such reports. TRAR prohibits retaliation against any individual who reports sexual harassment, harassment, or abusive conduct or who participates in an investigation of such reports.

Retaliation against an individual for reporting prohibited conduct or participating in an investigation of a claim of prohibited conduct is a serious violation of this policy and, like the barred conduct itself, will be subject to severe disciplinary action. Acts of retaliation should be reported immediately in the same manner as any other prohibited conduct addressed in this policy and will be promptly investigated and addressed in a like manner.



b. Sexual Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, “sexual harassment” is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual’s body, sexual prowess or sexual deficiencies; leering, whistling, or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal, or visual conduct of a sexual nature. Sexual harassment does not include voluntary relationships between Members.

c. Harassment

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written, or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, ethnicity, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law or that of their relatives, friends, or associates. Harassing conduct includes epithets, slurs, or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group.

d. Abusive Conduct

Abusive conduct includes any verbal or physical conduct including threatening or obscene language, unwelcome actions like strikes, shoves, kicks, or other similar physical contact, or threats to do the same or any other conduct with the purpose or effect of unreasonably interfering with an individual’s work performance by creating a hostile, intimidating, or offensive work environment.

e. Individuals and Conduct Covered

These policies on prohibited conduct apply to all Members of TRAR and its volunteers, whether related to conduct engaged in by fellow members or someone not directly connected to TRAR (e.g., an outside vendor, consultant, or customer). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings, and business-related social events. To the extent members experience any of the prohibited conduct described herein, they should refer to the policies set forth by TRAR.



f. Reporting an Incident of Harassment or Retaliation

TRAR encourages reporting of all perceived incidents of prohibited conduct or retaliation,

regardless of the offender's identity or position. The Complaining Witness in any TRAR investigation of a violation of the Code of Conduct may be either the victim/target of the alleged behavior or anyone who witnessed the alleged behavior. Members who believe that they have been the victim of such conduct should discuss their concerns with the Chief Executive Officer of TRAR. If the perceived incident of prohibited conduct or retaliation involves the Chief Executive Officer, then the conduct should be reported directly to the President of the TRAR. Any Member that receives a report of suspected misconduct shall immediately notify the Chief Executive Officer or President of the TRAR.

Said officers will handle expeditiously and fairly any allegations of prohibited conduct or retaliation whether or not a written or formal complaint has been filed. They will: (1) take all complaints or concerns of alleged or possible prohibited conduct seriously no matter how minor or who is involved; (2) ensure that prohibited conduct or inappropriate sexually oriented conduct is immediately reported so that a prompt investigation can occur; and (3) take any appropriate action to prevent retaliation or prohibited conduct from recurring during and after any investigations or complaints.

To knowingly allow or tolerate sexual harassment, harassment, or prohibited conduct (which shall include failing to immediately report such misconduct), or retaliation for reporting of the same, is a violation of this policy. When possible, TRAR encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that their behavior is unwelcome and demands that it be discontinued. TRAR recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

The complaint does not have to be in writing. It is helpful if details of dates, times, places, and witnesses, if any, to the prohibited conduct can be provided. TRAR encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of prohibited conduct.

g. Complaint Investigation, Confidentiality & Discipline

All complaints will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. During the investigation, both the complainant and the accused will be provided with a full opportunity to tell their side of the story.

The identity of the employee or member making the complaint as well as the identity of the individual accused of the prohibited conduct will be kept strictly confidential to the extent circumstances will allow. Information regarding the accusations and the investigation that



follows will be made known only to persons who are directly involved either as party or witness to the individuals investigating the claim. Witnesses interviewed will be provided only with such information as is necessary to elicit from them their observations and other relevant information.

The prohibited conduct described above represents serious offenses and any Member or volunteer found to have engaged in such conduct is subject to as severe of discipline as TRAR believes is appropriate under the circumstances.

III. Discipline

If any Member, Director, Officer, or volunteer is found to have violated these Member & Volunteer Conduct Policies, TRAR shall determine whether any sanction is warranted. Only the Chief Executive Officer, the President of TRAR, or the Board of Directors of TRAR has the authority to finally resolve all charges or accusations of violations of these policies and to make any determination regarding appropriate sanctions. Sanctions may include but are not necessarily limited to probation, suspension, written reprimand, removal from any or all Association leadership, committee, or other volunteer positions, or revocation of membership. If the penalty imposed is a suspension for less than six (6) months, the decision of the Chief Executive Officer is final and not appealable. If the penalty is a suspension in excess of six (6) months or is a total ban on further membership with the Association, the accused can appeal the decision of the Chief Executive Officer to the Board of Directors – at which point, the Board of Directors can either affirm the Chief Executive Officer's decision or proceed with a hearing on the appeal and decide the fate of the accused. Any decision by the Board of Directors, either in affirming the decision of the Chief Executive Officer or ruling after a hearing on any appeal, shall be final and not appealable.

If the Chief Executive Officer or President of TRAR is the individual accused of misconduct, that person then shall automatically be excluded from any involvement in the investigation of, reporting on, or sanctioning of the misconduct, and the matter will be referred either to the other of them. If both are involved, then the matter will be referred to the Board of Directors of TRAR.